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WELCOME

Welcome to Learning and Development at the NPA. We are proud to offer all levels of learning for community pharmacy teams. For almost 100 years, the NPA has been supporting, representing and developing pharmacy teams and leaders. Our support networks have unrivalled breadth and depth making us the first choice for all your training needs.

Our specialist staff are committed to and incredibly passionate about supporting you, our members and your students to strive for excellence.

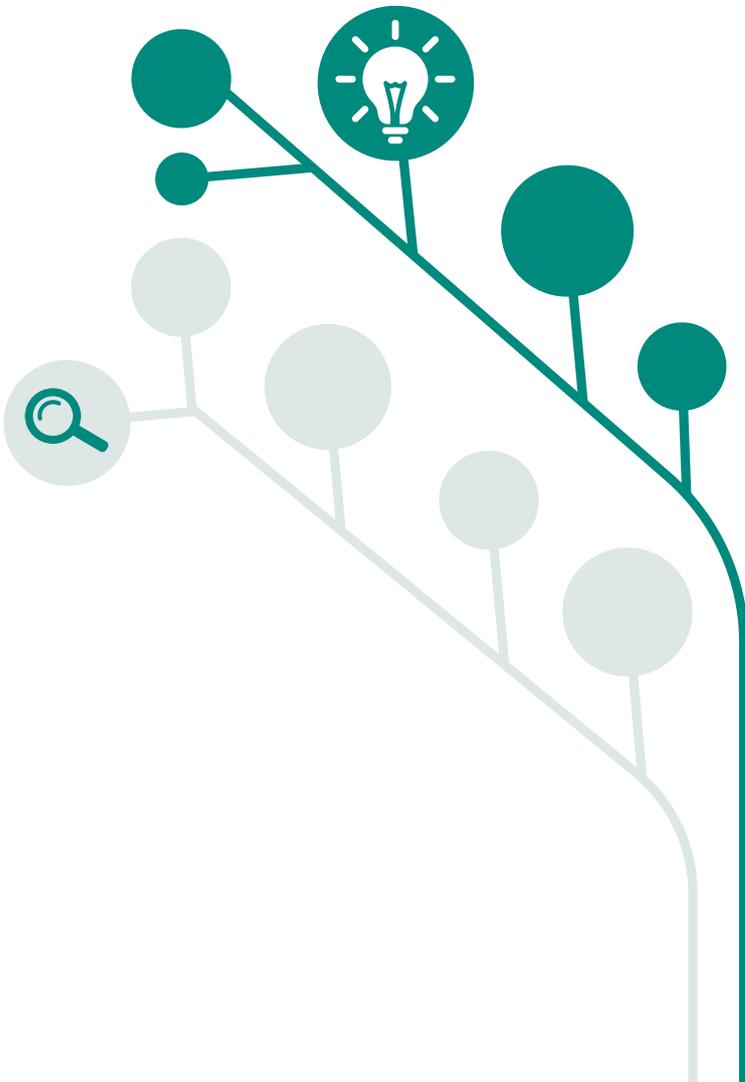
As well as strong professional development provision, you will benefit from our team of caring support staff who can offer guidance to students throughout their learning journey. Our goal is to keep our members and students happy, motivated, and challenged throughout their training with the ambition of success.

The NPA is here to support you in all aspects of your business. Having a skilled workforce is a key part of success, even more so with the current challenges.

I am proud to be the Head of Learning and Development at the NPA and I strongly encourage you get in touch with our support team to find out more about our wide range of courses on offer to you.

Please take the time to explore this prospectus and find out why the NPA are the leading provider of quality learning and development within community pharmacy. Prices shown are at the preferential rate for NPA members. For non NPA members, prices are available on request.

*Sue Hobdey
Head of Learning and Development*



REASONS TO CHOOSE THE NPA

The NPA takes its responsibility to pharmacists and pharmacy students very seriously. Offering high quality courses and teaching whilst providing consistent support is evidence of our ongoing commitment to you and your teams.

We have been involved in training and developing individuals within community pharmacy for a number of years and have built a reputation based on our quality and success.

As Supervising Pharmacists and Tutors you can trust that the NPA will ensure that pharmacy staff are able to carry out their healthcare professional duties to the highest standard. This will translate to your team being able to provide enhanced care to patients within their community which will grow your business and support the NHS.

“*I use the NPA for all the training for my team. They have great course material and I appreciate the help and support I receive from all the NPA staff*”

Gary Marshall, Pharmacist (Northlands Pharmacy)

HOW WE SUPPORT YOU AND YOUR TEAM

Whatever learning journey you or your staff are on, we have dedicated support teams available to answer questions, offer advice and share knowledge and experience.

It is our aim to provide the very best training and support to enable you and your team to offer the highest standards of service and care to the community.

The progress of every student is monitored regularly and we provide support throughout the duration of the training programme and beyond, should it be needed. This is a highly valued service that we are both happy and proud to provide.

Regardless of the learning format chosen, there is always a team of advisers on hand to offer assistance, either by phone or by email. It really can make a difference to have support every step of the way. This expert support network is key to providing an engaging and successful learning experience.

