

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Personal Development for Pharmacy Technicians

Unit Reference Number: T/617/8937

Level: Three (3)

Credit Value: Five (5)

Minimum Guided Learning Hours: 25

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand how the role of the pharmacy technician is governed	1.1 Explain the impact of statutory regulation in pharmacy services
	1.2 Discuss how legislation and standards govern the role of the pharmacy technician
2. Understand professionalism within the role of a pharmacy technician	2.1 Explain the importance of the professional standards for pharmacy technicians
	2.2 Explain the importance of working within own scope of practice
	2.3 Explain ethical dilemmas that may present to a pharmacy technician within own scope of practice
	2.4 Explain the purpose of revalidation for pharmacy technicians
3. Understand how to reflect on own practice	3.1 Assess the importance of elements of reflective practice in continuously improving the quality of service provided
	3.2 Explain different models of reflection
4. Be able to evaluate own performance	4.1 Apply a model of reflection to evaluate own performance
	4.2 Use feedback to evaluate own performance
5. Be able to recognise behaviour that does not meet the required professional standard	5.1 Recognise own poor performance and respond appropriately
	5.2 Recognise poor performance of others and take appropriate action

	5.3	Explain the whistleblowing procedure in line with regulatory guidelines
6. Be able to develop a personal development plan	6.1	Assess the importance of continuing professional development for pharmacy technicians
	6.2	Review and prioritise own development needs
	6.3	Work with others to develop a personal development plan
7. Be able to contribute to the development of others	7.1	Identify learning needs of others
	7.2	Support individuals with developing their own personal development
	7.3	Review own contribution to the development of others

Indicative Content	
LO1	<p>Statutory regulation: Premises; individual pharmacy professionals; data protection; confidentiality; duty of candour</p> <p>Legislation: The Medicines Act 1968, Human Medicines Regulations 2012: Falsified Medicines Legislation; Medicines and Healthcare products Regulatory Agency (MHRA); European Medicines Agency (EMA); Licensed status (unlicensed medicines, licensed medicines, such as ML, MIA, specials, Section 10/Part 10 exemption requirements; Environmental and waste regulations;</p> <p>Standards: Organisational policies and procedures; Classification, Labelling and Packaging of substances and mixtures; Safe and secure handling of medicines</p>
LO2	<p>Professional standards: General Pharmaceutical Council Standards for Pharmacy Professionals</p> <p>Ethical dilemmas may include: breaches of confidentiality; problems with professional appearance; whistle blowing; problems with unprofessional behaviour; limits of competence; protecting dignity; providing false information</p> <p>Revalidation: General Pharmaceutical Council Revalidation Framework</p>
LO3	<p>Elements of reflective practice: Focus on person-centred care; Time management; Decision making; Professional judgement; Team working; Communication</p> <p>Models of reflection may include: Borton (1970); Kolb and Fry (1975); Argyris and Schon (1978); Gibbs (1988); Johns (1995); Brookfield (1998)</p>
LO4	Feedback could be from: colleagues; line manager; service users
LO5	<p>Poor performance may include: putting individuals at risk; working outside of own scope of competence; unprofessional behaviour; providing incorrect advice; not meeting the required standard of a pharmacy professional</p> <p>Responding appropriately should include: admitting fault; acting open and honestly when things go wrong; raising concerns with the appropriate person/agency even when not easy to do so; whistleblowing</p>

	<p>Appropriate action should include: raising concerns with the appropriate person/agency; addressing poor performance with the individual involved; whistleblowing</p>
LO6	<p>Continuing Professional Development (CPD) Refers to the process of tracking and documenting the skills, knowledge and experience gained both formally and informally in the workplace, beyond any initial training. It is a record of what is experienced, learnt and then applied.</p> <p>Development needs should include: learning needs; interests; development opportunities</p> <p>A personal development plan may have a different name but will record information including agreed objectives for development, proposed activities to meet objectives, timescales for review, etc.</p>
LO7	<p>Others may include: Team members; Other colleagues</p> <p>Contribution may include: Demonstration of leadership skills; Applying professional practice; Providing constructive feedback; Empowering others; Providing opportunities; Encouraging others to learn from mistakes; Coaching or mentoring</p>