



LEVEL 3 DIPLOMA IN PHARMACY SERVICE SKILLS (NVQ) (QCF) APPLICATION PACK - COMMUNITY PHARMACY / HOSPITAL

LEARNER DETAILS

First name:		Last name:	
Title: Mr / Mrs / Miss / Ms		Gender: Male / Female	
Age:	Email address:		
Date of Birth:	National Insurance Number:		
Do you consider yourself to have a disability or health problem? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please state:			
Do you consider yourself to have a learning difficulty? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please state:			
Ethnicity (select ONE only):			
Asian or Asian British: Chinese / Bangladeshi / Indian / Pakistani / Other Asian Background			
Black or Black African: African / Caribbean / Other Black Background			
White: British / Irish / Gypsy or Irish Traveller / Other White Background			
Mixed: White and Asian / White and Black African / White and Black Caribbean			
Other: Arab / Any Other Ethnic Group			
Country of Origin:			
I am normally and lawfully resident in the UK and Islands, or any EU Country and have been for the last 3 years: Yes <input type="checkbox"/> No <input type="checkbox"/> If relevant, please state date of entry into the European Community and the country(ies) of residence for the last 3 years:			
Are you aged 16 or over and no longer in Full Time Education having completed Year 11 of school? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are you currently studying for any qualifications with any other educational establishment e.g. college, university, private training provider? Yes <input type="checkbox"/> No <input type="checkbox"/>			

For more information about the course please view this website: <http://tinyurl.com/enrolment-decisions>

Please indicate how you would like this course to be delivered: Paper Version / On-Line

Buttercups are often able to source funding for the Level 3 Diploma in Pharmacy Service Skills. Buttercups actively screen all enrolments; please tick this box if you do not wish to be screened for possible funding opportunities.

EMPLOYER DETAILS

I can confirm that I am Employed and have a Contract of Employment: Yes <input type="checkbox"/> No <input type="checkbox"/>	
I am Self Employed (since) and I have registered my self-employment with HM Revenue and Customs: Yes <input type="checkbox"/> No <input type="checkbox"/>	
I can confirm that I am a volunteer and receive no payment for work undertaken other than incurred expenses where payable: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Employer name:	
Workplace / Branch address:	
	Post code:
Tel:	Fax:
Branch email address:	

INVOICE ADDRESS (if different from above)

Invoicing name and address:	
	Post code:
Tel:	Fax:

QUALIFICATIONS CURRENTLY ATTAINED

What school, college, university or other educational establishment have you studied at?	
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In the first column please circle the number corresponding to the qualification attained. In the second column please list all the subjects that you have passed relating to the circled qualification. **Please supply Buttercups with copies of all certificates relating to pharmacy and Maths and English qualifications / or any Key Skills certificates attained when returning this Application Pack.**

Qualifications	Subjects Taken
Level 5 1 Degree or Equivalent	
Level 4 1 Degree or Equivalent 2 BTEC / BEC National HNC / HND 3 Higher Ed Certificate or Diploma 4 NVQ Level 4 5 Nursing (SRN) 6 RSA Adv Cert or Higher Diploma	Candidates who hold a Level 4 or Level 5 qualification will not be eligible for funding.
Level 3 1 Two or more 'A' Level passes 2 Four or more 'AS' Levels 3 BTEC / BEC National ONC / OND 4 C&G Advanced Craft 5 GNVQ Advanced 6 NVQ Level 3 7 Pitmans Level 3 Advanced Higher Cert 8 RSA Stage 3 Advanced Diploma 9 Access to Higher Education Courses 10 ESOL & Foreign Language Adv Award	
Level 2 1 Five or more GCSE or O Level Grades A-C 2 Five or more CSE Grade 1 3 One 'A' Level 4 Two or Three 'AS' Levels 5 BEC Cert Diploma with Credit 6 BTEC First Diploma 7 C&G Higher Operative / Craft 8 GNVQ Intermediate 9 NVQ Level 2 10 PEI Stage 2 11 Pitmans Intermediate Level 2 12 RSA Diploma	
Level 1 1 GCSE / 'O' Level Grades D-G (less than 5 at A-C) 2 CSE Below Grade 1 3 One 'AS' Level 4 BEC General Certificate or Diploma 5 BTEC First Certificate 6 C&G Operative Awards 7 GNVQ Foundation 8 NVQ Level 1 9 PEI Elementary / First Level 10 RSA Elementary / First Level / Vocational Cert	
X No Qualifications	

Any Additional Qualifications Obtained:	Date Qualification completed:

EMPLOYMENT DETAILS

How long have you been working in your current industry?