**General
Pharmaceutical
Council**

edexcel
Approved Centre



Maguire Training
Continual & Measured Improvement

**CPD
CERTIFIED**
The CPD Certification
Service

PART OF
**THE PHARMACY
NETWORK**



THE CPD HUB

The CPD Hub – a simpler way to log your learning activity. We understand that finding the time to look for updates in pharmacy and complete the CPD required the General Pharmaceutical Council (GPhC) can be challenging. Our CPD Hub offers free access to up-to-date clinical articles, learning records and research studies all in one place and it automatically logs CPD activity (including hours spent) making it a lot easier to log.

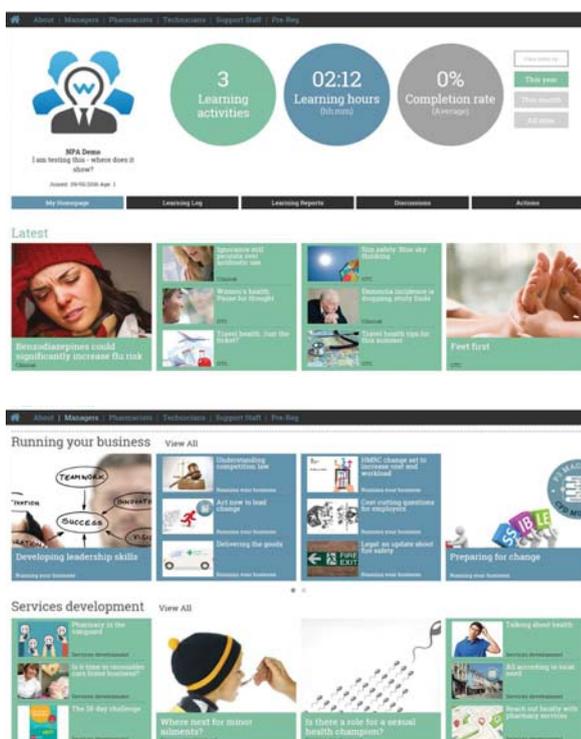
We are proud to be part of the governance process to ensure that all the content on the CPD Hub is fit for purpose and suitable for community pharmacy teams.

As a pharmacy owner, you'll be able to log into the CPD Hub from the NPA website, and access thousands of articles and expert content including clinical, practice and business management. You can then invite your staff to join so they can begin their online learning log.

Here are some of the benefits using the CPD Hub:

- The learning log is transferable throughout your pharmacy career for both yourself and your staff
- The CPD Hub allows for the personalisation of CPD learning, which means less time searching and more time spent reading relevant learning materials
- OTC learning is available to all members of staff. The material also covers common issues such as oral health, smoking cessation and reducing dispensing errors
- Pharmacy owners are able to monitor their staff's development via a dashboard and this can help identify any areas of further development
- Better patient service as staff will be confident in talking to patients in their specialised areas
- The CPD Hub has links with organisations that focus on training such as CPPE, giving access to even more material from one source

Free of charge for NPA members



“It's important to me to be able to learn new things at my own pace and have my own personal record of what I have completed. I just moved to another pharmacy and being able to bring this information with me, plus my certificates and show my boss what I have done has been great”
Karen, Medicines Counter Assistant



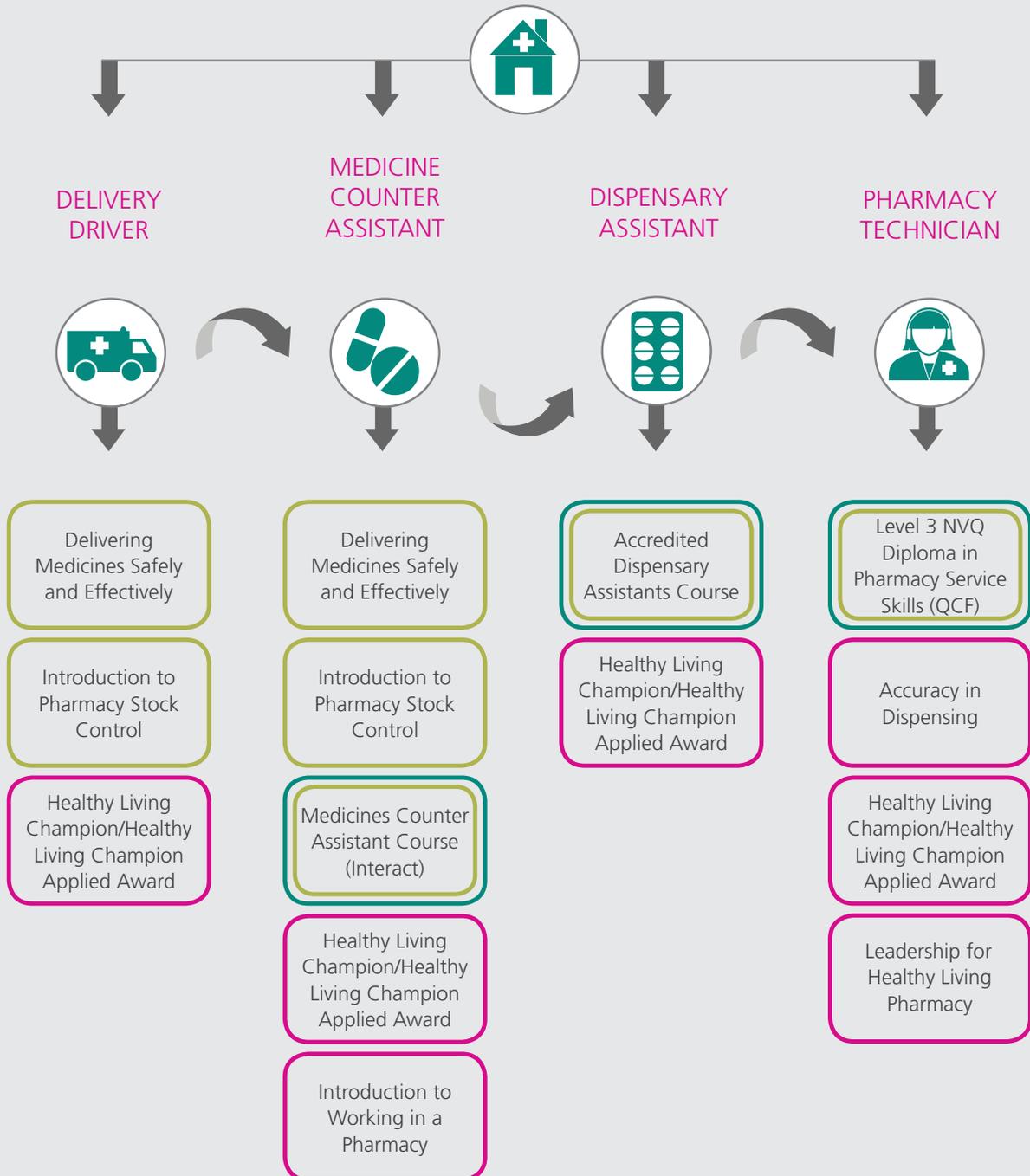
NPA CPD Hub is part of The Pharmacy Network. The learning system is developed and operated by Communications International Group. CIG is the UK's largest provider of pharmacy learning content and publisher of magazines including Pharmacy Magazine, Training Matters, Independent Community Pharmacist and P3 Pharmacy.

