

# Qualification Unit

This unit forms part of a regulated qualification.

**Unit Title:** Selling Over the Counter Medicines and Products

**Unit Reference Number:** A/618/5937

**Level:** Two (2)

**Credit Value:** Ten

**Minimum Guided Learning Hours:** 70

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know how to assist with the sale of over the counter medicines and products	1.1 Outline the role and responsibilities of members of the <b>pharmacy team</b> in relation to the selling of over the counter medicines and products
	1.2 Outline the <b>legal and regulatory requirements</b> relating to the sales of over the counter medicines and products
	1.3 Outline key <b>Standard Operating Procedures</b> that relate to the the sales of over the counter medicines and products
	1.4 Explain the importance of working within the limits of own authority
	1.5 Explain the importance of communicating in a clear, polite and confident manner and in way that meets an <b>individual's needs</b>
	1.6 Outline how to deal with <b>issues or complaints</b> raised by <b>customers</b>
	1.7 Explain the information they are permitted to provide to individuals regarding: <ul style="list-style-type: none"> <li>a) their symptoms</li> <li>b) their medicines</li> </ul>
	1.8 Explain the importance of preserving privacy and confidentiality when asking individuals questions about symptoms and medicines
2. Knowing about medicines that can be sold over counter	2.1 Explain the actions and uses of the most commonly used over the counter medicines

	2.2 Explain how the <b>different classes of medicines</b> , and changes to the classes, affect the sale of over the counter medicines
	2.3 List the uses, side effects, interactions and contra-indications for commonly used over the counter medicines
	2.4 Identify products what are prone to misuse or abuse
	2.5 Explain how to ensure that product knowledge stays up to date
3. Be able to identify the needs of individuals	3.1 Demonstrate communicating in a clear, polite and confident manner and in way that meets an <b>individual's needs</b>
	3.2 Demonstrate the use of <b>questions and appropriate questioning techniques</b>
	3.3 Refer all <b>relevant information</b> to a pharmacist or pharmacy technician where necessary
4. Be able to provide advice and recommend suitable over the counter medicines or products	4.1 Provide <b>relevant</b> information and advice on symptoms and the actions and uses of medicines that is: <ul style="list-style-type: none"> <li>a) consistent with the standard operating procedures</li> <li>b) at an appropriate level for the individual to understand</li> <li>c) in the individual's preferred format</li> </ul>
	4.2 Provide all <b>relevant information</b> when recommending over the counter medicines and products to individuals in the most <b>appropriate format</b>
	4.3 Confirm with the individual that: <ul style="list-style-type: none"> <li>a) they have understood the information provided</li> <li>b) the information provided meets their requirements</li> </ul>
	4.4 Demonstrate working within limits of own authority

## Indicative Content

LO1	<p>1.1 <b>Pharmacy team</b> include pharmacists; pharmacy technicians; and pharmacy support staff; other healthcare professionals; any other related role(s)</p> <p>1.2 <b>Legislation and regulatory requirements</b> must include:</p> <ol style="list-style-type: none"> <li>a) Medicines Act 1968</li> <li>b) Misuse of Drugs Act</li> <li>c) Health and Safety at work Act</li> <li>d) Equality Act</li> <li>e) Legislation for:</li> <li>f) Controlled Drugs</li> <li>g) Poison</li> <li>h) Veterinary products</li> <li>i) Data Protection /GDPR</li> <li>j) Regulatory standards</li> <li>k) Individual rights e.g. sales of goods, trades descriptions</li> <li>l) Freedom of information</li> </ol> <p>1.3 Must include: Pharmacy Protocol; 2WHAM questioning procedure, referral to the Pharmacist</p> <p>1.5 <b>Individuals needs</b> could include those with special requirements; language and communication needs; different level of understanding of needs; presenting with symptoms; disabilities and/or learning difficulties, customer representative or carer</p> <p>1.6 <b>Customers</b> include: patients; healthcare professionals; colleagues customer representatives</p> <p>Dealing with <b>issues and complaints</b> should include:</p> <ul style="list-style-type: none"> <li>• Asking appropriate questions to check understanding of the issues</li> <li>• Identifying options to resolve issues or concerns</li> <li>• Resolving issues independently or refer when required</li> <li>• Keeping individuals informed of the process</li> <li>• Organisational complaints procedure</li> </ul>
LO2	<p>2.1 Must include products that are available for: Coughs, colds and flu, Pain, Gastrointestinal problems, Travel and Summer health, Women and Men's health, ears, eyes, mouth, skin, hair and feet</p> <p>2.2 Must include General Sales List (GSL) Pharmacy Only(P) POM Prescription Only (POM) Impact of changes to classes of medicines could include:</p> <ul style="list-style-type: none"> <li>• Product knowledge including new products</li> <li>• Misuse or abuse</li> <li>• Legislation</li> <li>• Quantities</li> </ul> <p>2.3 as above 2.1</p> <p>2.4 Could Include: pain killers, stimulants, cough medicines, laxatives, products to aid sleep, products that contain solvents</p>
LO3	<p>3.1 Individuals needs could include those with special requirements; language and communication needs; different level of understanding of needs; presenting with</p>