How many hours do you work per week in total?

Please state your working hours for each day:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

SKILLS SCAN

What is your preferred learning style?

Auditory (learn through listening) Visual (learn through seeing) Kinaesthetic (learn through doing)

Please tick the appropriate boxes:	Yes	No
Are you involved with the receipt, validation, assembly and issuing of prescriptions?		
Are you involved with the ordering, receiving, general maintenance and issuing of pharmaceutical stock?		
Do you deal with requests for pharmaceutical information and advice?		
Are you able to identify and deal with hazards and risks in your workplace and understand your health and safety policies?		
Do you plan and organise your own work whilst taking account of the needs of your organisation?		
Do you evaluate and develop your own work and identify areas for improvement or expansion?		
Are you able to identify the needs of your customers, meet those needs and deal with complaints about services or products as part of your everyday role?		
Are you able to start up and close down your computer equipment, enter and save data, retrieve and supply information and choose the appropriate software to carry out tasks?		
Are you involved with the preparation of sterile and non-sterile batch medicinal products?		
Are you involved with the preparation of aseptic pharmaceutical products?		
Do you assist with the sale of GSL and Pharmacy medicines and respond to customers' requests for information and advice about products, symptoms and healthcare?		
Do you assist with the provision of services outside the pharmacy e.g. MDS, collection and delivery service?		
Do you assist in the supply of appliances such as dressings, hosiery, ostomy or continence care appliances?		
Are you involved with the endorsing and processing of prescriptions to ensure correct payment?		
Are you able to plan demonstrations to groups of four or more learners and to individuals?		
Are you able to plan and instruct groups of four or more learners and individuals?		

COURSE REQUIREMENTS

Declaration of Intention:

In order to register with the General Pharmaceutical Council (GPhC) as a pharmacy technician from July 2011, when mandatory registration commences, candidates must meet a number of requirements:

- Completion of an approved competence based qualification
- Completion of an approved knowledge based qualification
- 2 years' relevant work-based experience working under the guidance or supervision of a pharmacist for a minimum of 14 hours per week (note: this commences from the day the candidate is enrolled onto a relevant training programme)

Completing all the requirements above does not guarantee registration with the GPhC. The pharmacy regulator will undertake further checks on character, health and relevant work experience before registration is granted. After July 2011 it will be an offence for anyone who is not registered with the General Pharmaceutical Council to pretend to be a pharmacy technician.

If you are working for a minimum of 14 hours per week under the supervision or guidance of a pharmacist then you will be known as a **pre-registration trainee pharmacy technician**. You will be subject to the Code of Conduct for pre-registration trainee pharmacy technicians set out by the GPhC and will be eligible to apply for registration as a pharmacy technician on successful completion of all necessary training.

If you will be completing the course without the required supervision or guidance of a pharmacist you **will not** be able to refer to yourself as a pre-registration trainee pharmacy technician and will not be able to apply for registration until the necessary work experience has been undertaken. For further guidance on this, please visit our website www.buttercups.co.uk or contact training@buttercups.co.uk.

The study time to complete the course is 720 hours over 2 years for the knowledge based course and approximately 2 hours per week for the competence based course depending on experience. For the knowledge course, you will need access to the following resources as a minimum:

- The BNF
- The Medicines Ethics and Practice Guide
- The Drug Tariff
- Access to the internet (for example, at home or the local library)

Learner Declaration (please tick the appropriate box and sign):

As the trainee I understand that when undertaking this training course with Buttercups Training Ltd:

- As I am working with the required level of pharmacist supervision / guidance I can practise as a pre-registration trainee pharmacy technician but my registration with the GPhC will require further checks and is not guaranteed. I am aware I should abide by the Code of Conduct set out by the GPhC and any concerns with regard to my health, conduct or performance will be reported to Buttercups Training Ltd and / or the GPhC. This could result in my course being terminated or my registration being refused.
- I do not have the required level of pharmacist supervision / guidance so will not be eligible to register as a pharmacy technician on completion of the courses and cannot call myself a pre-registration trainee pharmacy technician whilst I study the course.

