

Terms and Conditions

1. Scope of terms and conditions

- 1.1 The terms and conditions apply to all courses provided by the NPA
- 1.2 The appendices outline the additional obligations relating to specific courses.

2. Terminology

- 2.1 **'Supervising pharmacist'** refers to the tutor for a particular student
- 2.2 **'GPhC'** refers to the General Pharmaceutical Council
- 2.3 **'Employer'** can refer to a member, non-member, customer or associate of the NPA
- 2.4 **'Learning and Development'** refers to the department formerly known as 'Member Services' or 'Professional Development'.

3. Contractual relationship

- 3.1 The terms and conditions set out the relationship between the NPA, the student, the supervising pharmacist and the employer.
- 3.2 With the exception of the Pre-registration pharmacist course (see Appendix 5) and the Pharmacy Undergraduate programme (see Appendix 7), once a student is enrolled and the course has been paid for, the course belongs to the relevant employer. If the student has paid for the course through the employer, this does not change ownership of the course.
- 3.3 The employer is responsible for ensuring that the supervising pharmacist has the ability and authority to provide the student with the study time required to undertake the course.
- 3.4 The NPA reserves the right to amend or change the terms and conditions at any time without informing the employer. It will be the responsibility of the employer to view the latest published version.

4. Payment

- 4.1 Course fees are non-refundable in the event of discontinuation or cancellation or any other circumstance.
- 4.2 All courses are non-transferable with the exception of the Dispensary Assistant Course (ADAC) and Medicines Counter Assistant (Interact), which are transferable in accordance with clause 4.3

- 4.3 Transfers are allowable for ADAC and Interact if made within three months of course enrolment, provided that the course materials have not been used.
- 4.4 The course must be paid for by the employer and the employer will retain ownership of the course regardless of who has funded the course (with the exception of the pharmacy undergraduate programme – see Appendix 7, and the pharmacy pre-registration pharmacist course – see Appendix 5).
- 4.5 In the event of a student discontinuing the programme for any reason, there will be no reimbursement of the registration fee, nor will any subsequent course work be issued (if still outstanding).
- 4.6 Payment can be made in two instalments for the NVQ3 pharmacy technician’s course – for Year 1 and Year 2 respectively in exceptional circumstances only the NPA reserves the right to decline any 2 part requests.
- 4.6.1 It is the responsibility of the employer/supervising pharmacist to ensure that the Year 2 fee is paid before the deadline. Failure to pay the fee and enrol the student will result in the student being disadvantaged in terms of duration left to complete the course.

5. Intellectual property rights

- 5.1 All course material is subject to copyright. No part of any NPA publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording or any other electronic or mechanical methods without the prior written permission of the NPA.
- 5.2 All intellectual property rights, including logo, copyright and database rights, in material contained in, or referred to on this website belongs to the NPA or our licensors.
- 5.3 The employer and all other involved parties acknowledge that the NPA is the owner of the intellectual property rights for all courses. The employer will at no point assert ownership of intellectual property rights against the NPA.
- 5.4 The employer and all other involved parties will ensure that NPA’s materials, processes, innovations, specifications and any other confidential information concerning the NPA’s business are kept strictly confidential at all times.
- 5.5 The employer shall restrict disclosure of such confidential material to such of its employees, agents or sub-contractors as need to know. The same is true for the purposes of making use of the services/materials, or in order to discharge the student’s obligations to the NPA.

6. Data retention policy

- 6.1 The NPA will only collect data and store data that is relevant to the provision of the course.
- 6.2 The NPA will only process personal data for the purpose of provision of training services.
- 6.3 Student data that is captured includes: title, name, work address, work telephone number, membership number, enrolment date and any correspondence between the student/supervising pharmacist and the NPA.
- 6.4 The NPA will store student information for three years only, after the discontinuation or successful completion of a course.
- 6.5 The NPA will use reasonable endeavours to comply with the General Data Protection Regulation 2018 (GDPR) with regard to data capture, retention and deletion.

6.6 Any information held by the NPA pertaining to personal data can be requested by filling out a GDPR request form.

6.6.1 All requests will be processed in line with GDPR (within 30 days).

6.6.2 More complex requests can take an additional two months to process. If this extra time is required the NPA will inform the requesting party.

7. Data-sharing with other parties (including markers, assessors and regulatory bodies)

7.1 The NPA as a centre will have to share confidential data with third parties. The NPA will take reasonable endeavours to ensure that only relevant data that is required by the third party is shared.

7.2 Data-sharing includes the sharing of data with external platforms and learning management systems.

7.3 The NPA hires external markers/assessors and internal verifiers who need access to course materials and student sensitive data.

7.4 The NPA reserves the right to share confidential data with any relevant regulatory body. A number of the courses provided by the NPA are GPhC accredited. The regulator may require the NPA to send student sensitive materials.

7.5 The NPA pharmacy technician's course is certificated by Pearson/Edexcel. As part of the standards verification process, the NPA may have to share student sensitive data regarding the NVQ3 course with Pearson/Edexcel.

7.6 All the markers/assessors are bound by contractual terms and conditions with the NPA. The NPA also has a service level agreement (SLA) and GDPR clause agreement with all external markers and assessors with the aim of ensuring that student data is kept safe and secure.