	<p>symptoms; disabilities and/or learning difficulties</p> <p>3.2 Questioning Techniques must include Open, Closed, leading Questions 2 WHAM</p> <p>Types of information include:</p> <ul style="list-style-type: none"> <li>• How to use / take medicines and products</li> <li>• Patient information leaflets</li> <li>• Required consumables</li> <li>• Supplier / manufacturer information</li> <li>• Public health advice and promotion</li> </ul>
LO4	<p>Relevant information must include a full account of information received from patient e.g. symptoms; patient history; other medicines being taken; allergies; communication requirements</p> <p>4.2 Appropriate formats could include: verbal; written; electronic</p>

## Assessment Requirements

This unit will be assessed via a portfolio of evidence assessed and internally quality assured by the centre. Achievement is subject to external quality assurance by Open Awards.

This unit must be assessed in line with Open Awards Quality Assurance procedures as well as in line with [Skills for Health Assessment Principles for Occupational Competence \(v4 November 2017\)](#).

Learners will be expected to achieve all learning outcomes and assessment criteria.

### Skills-based assessment criteria

The primary method of assessment for the skills-based criteria is observation in the workplace by the assessor.

Where learners are not able to achieve the skills-based learning outcomes in their usual place of employment, the training provider and employer must ensure that the learner is given opportunities to achieve the learning outcomes in a work placement or another suitable setting. This may include simulation.

Types of evidence could include:

- a) Observation of performance
- b) Questioning (written or oral)
- c) Practical Activities
- d) Photographs or videos
- e) Personal statements
- f) Reflective logs
- g) Project work
- h) Witness testimonies

### Knowledge-based criteria

For knowledge-based criteria, evidence will be assessed using internally set, internally marked written assignments.

Types of evidence could include:

- a) Written assignments
- b) Examinations
- c) Questioning (written or oral)
- d) Personal statements
- e) Project work

Across the qualification's skills-based assessment criteria, there must be at least three observations which cover the required skills.

# Uned Cymhwyster

Mae'r uned hon yn rhan o gymhwyster rheoleiddiedig.

**Teitl yr Uned:** Gwerthu Meddyginiaethau a Chynhyrchion Dros y Cownter

**Lefel:** Two (2)

**Gwerth Credyd:** 10

**GLH Lleiafswm:** 70

Deilliant Dysgu (Bydd y Dysgwr yn):	Maen Prawf Asesu (Gall y Dysgwr):
1. Gwybod sut i helpu i werthu meddyginiaethau a chynhyrchion dros y cownter	1.1 Amlinellu rôl a chyfrifoldebau aelodau'r <b>tîm fferylliaeth</b> mewn perthynas â gwerthu meddyginiaethau a chynhyrchion dros y cownter
	1.2 Amlinellu'r <b>gofynion cyfreithiol a rheoleiddiol</b> sy'n ymwneud â gwerthu meddyginiaethau a chynhyrchion dros y cownter
	1.3 Amlinellu <b>Gweithdrefnau Gweithredu Safonol</b> allweddol sy'n ymwneud â gwerthu meddyginiaethau a chynhyrchion dros y cownter
	1.4 Egluro pwysigrwydd gweithio o fewn terfynau eich awdurdod eich hun
	1.5 Egluro pwysigrwydd cyfathrebu mewn modd clir, cwrtais a hyderus ac mewn ffordd sy'n diwallu <b>anghenion yr unigolyn</b>
	1.6 Amlinellu sut i ddelio â <b>phroblemau neu gwynion</b> a godir gan <b>gwsmeriaid</b>
	1.7 Egluro'r wybodaeth y caniateir iddynt ei darparu i unigolion ynghylch: a) eu symptomau b) eumeddyginiaethau
	1.8 Egluro pwysigrwydd cynnal preifatrwydd a chyfrinachedd wrth ofyn cwestiynau i unigolion am symptomau a meddyginiaethau
2. Gwybod am feddyginiaethau y gellir eu gwerthu dros y cownter	2.1 Egluro gweithredoedd a defnyddiau'r meddyginiaethau a ddefnyddir fwyaf cyffredin dros y cownter