Print Name:

Signature of Learner:

Employer Declaration (please tick the appropriate box and sign):

- I can confirm that the trainee will work under the supervision or guidance of a pharmacist for a minimum of 14 hours per week for 2 years. During this time we will share information relating to the trainee's health, conduct or performance that is contrary to the Code of Conduct for pre-registration trainee pharmacy technicians.
- I can confirm that the trainee will not be eligible to register as a pharmacy technician on completion of this course as they will not have adequate workplace supervision or guidance from a pharmacist. I have discussed the implications of this with the trainee and they will not call themselves a pre-registration trainee pharmacy technician.

Print Name:

Signature of Employer:

Expert Witness:

It is a requirement that you are observed in the workplace throughout your course by an Expert Witness. This must be either a Pharmacist or a Senior Pharmacy Technician. Please provide details of your Expert Witness below:

Name of Expert Witness:	
Signature of Expert Witness:	
Registration number:	
Email Address of Expert Witness:	

Mentor:

As per the Learning Agreement on page 5, it is required that the learner has a workplace Mentor to support them through their programme. The Mentor will work alongside Buttercups Training Ltd to ensure that the learner has help, support and guidance in accordance with the guided learning hours of the programme to ensure timely completion of their programme. For more information on the role of the mentor please look at this website: <http://tinyurl.com/enrolment-decisions-mentor>

Name of Mentor:	
Number of hours per week the Mentor works alongside the Learner:	

All those responsible for the education and training of pre-registration trainee pharmacy technicians have a responsibility to share information relating to their trainee's health, conduct and performance to ensure that those providing tutoring and supervision are properly informed. The standards expected of a trainee are available in the GPhC Code of Conduct for pre-registration trainee pharmacy technicians.

Statement of authenticity:

All work completed must be that of the learner. All word processed documents should be signed and dated. The Pharmacist / Senior Technician should make use of oral / written questions to identify work sent to Buttercups as authentic. Learners may study together but all assignments should be completed independently.

Statement re: Forgeries

On receiving any forged work Buttercups Training reserve the right to remove the learner from the course.

Forged work can be identified as:

- A falsified witness signature
- Falsified evidence where the evidence has not been produced by the person claiming to do so
- Statements made on a learner's performance are untrue and both the learner and witness have signed to confirm its authenticity

Forgeries invalidate evidence and in the event of receiving forged work the learner will be contacted directly and a decision made either requesting the learner to resubmit evidence for the whole unit to which the evidence applies, or removing the learner from the course.

Data protection consent:

Under UK and European Data Protection legislation, data from which living individuals can be identified are classed as 'personal data'. The handling of personal data has to comply with legal requirements covering such things as the way in which this information is acquired, how it is processed and the extent to which it is disclosed or transferred to others. Buttercups Training needs to store data about you and your course progress.

The data you provide on this form will be used by Buttercups Training for administrative and statistical purposes. By submitting your personal data you are giving your consent for it to be used for these purposes. It will be used in accordance with the relevant legislation, including the Data Protection Act 1998. If you have any questions about the use of the data collected here or other personal information, please contact Buttercups Training on 0115 937 4936.

By filling in this application pack and returning it to Buttercups you are consenting to us storing your data electronically.

LEARNING AGREEMENT / CONTRACT

This agreement is between the Learner, the Employer (Supervising Pharmacist / Manager) and Buttercups Training Ltd. This Learning Agreement / Contract must be discussed by the Learner and Employer (Supervising Pharmacist / Manager).