NPA COURSE OVERVIEW

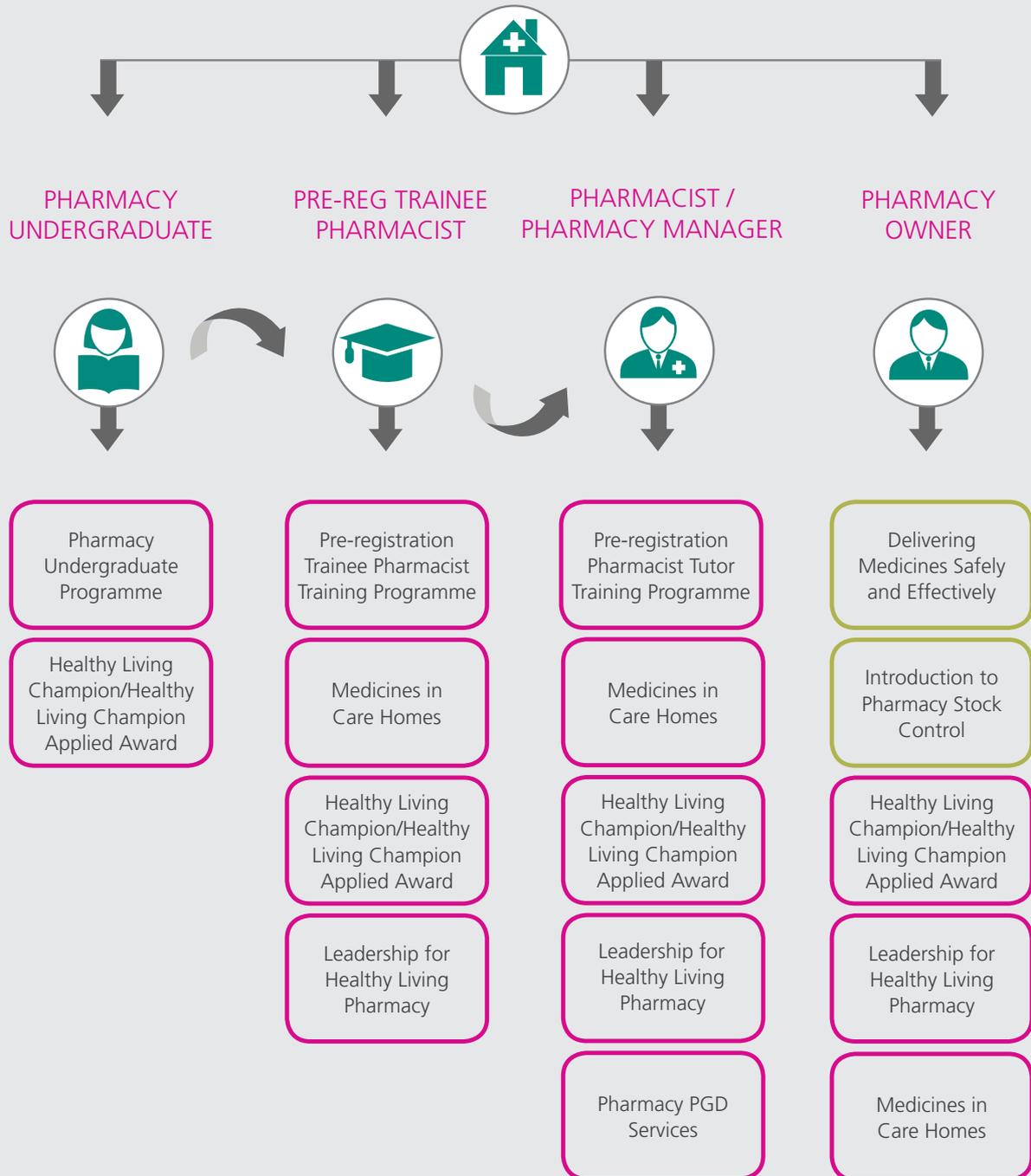
This overview outlines training courses offered by the NPA relating to each role within the pharmacy. Statutory courses highlighted represent qualifications required to undertake each specific role. Training courses accredited by the GPhC are also highlighted.