	<p>2.2 Egluro sut mae'r <b>gwahanol ddsbarthiadau o feddyginiaethau</b>, a newidiadau i'r dosbarthiadau, yn effeithio ar werthu meddyginiaethau dros y cownter</p> <hr/> <p>2.3 Rhestru'r defnyddiau, sgil-efeithiau, rhyngweithiadau a gwrth-arwyddion ar gyfer meddyginiaethau a ddefnyddir yn gyffredin dros y cownter</p> <hr/> <p>2.4 Nodi cynhyrchion sy'n dueddol o gael eu camddefnyddio</p> <hr/> <p>2.5 Egluro sut i sicrhau bod gwybodaeth am gynnyrch yn parhau'n gyfredol</p>
3. Gallu adnabod anghenion unigolion	<p>3.1 Arddangos cyfathrebu mewn modd clir, cwrtais a hyderus ac mewn ffordd sy'n diwallu <b>anghenion unigolyn</b></p> <hr/> <p>3.2 Arddangos y defnydd o <b>gwestiynau a thechnegau holi priodol</b></p> <hr/> <p>3.3 Cyfeirio'r holl <b>wybodaeth berthnasol</b> at fferylllydd neu dechnegydd fferyllol lle bo angen</p>
4. Gallu darparu cyngor ac argymell meddyginiaethau neu gynhyrchion dros y cownter addas	<p>4.1 Darparu gwybodaeth a chyngor <b>perthnasol</b> ar symptomau a'r camau i'w cymryd a'r defnydd o feddyginiaethau sydd yn:</p> <ul style="list-style-type: none"> <li>a) gyson â'r gweithdrefnau gweithredu safonol</li> <li>b) ar lefel briodol i'r unigolyn ei deall</li> <li>c) yn y fformat dewisol yr unigolyn</li> </ul> <hr/> <p>4.2 Darparu'r holl <b>wybodaeth berthnasol</b> wrth argymell meddyginiaethau a chynhyrchion dros y cownter i unigolion yn y fformat mwyaf <b>priodol</b></p> <hr/> <p>4.3 Cadarnhau gyda'r unigolyn:</p> <ul style="list-style-type: none"> <li>a) eu bod wedi deall y wybodaeth a roddwyd</li> <li>b) bod y wybodaeth a roddwyd yn bodloni eu gofynion</li> </ul> <hr/> <p>4.4 Arddangos gweithio o fewn terfynau awdurdod eich hun</p>

## Cynnwys Mynegol

LO1	<p>1.1 Mae <b>tîm gofal iechyd</b> yn cynnwys fferyllwyr; technegwyr fferyllol; a staff cymorth fferyllol; gweithwyr gofal iechyd proffesiynol eraill; unrhyw rôl(iau) cysylltiedig eraill</p> <p>1.2 Mae'n rhaid i <b>deddfwriaeth a rheoliadau</b> gynnwys:</p> <ul style="list-style-type: none"> <li>a) Deddf Meddyginiaethau 1968</li> <li>b) Deddf Camddefnyddio Cyffuriau</li> <li>c) Deddf Iechyd a Diogelwch yn y Gwaith</li> <li>d) Deddf Cydraddoldeb</li> <li>e) Deddfwriaeth ar gyfer:</li> <li>f) Cyffuriau a reolir</li> <li>g) Gwenwyn</li> <li>h) Cynhyrchion milfeddygol</li> <li>i) Diogelu Data /GDPR</li> <li>j) Safonau rheoleiddio</li> <li>k) Hawliau unigol e.e. gwerthu nwyddau, disgrifiadau masnach</li> <li>l) Rhyddid gwybodaeth</li> </ul> <p>1.3 Rhaid cynnwys: Protocol Fferylliaeth; Gweithdrefn gwestiynu 2WHAM, cyfeirio at y Fferylllydd</p> <p>1.5 Gallai <b>anghenion unigolion</b> gynnwys anghenion arbennig; anghenion iaith a chyfathrebu; lefel wahanol o ddealltwriaeth o anghenion; cyflwyno gyda symptomau; anabledau a/neu anawsterau dysgu, cynrychiolydd cwsmeriaid neu ofalwr</p> <p>1.6 Mae <b>cwsmeriaid</b> yn cynnwys: cleifion; gweithwyr gofal iechyd proffesiynol; cydweithwyr; cwsmer; cynrychiolwyr</p> <p>Dylai delio â <b>materion a chwynion</b> gynnwys:</p> <ul style="list-style-type: none"> <li>a) Gofyn cwestiynau priodol i wirio dealltwriaeth o'r materion</li> <li>b) Nodi opsiynau i ddatrys problemau neu bryderon</li> <li>c) Datrys problemau'n annibynnol neu atgyfeirio pan fo angen</li> <li>d) Cadw unigolion yn hysbys o ran y broses</li> <li>e) Gweithdrefn cwynion sefydliadol</li> </ul>
LO2	<p>2.1 Rhaid cynnwys cynhyrchion sydd ar gael ar gyfer: Peswch, annwyd a fflw, poen, problemau gastroberfeddol, iechyd teithio a'r haf, iechyd menywod a dynion, clustiau, llygaid, ceg, croen, gwallt a thraed</p> <p>2.2 Rhaid cynnwys y Rhestr Gwerthu Cyffredinol (GSL) Fferyllfa yn Unig(P) Presgripsiwn POM yn Unig (POM) Gallai effaith newidiadau i ddosbarthiadau o feddyginiaethau gynnwys:</p> <ul style="list-style-type: none"> <li>a) Gwybodaeth am gynnyrch gan gynnwys cynhyrchion newydd</li> <li>b) Camddefnydd</li> <li>c) Deddfwriaeth</li> <li>d) Symiau</li> </ul> <p>2.3 fel uchod 2.1</p> <p>Gallai 2.4 gynnwys: poenladdwyr, symbylyddion, meddyginiaethau peswch, carthyddion, cynhyrchion i gynorthwyo cwsgr, cynhyrchion sy'n cynnwys toddyddion</p>