Learner's Responsibilities:

I will work conscientiously throughout the course, taking responsibility for my course and making sure I meet all of my targets and deadlines. I will actively participate in all learning activities whilst on programme.
All work I submit for assessment will be my own.
I will ask for support from my Employer or Buttercups Training Ltd if I am unsure or do not understand any aspect of my course or assessment. I agree to Buttercups Training informing my Employer of my progress and attitude during any contact regarding training or assessment.
Whilst on my programme I agree to work for my Employer to the best of my ability, observing the terms and conditions of my employment, and in accordance with my Employer's policies and procedures.
Whilst completing my course, I will be diligent and punctual for any training sessions, take part in and contribute to any progress reviews of my course and will submit work regularly in order to meet the expected end date of my course. I will keep my Employer informed of my progress.
I will behave in a safe and responsible manner and in accordance with the requirements of Health and Safety legislation relating to my responsibilities at work and will promote and act in my Employer's best interests.
I understand that if I wish to register as a Pharmacy Technician with the pharmacy regulatory body (GPhC) I will need to meet all criteria for registration in addition to completing my training programme (this includes minimum hours of pharmacy work experience).

Employer's (Supervising Pharmacist / Manager) Responsibilities:

I will provide you with, as far as reasonably practical, the opportunity, facilities and training necessary to complete your course. This includes appropriate and dedicated study time within your working week (by mutual agreement). I will also provide you with personal protective equipment, if necessary, free of charge.
I will ensure that you are working in the appropriate area to be able to complete your course and I will support you in making sure all your work meets the requirements stated.
I will provide you with a Mentor to help support you through your course.
I undertake legal and contractual responsibilities for the Health and Safety of the Learner, and ensure conformity with the Equal Opportunities policy.

Buttercups Responsibilities:

We treat all learners with fairness regardless of age, disability, race, gender or religion. We have Equality and Diversity procedures in place.
We will respond to all enquiries in a timely manner. We will remain available to help the learner throughout their course. We have a 24 hour helpline.
All submitted work will be marked / assessed by qualified staff within a reasonable time period.
We will arrange timely certification.

DECLARATION

As the Learner, Employer and Provider, we can confirm that the learner has read through, understood and completed all the information contained within this application pack. To our knowledge, all personal information within this pack is correct. The Learner understands that if any false information has been declared, the Provider may take action against them to reclaim the tuition fees and any support costs provided. The Learner gives their consent to the storage of personal information and course progress. The Learner understands that this information may remain available and in storage after course completion.

Learner Name:	Learner Signature:
Supervising Pharmacist / Technician / Manager's Name:	Supervising Pharmacist / Technician / Manager's Signature:
Buttercups Training Ltd (representative signature):	
Date:	

INITIAL ASSESSMENT

In order to start your NVQ (QCF) course, we require that you complete an initial assessment so that we can help numeracy and literacy skills if necessary.

This is not designed as an exam; it is only to allow us to see your ability in numeracy and literacy so that we can give the best and most relevant help and advice to you.

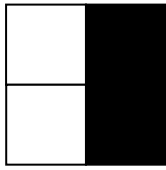
Do not worry if you find some of it hard; if you cannot complete a question just leave it and move on to the next one. We then will know what you can do, and what you struggle with, so that we can address any weaknesses you may have.

- Although it is not a test as such, we request that you complete this assessment on your own with no help from others.
- You may not use a calculator.
- There is no set time limit to it, although we recommend that you should do it at a steady pace and take no longer than 40 minutes to complete it.

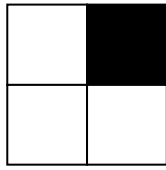
Please note: Passing this initial assessment is not necessarily required in order to start your NVQ (QCF) course.



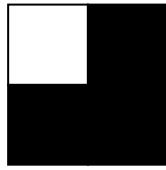
1 Which of these squares has $\frac{1}{4}$ shaded in black?



A



B



C



D

2 In a hospital pharmacy, a patient receives 85 pence change. Which of these makes up the correct money? Tick the correct box.



3 You bought two packets of paracetamol for 40p each. What was your change from £1?

- 80p 40p 20p no change

4 Look at the table below; how many minutes does it take to get between Glasgow and York?

- 220 216 371 71

5 Look at the table below; how many more minutes does it take to get from Manchester to London than from Manchester to Birmingham?

minutes

Birmingham	120				
Manchester	203	88			
Glasgow	413	298	220		
Oxford	57	68	161	371	
York	212	134	71	216	184
	London	Birmingham	Manchester	Glasgow	Oxford

This table shows the time in minutes it takes to drive between different cities

6 Jim earns £6.00 per hour. How much does he earn in 7 hours?

7 You take in 48 prescriptions in the dispensary in 8 hours. How many on average do you take per hour?

5 6 8 40

8 There are 3 boxes of anti-histamine, each containing 12 tablets. How many tablets are there altogether?

3 12 24 36

9 Your bill at the post office is £4.45. If you pay with a £20 note, how much change do you get?

£4.45 £15.55 £15.00 £1,555

10 You are weighing out some aqueous cream; what units could be used?

grams kilograms yards micrograms

11 Put these weights of people in order starting with the lightest.

67.354 kg 98.3 kg 67.432 kg 93.84 kg 67.235 kg

1. 2. 3. 4. 5.

