APPRENTICESHIP FOR EMPLOYERS

PHARMACY SERVICES ASSISTANT LEVEL 2 APPRENTICESHIP

Develop a capable pharmacy assistant who supports the supply, preparation and assembly of medicines, advises patients and keeps your dispensary running safely and efficiently.

LEVEL	DURATION	ROUTE
Level 2	12 to 15 months plus EPA	Pharmacy

OFF THE JOB	STUDY MODE	ASSESSMENT
Min 6 hrs a week	Workplace & face to face	Highfield: Awarding Body

ALPHABET TRAINING

WHY IT WORKS FOR YOUR BUSINESS

RECRUIT NEW TALENT
Bring in a new assistant and grow your own dispensary support.

FUNDED TRAINING
Training funded through the apprenticeship levy or government co investment.

UPSKILL EXISTING STAFF
Formalise the skills of a team member already supporting your pharmacy.

SAFE, COMPLIANT PRACTICE
Standard operating procedures followed in every routine operation.

WHAT YOUR APPRENTICE WILL DO FOR YOU

DISPENSE SAFELY
Supply, preparation and assembly of medicines and medicinal products.

ADVISE PATIENTS
Support that helps patients use their medicines effectively.

MANAGE YOUR STOCK
Ordering, receiving, storage, disposal and returns handled properly.

STAY LEGAL AND ETHICAL
Communication, pharmacy law and ethics applied every day.

PUT PEOPLE FIRST
Person centred care, healthy lifestyle choices and screening services.

WORK AS ONE TEAM
Effective teamwork with pharmacists and healthcare professionals.

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COURSE CONTENT

FIFTEEN APPLIED MODULES

Fifteen modules, each applied directly in your pharmacy. The programme moves from the role, health and safety and teamwork, through communication, law and ethics and prescriptions, to stock management, patient counselling and person centred care.

01 ROLE OF THE PHARMACY SERVICES ASSISTANT
Understanding The Role, Responsibilities And Professional Standards Of A PSA

02 HEALTH AND SAFETY
Working Safely And Keeping Colleagues, Patients And The Public Safe

03 TEAMWORK
Working Effectively Within The Pharmacy Team To Deliver Safe, Quality Services

04 COMMUNICATION
Communicating Clearly With Patients, Colleagues And Healthcare Professionals

05 CPD
Building Habits Of Reflection, Self Development And Continuous Learning

06 PHARMACY LAW AND ETHICS
Applying Pharmacy Law, Ethics And Professional Standards Daily

07 RECEIVING A PRESCRIPTION
Receiving And Checking Prescriptions Accurately To SOPs

08 THE DRUG TARIFF
Understanding The Drug Tariff And Its Role In Supply And Reimbursement

09 CONTROLLED DRUGS
Handling, Storing And Recording Controlled Drugs Safely And Legally

10 CALCULATIONS
Carrying Out Accurate Pharmaceutical Calculations In Everyday Dispensing

11 ASSEMBLING A PRESCRIPTION
Assembling Prescriptions Accurately, Safely And Efficiently

12 DISPENSING ERRORS
Recognising, Reporting And Learning From Dispensing Errors

13 MANAGING STOCK
Ordering, Receiving, Maintaining And Issuing Pharmacy Stock Correctly

14 GIVING OUT A PRESCRIPTION
Handing Out Prescriptions And Counselling Patients On Their Medicines

15 PERSON CENTRED CARE
Delivering Person Centred Care And Supporting Healthy Lifestyle Choices

HOW IT IS DELIVERED

Delivered in your pharmacy and grounded in daily practice. A minimum of six hours per week of off the job training across 12 to 15 months, with progress reviews every 8 to 12 weeks.

ENTRY REQUIREMENTS

Suited to new recruits and existing staff in a community or hospital pharmacy. Apprentices work towards Level 1 English and maths in line with the funding rules.

END POINT ASSESSMENT

Three parts once on programme learning is complete. A multiple choice knowledge test of 90 minutes, a simulated observation with questions and answers and a professional discussion underpinned by a portfolio.

ROLES AND PROGRESSION

Prepares your apprentice for Pharmacy Services Assistant roles in community and hospital settings. Typical progression: Pharmacy Technician Level 3.

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