In addition to the role specific courses, the following are available to all roles:

- NPA Business Learning
- NPA Pharmacy Practice Learning
- Introduction to working in a Pharmacy



Key



INTRODUCTION TO WORKING IN A PHARMACY

Purpose of course

This course serves as ideal induction training for those new to pharmacy. Every learner has their own copy of the complete course materials, empowering them to study, learn and have their own personal reference source of information when supporting customers and patients.

Course suitability

Includes but not limited to: new members of staff, weekend staff, evening staff, work experience trainees, medicine counter assistants planning to go on the NPA Pharmacy Interact course.

Course delivery

Distance learning course comprising of several activities and paper based assessments with multiple choice questions covering the following topics:

- Pharmacy protocol and standard operating procedures
- Pharmacy law relating to selling medicines
- Questioning styles - including WWHAM
- How to receive prescriptions and issue dispensed items
- Customer service skills
- Teamwork and clinical governance
- Health and safety at work
- Stock keeping
- NHS community pharmacy contract

Qualification delivered

Certification from the NPA.

£16 + VAT

DELIVERING MEDICINES SAFELY AND EFFECTIVELY

Purpose of course

The NPA's GPhC accredited course was the first in the market developed specifically for staff that deliver medicines to patients. The course is fully accredited by the GPhC as meeting the minimum training requirements. The course provides staff with critical knowledge on delivering medicines to ensure the safety of patients and reduce the risk of errors. The course helps to enhance customer service to housebound patients, increase job satisfaction of your extended team and provides evidence of staff competency.

Course suitability

This course is suitable for any staff member who collects prescriptions and delivers medicines to patients.

Course delivery

Distance learning course comprising of several activities and scenarios covering the following:

- Essentials of pharmacy practice
- Delivering a good service to customers
- Working as part of a team
- Health and safety

Duration of course

3 - 12 months

Qualification delivered

Certificate to show completion of relevant unit(s) equivalent to Level 2 NVQ (QCF) to meet the General Pharmaceutical Council requirements for the 'Delivering Medicines – Safely and Effectively' course.

£50 + VAT

INTRODUCTION TO PHARMACY STOCK CONTROL

Purpose of course

The NPA's Introduction to Pharmacy Stock Control course provides staff with essential knowledge on undertaking stock control duties within the dispensary. The course is fully accredited by the GPhC as meeting the minimum training required for staff wishing to carry out stock control duties within the dispensary. The benefit of having trained staff supports the running of dispensary processes and reduces the burden on pharmacists and dispensers.

Course suitability

This course is suitable for medicine counter assistants and staff who put stock away in the dispensary but have no involvement in any other dispensary process.

Course delivery

Distance learning course comprising of several activities and scenarios covering the following:

- Introduction to working in a dispensary
- Working as part of a team
- The dispensary
- Health and safety
- Stock control and ordering

Duration of course

3 - 12 months

Qualification delivered

Certificate to show completion of relevant unit(s) equivalent to Level 2 NVQ (QCF) to meet the General Pharmaceutical Council requirements for the 'Introduction to Pharmacy Stock Control' course.

£60 + VAT

MEDICINES COUNTER ASSISTANT COURSE (INTERACT)

Purpose of course

The NPA's market leading Medicines Counter Assistant course meets the minimum training requirements outlined by the General Pharmaceutical Council (GPhC) for staff working on the medicines counter. This fully accredited course provides essential knowledge required to sell medicines over the counter and provide appropriate healthcare advice. Pharmacy Interact provides flexible learning at a pace that suits the pharmacy and the learner. Every learner has their own copy of the complete course materials, empowering them to study, learn and have their own personal reference source of information when supporting customers and patients.

Course suitability

This course is suitable for any member of staff wishing to work on the medicines counter.

Course delivery

Distance learning course consisting of practice-based activities and two assessments comprised of multiple choice questions covering the following topics:

- Pain
- Colds, coughs and hay fever
- Indigestion, heartburn and constipation
- Women's health and child health
- Skin, feet and men's health
- Eyes, ears and mouth
- Holiday healthcare and healthy living
- Pet medicines

Duration of course

6 - 12 months

Qualification delivered

Certificate to show completion of relevant unit(s) equivalent to Level 2 NVQ (QCF) to meet the General Pharmaceutical Council requirements for Medicine Counter Assistants.

£79 + VAT (Paper)

£70 + VAT (e-learning)



ACCREDITED DISPENSARY ASSISTANTS COURSE

Purpose of course

This mandatory course meets the training requirements outlined by the General Pharmaceutical Council (GPhC) for staff undertaking dispensing activities. Successful completion of this fully accredited Dispensary Assistants Course within 15 months of enrolment allows transfer on to the Level 3 NVQ Diploma in Pharmacy Service Skills at module 5 - thereby saving time and money.