12 Your lunch break lasts for $\frac{3}{4}$ of an hour. How many minutes is this?

15 30 54 45

13 Jim starts work at 9:45 am and finishes at 1:15 pm. How many hours does he work for?

4 $3 \frac{3}{4}$ $3 \frac{1}{2}$ 3

14 Sachin's month's wages are £1049.20. He has to pay £209.84 in tax, £45.67 for superannuation and then £30.00 for parking. How much money does he have left?

£

15 Your speed at serving customers has increased by 15%. You used to be able to serve 20 people per hour. Now how many can you serve per hour?

8 15 22 23

16 You have to mix squash with water in the ratio of 1 : 4. You use a bottle containing 200ml of squash. How much water will you need?

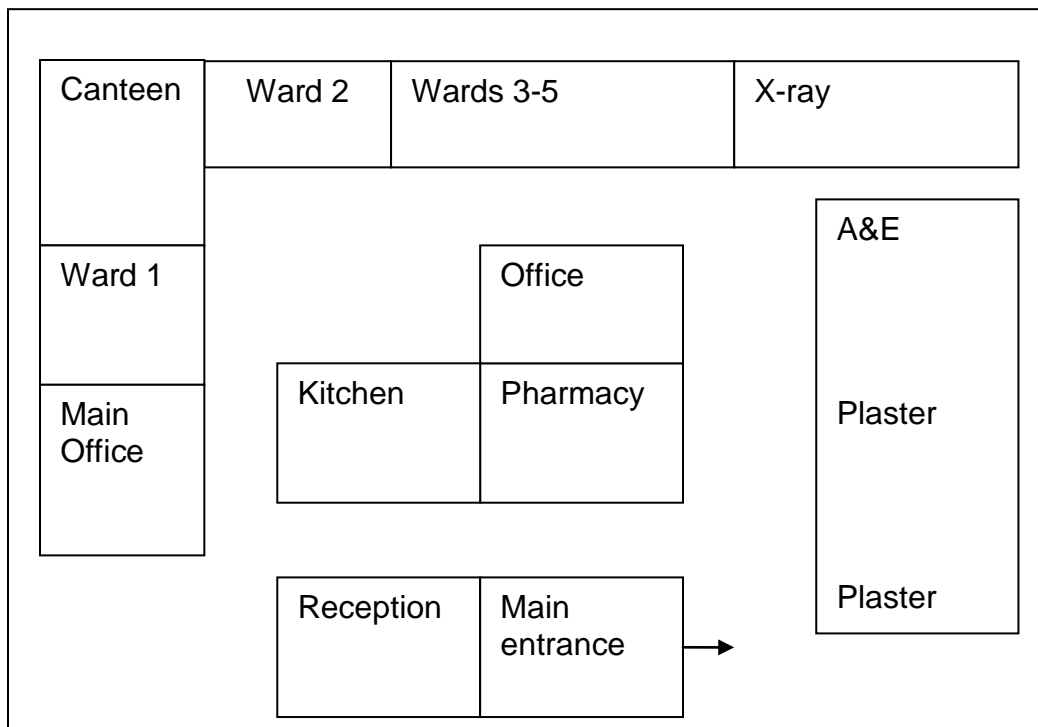
50ml 200ml 800ml 8l

ANN'S WORK DIARY:

When I arrive at work, I follow the hand washing procedure before entering the ward. Then I check which area of the ward I will be working in before taking part in the handover meeting. After the meeting, I go onto the ward to greet the patients.

1 Which is the correct order in which Ann does things each morning?

- Greet patients; hand washing; check ward area; handover meeting.
- Check ward area; hand washing; handover meeting; greet patients.
- Hand washing; check ward area; handover meeting; greet patients.
- Hand washing; handover meeting; check ward area; greet patients.



