Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Leadership and Accountability in Pharmacy Technical Service Quality Assurance

Unit Reference Number: H/652/4166

Level: Four (4)

Credit Value: 5

Minimum Guided Learning Hours: 30

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand accountability within a quality assurance role	1.1 Analyse the boundaries of own authority when making or communicating quality assurance recommendations
	1.2 Evaluate a situation where competing priorities affect a quality assurance recommendation
	1.3 Explain the ethical and organisational responsibilities involved in reporting quality concerns
2. Be able to communicate and influence quality assurance practice	2.1 Adapt communication of a quality concern for relevant stakeholders
	2.2 Explain the rationale for a recommendation using evidence and limitations
	2.3 Engage colleagues in an agreed quality assurance activity within own role
	2.4 Review the effect of own contribution on the activity and team practice
3. Be able to reflect on and develop own quality assurance practice	3.1 Evaluate own quality assurance practice using feedback and experience
	3.2 Prioritise development needs relevant to current or intended quality responsibilities
	3.3 Use feedback to plan and review a defined development action

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Indicative Content	
LO1	AC 1.1 must include analysis of the learner's delegated authority, consultation points and decisions requiring referral when making quality recommendations. It could include ethical limits or a separately held professional registration; this qualification confers none. AC 1.2 must include evaluation of competing priorities in a defined quality case, using evidence, uncertainty and risk to justify a recommendation. It could include service pressure, resources or continuity of supply. AC 1.3 must include responsibilities for accurate, timely and confidential reporting of quality concerns, including appropriate consultation and referral. It could consider pressure to understate a concern or report beyond one's expertise.
LO2	AC 2.1 must include adaptation of the content, urgency and route of a defined communication to the needs and responsibilities of relevant stakeholders. It could compare a written quality record with a verbal escalation. AC 2.2 must include an evidence-based rationale for a recommendation, its limitations, alternatives and residual risk, with clear decision ownership. It could include a short written recommendation to a quality lead. AC 2.3 must include engagement with colleagues in an agreed quality assurance activity within the learner's role, including listening, shared responsibilities and follow-through. It could involve an audit action or quality-system change. AC 2.4 must include review of how the learner's contribution affected the activity and team practice, drawing on progress and feedback. It could identify a barrier addressed or an improvement needed in future communication.
LO3	AC 3.1 must include evaluation of the learner's own quality assurance practice using relevant experience and feedback, including strengths, limitations and effects on others. It could focus on a decision, review or improvement activity. AC 3.2 must include prioritisation of development needs linked to current or intended quality responsibilities, with reasons. It could include technical knowledge, communication, supervision or experience with quality methods. AC 3.3 must include planning, carrying out and reviewing a defined development action using feedback and evidence of progress. It could include supervised activity, targeted learning or a subsequent quality task.

Assessment Requirements
The unit concerns delegated leadership in quality assurance, not the professional practice of a registered pharmacy technician or pharmacist. It does not confer professional registration, formal line management or authority to make clinical, product release or technical practice decisions. Reflection must be linked to examples of quality assurance decisions and conduct.

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