Course suitability

This course is suitable for pharmacy staff planning on undertaking dispensing activities. This comprehensive course also serves as a great stepping stone for progression onto pre-registration pharmacy technician training and a career as a pharmacy technician.

Course delivery

Distance learning in a modular format complete with learning resources comprising of inter-text activities and formal assessments based on multiple choice questions/case studies to formally assess the learning. Course covers the following topics:

- Introduction to dispensing and stock control
- Pharmacy practice and procedures
- Law and ethics
- Drug Tariff

Duration of course

6 - 12 months

Qualification delivered

Certificate to show completion of the relevant modules to meet the General Pharmaceutical Council requirements for Dispensing and Pharmacy Assistants.

£185 + VAT (Paper)

£165 + VAT (e-learning)

“ I felt that I gained more knowledge about my job when working through the course ”

Julie Cooper, Trainee Dispensary Assistant



LEVEL 3 NVQ DIPLOMA IN PHARMACY SERVICE SKILLS (QCF)

Purpose of course

In addition to being fully accredited by both the General Pharmaceutical Council (GPhC) and Edexcel, this course undergoes the NPA's own in-house quality assurance process, giving you the reassurance that your pre-registration trainee pharmacy technician receives the highest quality of training, as you would expect from the NPA. The Level 3 NVQ Diploma in Pharmacy Service Skills (QCF) together with the GPhC accredited Underpinning Knowledge Programme is an integrated course tailored to suit the needs of the learner and the pharmacy.

Course suitability

This course is suitable for any member of the pharmacy support team wishing to embark on a career as a pharmacy technician.

“This course is adding more interest, value and responsibility to my role”

Suhanini Dangeti, Pre-registration Pharmacy Technician

Course delivery

The course comprises of 20 knowledge modules and 17 competency based units.

Knowledge modules cover topics such as:

- Role of the Pharmacy technician
- Pharmacy practice and procedures
- Pharmacy law and ethics
- Drug Tariff
- Actions and uses of drugs (across a number of key therapeutic areas)
- Pharmaceutical science
- Dispensing, product formulation and aseptic procedures
- Preparation for registration

Competency based units cover topics such as:

- Stock Management
- Customer Support
- Dispensing
- Health and safety

Knowledge modules are paper-based and competency based units are available in two formats, either a paper based portfolio or an e-portfolio. The e-portfolio format is specifically configured for the Pharmacy Technician qualification and offers flexibility to deliver learning in an efficient way.

Duration of course

2 years

Qualification delivered

1. National Vocational Qualification: Pearson Edexcel Level 3 NVQ Diploma in Pharmacy Service Skills (QCF).
2. Certificate of Unit Credit: Pearson Edexcel Level 3 NVQ Diploma in Pharmacy Service Skills (QCF).
3. Certificate from the NPA to show completion of a knowledge based qualification accredited by the General Pharmaceutical Council (GPhC) in the relevant module(s).

Option One **£1,250 + VAT** (One-off payment)

Option Two **£850 + VAT** (Part 1)

£650 + VAT (Part 2)

edexcel 
Approved Centre

ACCURACY IN DISPENSING

Purpose of course

This course is based on the NHS Nationally Agreed Framework for Checking Technicians and is specifically written and designed to enable suitably qualified individuals take the final check on dispensed prescriptions competently in line with the pharmacy's own standard operating procedures (SOPs). As part of the course, learners are independently assessed and accredited by NPA Assessors to undertake this highly responsible role, thereby giving our members the peace of mind to fully optimise skill mix within the pharmacy.

Course suitability

This course is written and designed for experienced Level 3 Pharmacy Technicians registered with the General Pharmaceutical Council (GPhC).

Course delivery

This portfolio based course consists of:

- Complete learning resources
- Practice-based checking activities
- Structured learning assessment questions, activities and reflective exercises
- Monthly appraisals with the supervising pharmacist

Successful completion of the final assessment which formally assesses checking skills in a simulated pharmacy environment together with an interview with an NPA assessor enables this qualification. Continuous re-accreditation via a reassessment portfolio follows every two years.

Duration of course

3 - 12 months

Qualification delivered

Certification from the NPA.

£279 + VAT

PHARMACY UNDERGRADUATE TRAINING PROGRAMME

Purpose of course

This comprehensive course provides pharmacy undergraduate students undertaking placements in community pharmacies with the essential knowledge and practice skills to work on the medicines counter and in the dispensary. In addition to serving as a useful resource to supplement university course content, this training provides an ideal foundation for progression to pre-registration training.

Course suitability

Pharmacy undergraduate students.

Course delivery

This modular learning programme is divided into four parts which can either be completed in a single placement or spread over multiple placements, dependent on the individual requirements of the undergraduate student and the pharmacy.

Areas covered within the course include:

- Pain
- Coughs and colds
- Hay fever
- Indigestion, heartburn and constipation
- Family health
- Holiday healthcare and first aid
- Skin and feet
- Mouth, eyes and ears
- Healthy living
- Pet medicines
- Introduction to the dispensary
- Law and ethics
- Drug Tariff

Duration of course

Up to 8 weeks per placement

Qualification delivered

Certification from the NPA.

