

NPA Education & Training

October 2011



Why make the NPA your first choice for support staff training?

- The NPA is the leading provider of training for pharmacy support staff.
- Courses are fully accredited by the General Pharmaceutical Council.
- Courses for all members of the pharmacy team are tailored to meet the specific needs of our members.
- Flexible learning - our distance learning courses are designed to be studied while working in a busy pharmacy environment.
- We are truly independent and committed to enhancing the professional and commercial interests of all our members.
- The NPA awards its Training Seal to training materials that have undergone the NPA's rigorous and objective evaluation procedure.

The Training Seal is recognised as a mark of high quality training.

Using the Skills Escalator

The Skills Escalator strategy is a means of promoting the development of the existing workforce and attracting a wider range of people into the workforce.

The aim of this approach is that staff are encouraged, through a strategy of lifelong learning, to constantly renew and extend their skills and knowledge, enabling them to move up the 'escalator'. Meanwhile, efficiencies and skill mix benefits are generated by delegating roles, work and responsibilities down the escalator where appropriate.

Some staff may wish to develop their skills at a particular level of responsibility. Others may choose to develop the skills necessary for the next level of responsibility. This approach offers a variety of step-on and step-off points.

The benefits of using this approach is that it enables staff to have careers that are satisfying whilst simultaneously filling skills gaps that develop because of staff turnover and new or increased demand for a service. This will help reduce the stagnation that can occur at all levels of the career ladder.

The diagram below illustrates the pharmacy model of the skills escalator:

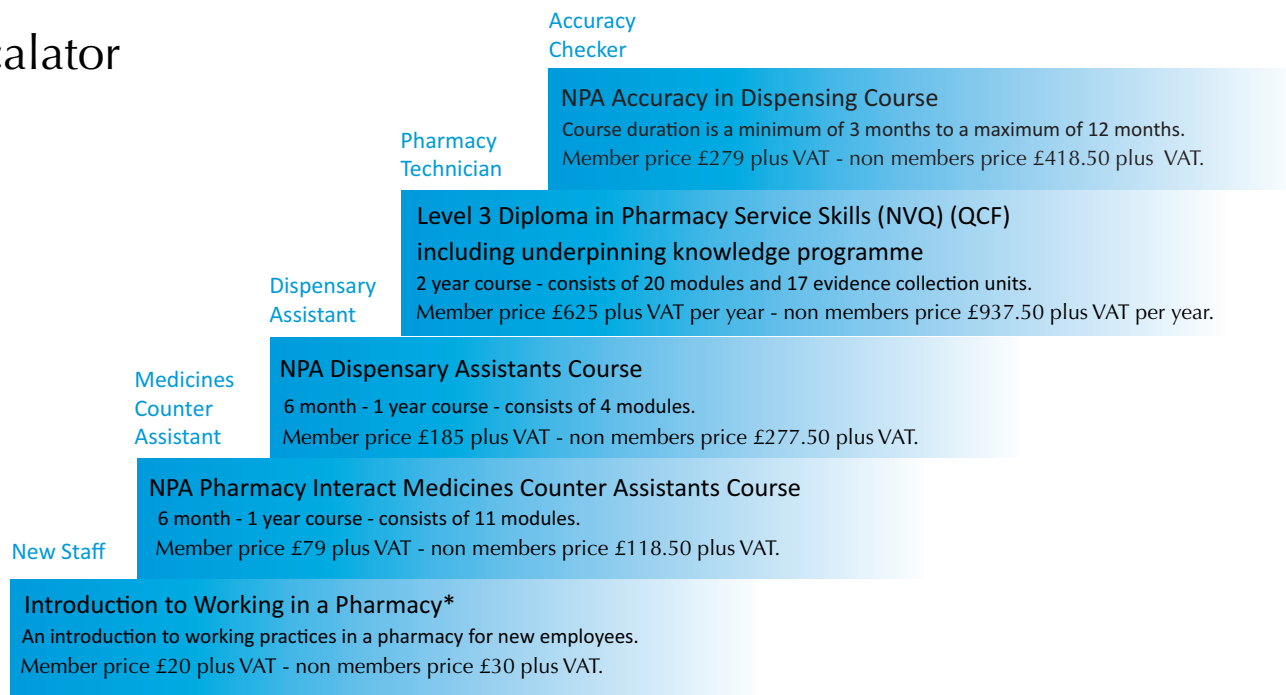
If we start at the bottom of the skills escalator, in the pharmacy model it is possible for an unskilled member of staff to be trained as a Medicines Counter Assistant then progress via Dispensary Assistant, Pharmacy Technician to become an Accuracy Checker.

The information below details the courses available from the NPA Education & Training department for stages of the skills escalator.

Medicines Counter Assistants

The NPA Medicines Counter Assistants Course is designed to increase the assistant's knowledge of OTC medicines and develop the skills needed when selling OTC medicines in a pharmacy. The course satisfies the GPhC's requirements for the training of medicines counter staff.

NPA Skills Escalator



* currently being updated

Dispensary Assistants

It is important that anyone working in your pharmacy who is involved in the dispensing process is trained to the minimum requirement as set out by the GPhC. The NPA Dispensary Assistants Course (ADAC) is accredited as meeting this requirement. The course has 4 modules and takes up to 6 months - 1 year to complete.

Pharmacy Technicians

The Level 3 Diploma in Pharmacy Service Skills (NVQ) (QCF) is a two year course consisting of an underpinning knowledge programme accredited by the GPhC and evidence collection units. The course meets the requirements for applying to register as a Pharmacy Technician with the GPhC.

