Purpose Statement

Open Awards Level 4 Diploma in Quality Improvement in Pharmacy Technical Services (RQF)

The primary purpose of this qualification is to develop specialist knowledge and applied skills in quality assurance and improvement within pharmacy technical services. It is designed to support progression into quality-related responsibilities and continuing professional development, enabling learners to contribute to the monitoring, evaluation and improvement of technical service processes.

The qualification develops the ability to apply quality management principles, interpret technical information, identify risks and compliance concerns, and make justified recommendations for improvement. Assessment requires learners to demonstrate the knowledge and practical skills specified within the units, while working within their professional responsibilities.

Who is it for?

The qualification is intended for learners aged 16 and over who are working in, or seeking to progress into, pharmacy technical services and related quality assurance and improvement roles.

It is suitable for those wishing to develop specialist quality improvement skills, including learners who do not currently hold formal quality management responsibilities.

What does this qualification cover?

The qualification consists of 55 mandatory credits, covering:

- Quality governance, management systems and regulatory compliance
- Risk management, audit, investigations and corrective and preventive action
- Quality documentation, data integrity and continuous improvement
- Workforce quality assurance, quality culture and leadership.

An additional 8-credit optional unit is available in the quality oversight of aseptic processes.

The qualification has been developed with reference to the ST0853 Quality Practitioner apprenticeship standard but is not a mandatory or integrated part of the apprenticeship.

It is not designed to meet General Pharmaceutical Council (GPhC) requirements for pharmacy technician or pharmacy support staff education and training. It does not confer professional registration, full occupational competence as a Quality Practitioner or authorisation to undertake regulated pharmacy activities.

What are the entry requirements?

There are no formal prior qualification, occupational experience or professional registration requirements.

You must have access to suitable technical information, resources and opportunities to develop and demonstrate the knowledge and skills required by the qualification.

Eastern Education Group will assess your starting knowledge, intended progression and individual support needs before enrolment. Where practical activities are required, appropriate supervised opportunities or permitted controlled assessment arrangements must be available.

What are the assessment methods?

You will complete a portfolio of evidence demonstrating achievement of the required knowledge, understanding and applied skills.

Assessment may include assignments, technical reports, projects, workplace evidence, practical activities and professional discussions.

Where assessment criteria require practical performance, you must demonstrate the specified skills through appropriate activities.

What are the progression opportunities?

Successful completion may support:

- progression into specialist quality assurance, quality improvement or quality coordination responsibilities
- increased involvement in audit, risk management, investigations and quality monitoring
- further study in pharmaceutical quality, technical services management or quality leadership
- continuing professional development within existing pharmacy technical services roles
- additional learning alongside the ST0853 Quality Practitioner apprenticeship, where appropriate.

Achievement does not automatically qualify you for a particular occupational role or professional registration.

The qualification is graded **Pass/Fail**. Assessment is carried out by Eastern Education Group and externally quality assured by Open Awards.

Who supports this qualification?

The qualification has been developed by Open Awards in partnership with Eastern Education Group, drawing on specialist occupational expertise and identified employer workforce development needs.