2 Follow these directions from the Main Entrance to one of the rooms in the hospital.

After leaving the Main Entrance, turn left through the corridor between Plaster and the Pharmacy. The room you want is on the left just after the Pharmacy.

Which room have you reached?

--

3 Put these words in alphabetical order:

Drug Counter Complaints Medicine

--	--	--	--

4 To use the till, switch on at the mains _____ pressing the green button.

then and before but

5 Circle any words below that should have been started with a capital letter:

The meeting with doctor Wilson will be on tuesday at 2 o'clock.

6 I work with a _____.
 pharmastick pharnasist pharmicist pharmacist

7 Read these sentences. One is trying to persuade; one is trying to inform and one is trying to explain. Write in the boxes what each is trying to do.

The group meeting is on Tuesday.	<input type="text"/>
Why not come to the Dispensing Assistant training meeting on Tuesday?	<input type="text"/>
The meeting is to tell you about the new care plan.	<input type="text"/>

8 Look at the application form. Circle the line where you would include information about a person who will support your application.

Application Form:

1. Name
2. Gender
3. Occupation
4. Referee
5. Reference number

Please read the letter below and answer the questions that follow.

Great Pharmacy
 Pharmacy Road
 Nottingham

Dear Sir/Madam

Mr Jones has recently transferred from intensive care at Merrifield Unit, Holly Road, Wigan to Honeylands Rehabilitation House at 32 Field Lane, Wigan. It is expected that Mr Jones will be able to be back at the dispensery in Great Pharmacy, Pharmacy Road, Wigan by the end of next month. If you would like too visit him, please do so at his current address.

Kind regards,
 Ravi Higgs

Read the following information on the use of fire extinguishers and then answer questions 17-19.

Class A Extinguishers will put out fires in ordinary combustibles, such as hair, wood and paper. The numerical rating for this class of fire extinguisher refers to the amount of water the fire extinguisher holds and the amount of fire it will extinguish.

Class B Extinguishers should be used on fires involving flammable liquids, such as greece, hair sprays, oils, etc ☆ The numerical rating for this class of fire extinguisher states the approximate number of square feet of a flammable liquid fire that a non-expert person can expect to extinguish.

Class C Extinguishers are suitable for use on electrically energised fires. This class of fire extinguisher does not have a numerical rating. The presence of the letter "C" indicates that the extinguishing agent is non-conductive.

17 In the Class B box, one word is incorrectly spelt; write the correct spelling in the box

18 Which type of extinguisher would be most suitable to tackle a chip pan fire?

A

B

C

19 What is the missing punctuation mark at ☆ ?

:

;

.

,

Read the text below and answer question 20.

The Dispensing Assistant came into the staff room after a long day in a busy shop. She said, "I can see they must have been really busy today in the staff room. Judging by the number of dirty cups, I expect their morning was so hectic that they hardly had time to have a sit down!"

20 Tick which of the statements is true about how the Dispensing Assistant is feeling.

She is concerned about her colleagues.

She is grateful to the morning staff.

She is being sarcastic about dirty cups.

She is feeling sorry for the patients.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Here's another snippet about Buttercups taken from our webpage; please read and then answer questions 21-24.

Staffed by a committed and enthusiastic team of pharmacists and pharmacy technicians drawn from hospital and community pharmacies as well as the pharmaceutical industry, Buttercups is able to provide a flexible approach to training your staff, ☆ whatever your needs, we're sure to have something to offer. Our password protected website gives on-line support and we provide a help line for candidates, whatever the course, which is available throughout the working day, each evening and at weekends. Extra support is available for those staff who have particular difficulties with coursework and in addition to individual written feedback, our teaching team can provide tutorials by telephone and additional notes to all students and sometimes even one to one visits.

21 The text says every student can receive a tutorial by telephone.

True

False

Can't tell

22 Tick which of these statements is incorrect.

Students can access the help line on Wednesdays at 6 o'clock.

All of Buttercups staff come from a community pharmacy background.

Some students can get one to one visits.

Buttercups staff are committed and enthusiastic.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

23 One word in the document is incorrectly spelt. Write the correct spelling in the box.

24 Circle the most suitable word to insert at ☆.

so

however

but

subsequently