£125 + VAT

PRE-REGISTRATION PHARMACIST TRAINING PROGRAMME

Purpose of course

The NPA's integrated Pre-registration Trainee Pharmacist Training Programme focuses on the GPhC assessment syllabus and performance standards. The course is written and delivered by a team of experienced pharmacists who will fully support and guide pre-registration students to develop into confident and competent pharmacists. This programme provides students with an invaluable opportunity to interact, network and share experiences with other pre-registration pharmacists - all vital attributes for building a future multidisciplinary workforce.

Course suitability

Pharmacy graduates undertaking their pre-registration training year.

Course delivery

The programme is delivered through monthly study days at venues across the UK. In addition to these study days, regular newsletters incorporating support tools in preparation for the assessment are provided and webinars are held. Students will also benefit from regular practice of exam-style questions throughout their training and a mock examination towards the end of the year. Course topics covered include:

- GPhC registration assessment syllabus
- GPhC performance standards
- Audits
- Clinical pharmacy topics
- Responding to symptoms
- Drug tariff
- Law and ethics
- Pharmaceutical calculations
- First Aid
- Wound care and wound management
- Measuring and fitting compression hosiery
- Public health
- Accuracy and clinical checking

Duration of course

12 months

Qualification delivered

Completion letter from the NPA.

£1,000 + VAT

“No matter what the topic, they offered in-depth knowledge supported by fact sheets of key points and great presentations. The training has built my clinical knowledge and I now feel more confident”

James Hyde, Pharmacist (Medicare Pharmacy)



PRE-REGISTRATION PHARMACIST TUTOR PROGRAMME

Purpose of course

This online training programme is suitable for all pre-registration tutors who are new to tutoring as well as being a refresher for the more experienced tutor. The programme covers key milestones including important GPhC dates and requirements. The training will also focus on problem solving when difficult situations arise such as if the pre-registration pharmacist is not meeting the required performance standards. Tutors will feel confident that they are equipped with the information and skills to shape the next generation of pharmacists.

Our expert team is also on hand to support and guide members and their teams through the GPhC approval process to obtain premises approval to deliver pre-registration training and compile a training plan. We will take the pressure off you so that you can enjoy the rewarding experience of being a pre-registration pharmacist tutor.

Course suitability

Pharmacists taking on a pre-registration pharmacist.

Course delivery

Online training module covering the following key elements:

- The roles and responsibilities of a tutor
- Overview of the pre-registration year
- Coaching techniques
- Assessments and providing feedback
- GPhC key milestones
- Dealing with problematic situations
- Performance standards and assessing competency
- The GPhC Registration Assessment

£40 + VAT (Online)

Free of charge (Tutors who enrol students onto the pre-registration pharmacist training programme)

MEDICINES IN CARE HOMES

Purpose of course

The medicines in care homes pack has been designed to assist pharmacists providing training to care home staff. The training can be used as an introduction to medicines for new care home staff or as a refresher for existing care home staff. Care home staff may also find that some of the training undertaken during the sessions can contribute towards their evidence portfolio for the qualifications they are undertaking to work in the care home.

Course suitability

Pharmacists wishing to train care home staff.

Course delivery

The pack provided consists of a pharmacist manual to enable pharmacists to deliver the training, six workbooks and six certificates (issued to care home staff upon completion of the training course). Each workbook is divided into five sessions that consist of various activities (to consolidate learning) and multiple choice questions at the end of each module. The five sessions can be delivered in a flexible manner to suit the requirements of the care home and cover the following:

- Session 1 - Introduction to medicines and their use
- Session 2 - Administration of medicines
- Session 3 - Managing medicines
- Session 4 - Monitoring residents and supporting medicine use
- Session 5 - Elderly health

£40 + VAT (Full pack: manual and workbooks)

£20 + VAT (6 additional workbooks)

PHARMACY PGD SERVICES

Outline of NPA PGD Services

The NPA offers Patient Group Directions (PGDs) to enable pharmacists to provide medicines and vaccines privately to support a wide range of patient groups and conditions. The PGDs are offered at highly competitive rates on an extensive range of flu, travel and oral PGDs (with associated training).

Our comprehensive package for vaccination training includes:

- Practical face-to-face vaccination training on multiple vaccination techniques for administering vaccines (intramuscular, intranasal, subcutaneous, intradermal)
- Basic life support
- Anaphylaxis management
- Online training modules
- 12 month subscription to the accompanying relevant private PGD(s)

NPA PGD Services standard Terms and Conditions apply.

Benefits of providing PGD Services

- Differentiating yourself from your competitors who may not be offering PGD services
- Expanding your clinical knowledge and expertise in providing services
- Allowing patients to obtain prescription-only medicines from pharmacies without the need for a prescription
- Providing certain medicines that may not be available through the NHS. Examples include: antimalarial medication and drugs to treat erectile dysfunction and hair loss to name but a few
- Providing local businesses with the flu vaccine service
- Generation of additional income from sales of related over-the-counter products
- Increased footfall to the pharmacy by attracting patients who may not usually use your pharmacy

Prices on application

PHARMACY PRACTICE LEARNING

Outline of Pharmacy Practice Learning

Our members are at the heart of everything we do at the NPA. We understand the areas of pharmacy practice that matter most to you and aim to meet your needs by providing pharmacy practice learning resources.

