Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Workforce Quality Assurance and Quality Culture in Pharmacy Technical Services

Unit Reference Number: D/652/4164

Level: Four (4)

Credit Value: 5

Minimum Guided Learning Hours: 30

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand systems for assuring workforce competence	1.1 Analyse how role-specific competence assurance arrangements support service quality
	1.2 Evaluate how training, supervision and reassessment respond to identified gaps
2. Be able to review training and competence assurance information	2.1 Use an approved framework to identify the evidence expected to demonstrate training or competence assurance for a defined role
	2.2 Review competence assurance records to identify gaps, expired status or required referral
	2.3 Maintain an authorised training assurance record and its review status
3. Be able to respond to quality behaviour concerns	3.1 Assess the possible quality implications of a defined training record or quality behaviour concern
	3.2 Communicate and escalate concerns using appropriate support and accountability routes
4. Be able to support a quality-system learning culture	4.1 Analyse the effects of openness, feedback and psychological safety on reporting and learning
	4.2 Recommend ways to share relevant learning while protecting confidentiality

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	4.3 Contribute to an agreed learning activity that supports quality-system practice

Indicative Content	
LO1	AC 1.1 must include analysis of how defined role requirements, training evidence, authorisation and review arrangements provide assurance for service quality. It could use a role matrix; review of assurance arrangements does not constitute competence sign-off. AC 1.2 must include evaluation of how training, supervision and reassessment address a defined gap in light of task risk and authority. It could consider review intervals or referral for an authorised competence decision.
LO2	AC 2.1 must include use of an approved framework to identify the evidence expected for a specified role, including requirements, status and authorised review. It could include a training matrix and reassessment date. AC 2.2 must include review of records to identify missing, expired or inconsistent assurance evidence and the required referral or follow-up. It could include action tracking; the learner does not make the competence decision. AC 2.3 must include accurate maintenance of an authorised training assurance record and its review status within delegated permissions. It could include a quality-role matrix; competence assessment and sign-off remain with authorised staff.
LO3	AC 3.1 must include assessment of the possible quality implications of a specified record gap or behaviour concern, considering evidence and context. It could include task risk, human factors and fair treatment. AC 3.2 must include objective communication and escalation through relevant support and accountability routes, with appropriate confidentiality. It could include referral to a supervisor, quality lead or authorised assessor.
LO4	AC 4.1 must include analysis of how openness, feedback and psychological safety affect whether concerns are reported and lessons are learned. It could include the response to a near miss or speaking-up concern. AC 4.2 must include a recommendation for sharing a relevant lesson with the right people while protecting confidential information. It could involve a briefing, procedure update or feedback loop. AC 4.3 must include a defined contribution to an agreed learning activity about quality-system practice and evidence of participation. It could be a briefing on incident reporting or document control; it does not assess or certify pharmacy technician competence.

Assessment Requirements
The unit concerns assurance of training, role authorisations and competence records. It does not train learners to assess or sign off pharmacy technician competence or act as a designated educational supervisor. Evidence must stay within delegated access; anonymised records or realistic cases may support restricted areas. Maintaining training assurance records or supporting learning does not include assessing, approving or signing off occupational competence of pharmacy staff.

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