Accuracy Checkers

The NPA Accuracy in Dispensing (AID) course is based on the nationally agreed Framework for Checking Technicians, and is aimed at senior dispensing staff to enable them to become competent in checking the accuracy of dispensed prescriptions.

Pharmacy Undergraduate Students

The NPA Pharmacy Undergraduate Training Programme has been developed to provide a structured training programme for pharmacy undergraduate students undertaking work experience placements in community pharmacy. The programme is divided into two parts and contains numerous inter-text activities, as well as MCQ's and case studies to demonstrate the students' understanding.

Part 1 introduces students to minor ailments medicines. Part 2 focuses more on working in the dispensary.

This training programme provides the ideal platform for students to move onto the NPA Preregistration Trainee Pharmacist Training Programme after they graduate from university.

Preregistration Trainee Pharmacists

The NPA Preregistration Trainee Pharmacist Programme is designed to focus on specific elements of the GPhC performance standards and exam syllabus. The programme also provides candidates with an invaluable opportunity to network and share experiences with other preregistration trainee pharmacists.

The programme consists of:

- Three residential events (Study Course I, Study Course II and Conference). These provide extensive support for the GPhC registration examinations.
- A variety of support materials to facilitate workplace learning. This includes publications on the Drug Tariff, Pharmacy Law & Ethics and Supporting Self Care. All preregistration trainee pharmacists receive regular newsletters which include practice exam questions.

Other developmental courses include:

Introduction to Dispensing Practice and Stock Control

Suitable for counter staff who may be required to put stock away in the dispensary.

Member price £50 - non member price £75.

Essential Retail Skills

Covers the essential skills counter assistants need to keep the pharmacy running efficiently.

Member price £40 - non member price £60.

Interact Plus

Builds on the knowledge from Interact for Medicine Counter Assistants.

Member price £30 - non member price £45.

Drug Tariff & Law and Ethics CD Roms

Self study publications suitable for pre-reg pharmacists and those wishing to update their knowledge.

Member price £10 per CD rom - non members price £15.

Supporting Self Care (Responding to Symptoms)

This course reviews various conditions and available OTC products, suitable for pre-reg pharmacists and those planning to return to work in community practice.

Member price £20 - non member price £30.

Preregistration Pharmacist Resource Pack

This training pack is comprised of: Law and Ethics CD rom, Drug Tariff CD rom and a Supporting Self Care Workbook. These self study resources are designed to be used during the prereg pharmacist placement. The pack will also be an invaluable support for pharmacists returning to practice and anyone looking for a refresher course.

Member price £35 - non member price £52.50.

Medicines in Care Homes

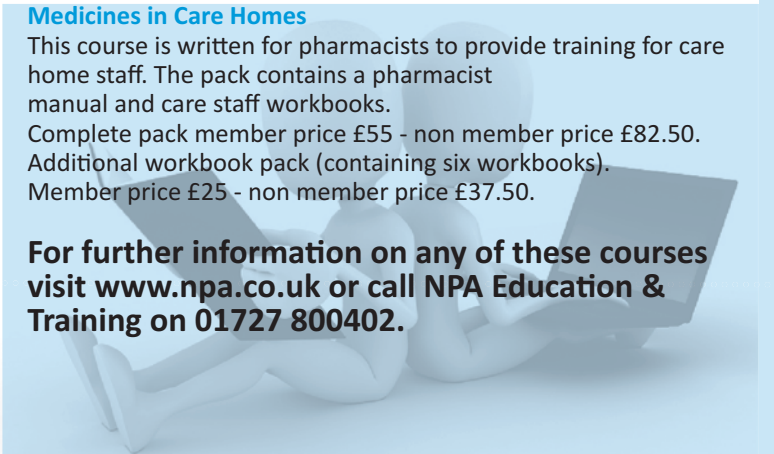
This course is written for pharmacists to provide training for care home staff. The pack contains a pharmacist manual and care staff workbooks.

Complete pack member price £55 - non member price £82.50.

Additional workbook pack (containing six workbooks).

Member price £25 - non member price £37.50.

For further information on any of these courses visit www.npa.co.uk or call NPA Education & Training on 01727 800402.



Training coming soon...

Healthy Living Champion course

The NPA will be launching a Healthy Living Champion course. The course is aimed at support staff and consists of four modules followed by an MCQ assessment. Staff members completing the course will attain the Level 2 qualification in Understanding Health Improvement accredited by the Royal Society for Public Health

e-learning courses

The NPA has invested in an e-learning platform and this will allow our key courses to be delivered online.

The NPA Supported by CPD Easy is also launching a series of online modules for Pharmacists and Pharmacy Technicians exclusively to support NPA members and their staff to meet the GPhC CPD requirements.

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I enjoyed the NPA NVQ3 Course very much - knowing the NPA were on the other end of the phone to support me was immensely reassuring.

Anna Selby NPA Level 3 in Pharmacy Services.

“

The NPA Accuracy in Dispensing Course was excellent! The course material was really easy to understand which made compiling the portfolio very enjoyable. The final assessment was also very well set out. I now feel very confident as a checker and my pharmacist has more time to undertake MURs.

Neeta Dev, NPA Accuracy in Dispensing Course.

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Thank you to all the staff in the NPA Education & Training department for all the help and support and a special thank you for allowing my modules from this course to count towards the first four modules of the NVQ Level 3 in Pharmacy Services.

Amit Patel, Dispensary Assistants Course.

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