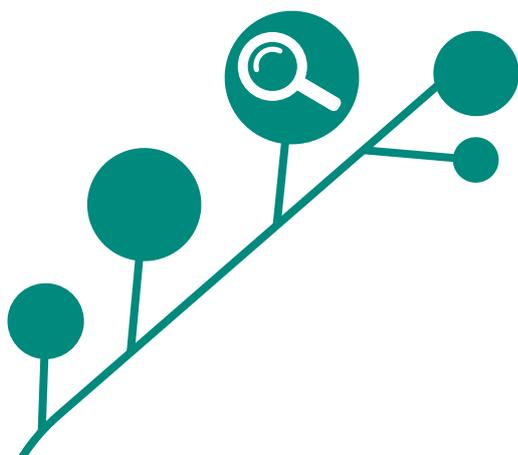
Our resources have been developed exclusively for all of our members and their teams. Our expert and dedicated team of pharmacists with extensive community pharmacy practice experience specialise in training, advising and supporting you and your teams.

The pharmacy practice learning resources comprise mainly of factsheets and standard operating procedures (SOPs).

Examples of content covered within this are as follows:

- SOPs and factsheets on Controlled Drugs
- SOPs and documents on Electronic Prescription Service (EPS)
- GPhC inspection resources
- Medicines Use Reviews resources
- Discharge Medicines Review Service resources
- Patient safety
- Dental and non-medical prescriber factsheets
- Drug tariff information
- Malaria and travel information

Free of charge for NPA members



HEALTHY LIVING CHAMPION COURSE + APPLIED AWARD

Purpose of course

The Healthy Living Champion Course is a mandatory course for staff supporting the Healthy Living Pharmacy initiative. Healthy living champions provide health information and signpost patients to relevant health services to enable them to live healthier lifestyles. The Applied Award is a follow-on module from the Healthy Living Champion Course which aims to develop the skills and apply knowledge formed from the initial course. Supporting patients and their families with public health messages ensures that your pharmacy is the place to come for complete health and wellbeing advice.

Course suitability

The Healthy Living Champion Course is suitable for all pharmacy staff. The Applied Award is suitable for staff that have successfully completed the NPA Healthy Living Champion Course.

Course delivery

Modular workbooks form the Healthy Living Champion Course and contain information and inter-text activities to complete. Certification of this element is provided upon completion of the workbooks and multiple choice question examination which serves as the final assessment. An optional addition available to members enrolled on the Healthy Living Champion Course is a face-to-face training day which aims to apply learning to practice. This training day includes revision of workbooks and a session on communication skills. The Healthy Living Champion course is broken down as follows:

- Module 1: Health and health inequalities
- Module 2: Effective communication
- Module 3: Promotion of health and wellbeing
- Module 4: Impact of behaviour change in health and wellbeing

The Applied Award workbook contains information and inter-text activities which need to be completed. Certification is provided upon the successful completion of the workbook which is assessed and marked internally at the NPA and verified externally by the RSPH. The Healthy Living Champion Applied Award covers the following:

- Inequalities in health within the UK
- Possible reasons for health inequalities
- Current approaches to tackling health inequalities
- How to help people improve health
- Role of effective communication in health messages
- How to promote improvements in health and wellbeing of others
- How to support people wishing to improve health

Duration of course

The estimated study times to complete the Healthy Living Champion Course and Applied Award are 7 hours and 22 hours respectively.

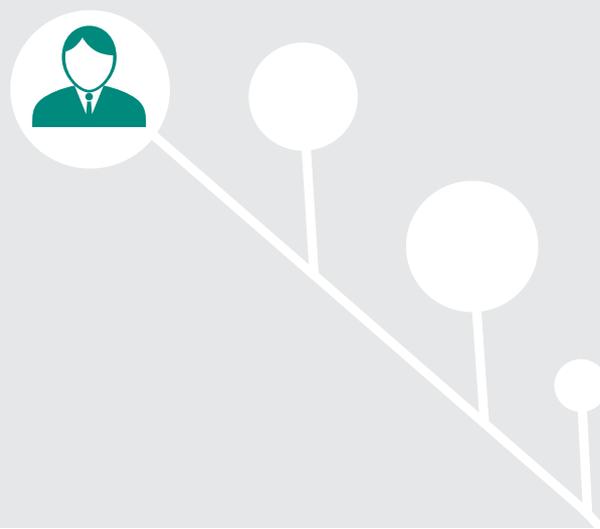
Qualification delivered

1. Level 2 qualification in Understanding Health Improvement accredited by the Royal Society for Public Health (RSPH) upon completion of the Healthy Living Champion Course.
2. Level 2 award in Applied Health Improvement accredited by the Royal Society for Public Health (RSPH) upon completion of the Healthy Living Champion Applied Award workbook.

Qualification delivered

Completion letter from the NPA.

£85 + VAT	(Paper)
£69 + VAT	(e-learning)
£85 + VAT	(Applied Award)
£150 + VAT	(Combines Health Champion Course and Applied Award Course)



LEADERSHIP TRAINING FOR HEALTHY LIVING PHARMACY

Purpose of course

A Healthy Living Pharmacy (HLP) is one which consistently demonstrates a healthy living ethos and a proactive approach to health and health improvement. The HLP must also show that it meets set quality criteria and have appointed one or more qualified Health Champion(s). Pharmacies that meet these criteria are awarded the HLP quality mark. Leadership training is one of the key criteria for becoming a HLP. Training must be undertaken by the manager and/or pharmacist and supports development of the pharmacy team to the desired standard.