LO3	<p>3.1 Gallai anghenion unigolion gynnwys anghenion arbennig; anghenion iaith a chyfathrebu; lefel wahanol o ddealltwriaeth o anghenion; cyflwyno gyda symptomau; anabledau a/neu anawsterau dysgu</p> <p>3.2 Rhaid i Dechnegau Cwestiynu gynnwys cwestiynau agored, caeedig, arweiniol Cwestiynau 2 WHAM</p> <p><b>Mae mathau o wybodaeth yn cynnwys:</b></p> <ul style="list-style-type: none"> <li>• Sut i ddefnyddio / cymryd meddyginiaethau a cynhyrchion</li> <li>• Taflenni gwybodaeth i gleifion</li> <li>• Nwyddau traul gofynnol</li> <li>• Gwybodaeth cyflenwr / gwneuthurwr</li> <li>• Cyngor a hyrwyddo iechyd y cyhoedd</li> </ul>
LO4	<p>Rhaid i <b>wybodaeth berthnasol</b> gynnwys cofnod llawn o'r wybodaeth a dderbyniwyd gan y claf e.e. symptomau; hanes y claf; meddyginiaethau eraill sy'n cael eu cymryd; alergeddau; gofynion o ran cyfathrebu</p> <p>3.2 Gallai fformatau priodol gynnwys: llafar; ysgrifenedig; electronig</p>

## Gofynion Asesu

Bydd yr uned hon yn cael ei hasesu trwy bortffolio o dystiolaeth a asesir a bydd y ganolfan yn sicrhau ansawdd yn fewnol. Mae cyflawniad yn amodol ar sicrwydd ansawdd allanol gan Open Awards.

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Rhaid asesu'r uned hon yn unol â gweithdrefnau Sicrwydd Ansawdd Open Awards a hefyd yn unol ag Egwyddorion Sgiliau Iechyd ar gyfer Cymhwysedd Galwedigaethol (fersiwn 4 Tachwedd 2017)

[Skills for Health Assessment Principles for Occupational Competence \(v4 November 2017\).](#)

Bydd disgwyl i ddysgwyr gyflawni'r holl ddeilliannau dysgu a'r meini prawf asesu.

### Meini prawf asesiad seiliedig sgiliau

Y prif ddull asesu ar gyfer y meini prawf seiliedig ar sgiliau yw arsylwi yn y gweithle gan yr asesydd.

Lle nad yw dysgwyr yn gallu cyflawni'r deilliannau dysgu seiliedig ar sgiliau yn eu man cyflogaeth arferol, rhaid i'r darparwr hyfforddiant a'r cyflogwr sicrhau bod y dysgwr yn cael cyfleoedd i gyflawni'r deilliannau dysgu mewn lleoliad gwaith neu leoliad addas arall. Gall hyn gynnwys efelychu.

Gallai mathau o dystiolaeth gynnwys:

- a) Arsylwi ar berfformiad
- b) Cwestiynu (ysgrifenedig neu ar lafar)
- c) Gweithgareddau Ymarferol
- d) Ffotograffau neu fideos
- e) Datganiadau personol
- f) Cofnodion myfyrio
- g) Gwaith prosiect
- h) Tystiolaeth gan dystion

### Meini prawf seiliedig ar wybodaeth

Ar gyfer meini prawf seiliedig ar wybodaeth, asesir tystiolaeth gan ddefnyddio aseiniadau ysgrifenedig a osodir yn fewnol ac sy'n cael eu marcio'n fewnol.

Gallai mathau o dystiolaeth gynnwys:

- a) Aseiniadau ysgrifenedig

- b) Arholiadau
- c) Cwestiynu (ysgrifenedig neu ar lafar)
- d) Datganiadau personol
- e) Gwaith prosiect

Ar draws meini prawf asesu seiliedig ar sgiliau y cymhwyster, rhaid cael o leiaf dri arsylwad sy'n cwmpasu'r sgiliau gofynnol.