Course suitability

This leadership training is suitable for anyone with management or supervisory responsibilities in pharmacies (not only HLPs).

Course delivery

The National Pharmacy Association has been delivering its leadership training to pharmacy contractors in partnership with Local Pharmaceutical Committees (LPCs). The NPA offers this leadership training at no cost to LPCs.

LPCs are invited to contact the NPA to book the NPA leadership training. The leadership training covers the following:

- What you need to know about Healthy Living Pharmacies
- Changes in pharmacy and the direction of travel
- The role of Healthy Living Champions
- General Pharmaceutical Council (GPhC) standards and NHS requirements
- Qualities seen in great leaders and how this relates to pharmacy
- Understanding the employment laws
- Change management
- The ability to build strong relationships
- How to build a great team – lead, motivate, delegate, develop self and others
- Communication and feedback
- How to manage a conflict situation
- Group work, examples

Qualification delivered

Participants are presented with a certificate at the end of the training which can be counted towards continuing professional development (CPD).

Free of charge



BUSINESS LEARNING

Purpose of course

The NPA understands the need to develop both your skills and knowledge but appreciates that there are time constraints which may create a barrier to this desired development. Working with Maguire Training, we are able to offer you access to over 100 video-based e-learning modules, designed to fit around your busy working lives.

The range of CPD certified modules are constantly increasing and cover a wide range of business skills including: sales, customer service, management, leadership, communication, finance, marketing and personal development.

Course suitability

All roles within the pharmacy team.



Course delivery

NPA Business Learning includes modules and programmes which can be chosen to fulfil learning needs of all individuals within the pharmacy team. Delivery of training is through video-based e-learning modules split into bite-sized sections with clearly defined learning outcomes and a short test to check understanding. Course material is downloadable with each module and the online platform is designed to work on desktop computers, laptops, tablets and most smart phones with an internet connection. The modules offer flexibility as they can be studied at a time to suit the learner/pharmacy and can also be revisited to reinforce learning when needed. Some of the e-learning modules include:

Business Improvement

- Sales and customer service
- Questioning and listening skills
- Using powerful sales language
- Finance skills
- Marketing skills
- Time and planning skills

People Development

- Leadership skills
- Management skills
- Team leading / supervisory skills
- Developing people
- Communication skills
- Problem solving / decision making
- Behaviour skills

Business Compliance

- HR and employment law
- Health and safety
- Introduction to COSHH
- Introduction to Fire Safety
- Introduction to Manual Handling
- Introduction to Risk Assessment
- Environmental Awareness

Duration of course

Each module has a suggested study time of 30 minutes

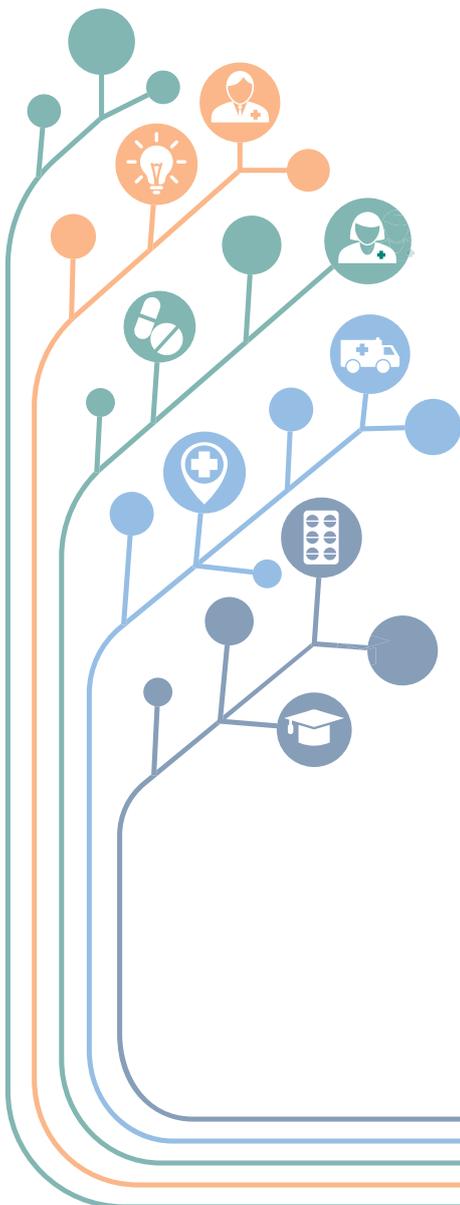
Qualification delivered

Participants receive CPD certification for selected learning modules upon successful completion of associated tests.

£20 + VAT (Per module)

£199 + VAT (12 months unlimited access to entire suite of modules and programmes)

KEY NPA CONTACT NUMBERS



NPA main Switchboard	01727 858 687
Learning and Development	01727 800 402
Pharmacy Services	01727 891 800
Sales	0330 123 0190
Membership	01727 795 914
Employment Advisory Service	0330 123 0558
Health and Safety Advice	0330 123 0558
Professional Indemnity Insurance	01727 795 914
General Insurance	0800 496 0426