8. The exchange of data across parties

8.1 Data is exchanged between involved parties in a number of ways. This could be between the NPA and the student, the NPA and the employer or the NPA and the supervising pharmacist

8.2 Some courses are marked in house, meaning that no data is shared with external markers. The applicable courses are as follows:

8.2.1 Medicines Counter Assistant (Interact)

8.2.2 Delivering Medicines Safely and Effectively

8.2.3 Introduction to Pharmacy Stock Control

8.2.4 Accuracy in Dispensing

8.3 Once a student has been allocated a marker/assessor for the NVQ3 or Dispensing Assistant (ADAC) course, they are required to submit their work directly to the allocated marker/assessor via post.

8.4 Any communications between the NPA and the student/supervising pharmacist are recorded on the NPA database to keep an audit trail.

8.5 Data may be passed to the GPhC for all courses

8.6 Data may be passed to the awarding body for the NVQ level 3 course. This can be for, but is not limited to, plagiarism and malpractice, quality assurance or inspection purposes.

9. Permissions

9.1 The employer is responsible for ensuring that the student and supervising pharmacist have seen and agreed to the terms outlined in this document

9.2 The employer/supervising pharmacist gives permission for the NPA to share student details with all parties mentioned clauses 7 and 8.

9.3 The employer/supervising pharmacist is responsible for obtaining permission from the student for the sharing of data for the reasons outlined in this document.

9.4 The supervising pharmacist gives permission for the NPA to share any malpractice or fitness to practise concerns with the GPhC. This can include the student, the supervising pharmacist or any other persons involved.

10. Termination

10.1 The contract shall terminate automatically upon completion of the provision of the course.

10.2 The NPA will be entitled to raise any outstanding invoices for the provision of services upon termination for any reason.

10.3 All outstanding invoices will not be subject to any prior agreements and will be due, in full, immediately.

10.4 The NPA reserves the right to terminate the contract with immediate effect if any of the following apply:

10.4.1 If the course owner fails to pay any fees or associated fees after a 30 day period.

10.4.2 If any person, sub-contractor or student commits a material breach by disclosing, copying or plagiarising by any other method with regards to intellectual property owned by the NPA

10.4.3 If an employer becomes bankrupt, goes into liquidation or administration.

11. Force Majeure

The NPA will not be in breach of contract or liable for any delays or failures in performance if the delay or failure was caused by anything beyond the reasonable control of the NPA including, but not limited to, flood, fire, storm, other adverse weather condition, strike, lock-out, failure of transport services, failure on the part of suppliers/printers, breakdown in machinery, compliance with legislation, war, riot, act of God, malicious damage or accident.

12. Data collection

12.1 The NPA collects the following information:

12.1.1 Student's full name, title, email address and date of birth

12.1.2 Work address

12.1.3 Membership number

12.1.4 Supervising pharmacist's full name, title, email address and GPhC number

12.1.5 Work telephone number

12.1.6 Grades and NPA qualifications

12.1.7 Audit trail of all communication between the NPA and other parties. This includes, but is not limited to, emails, telephone conversations, letters, and submission forms.

Appendix 1 – Dispensary Assistant Course (ADAC)

13. Supervising pharmacist's obligations

- 13.1 To ensure that, whilst undertaking the course, the student will be working in the dispensary under the supervision of a pharmacist.
- 13.2 To provide the student with appropriate and dedicated study time by mutual agreement, and reflect on their learning by challenging them and questioning them to check their understanding.
- 13.2.1 Failure to comply may lead to termination of the course at the NPA's discretion. A report may also be sent to the GPhC where relevant.
- 13.3 To support the student throughout the course and ensure that the learning environment is conducive to their learning.
- 13.4 To provide the student with constructive, detailed and honest feedback to support their development, in line with the coaching methods set out in the course's supervising pharmacist guide.
- 13.5 To inform, support and confer with the NPA with respect to the student's training and needs.
- 13.6 To support the student and take responsibility for ensuring that all assessments are submitted on time.
- 13.7 To inform the NPA immediately of any fitness to practise concerns regarding the student.
- 13.7.1 Failure to comply may lead to termination of the course at the NPA's discretion. All fitness to practise concerns regarding registered pharmacy professionals or pre-registration students will be passed to the GPhC.
- 13.8 To ensure that the student understands that the ownership of the course lies with the employer.
- 13.9 To ensure that the student photocopies or keeps electronic copies of all their work, in case the work is not recoverable from a marker or it is lost in the post.
- 13.9.1 The NPA takes no responsibility for submissions lost in the post or submissions that cannot be obtained from an external marker.
- 13.9.2 Under these circumstances, if the student has not retained a copy of the work, the student will have to re-do any lost work. Extensions will not be granted for lost work, regardless of fault, unless specified by the NPA in individual cases.
- 13.10 To ensure that the student sits the multiple choice question (MCQ) assessments under examination conditions and completes them within 30 minutes as per the supervising pharmacist guide, unless additional time has been agreed with the NPA.
- 13.11 To ensure that the student completes the course within one year of the starting date.
- 13.12 To ensure compliance with any quality assurance requests including, but not limited to, random selection of modules.

14. Student's obligations

- 14.1 To work conscientiously throughout the course.
- 14.2 To review feedback from the supervising pharmacist and marker and use it to help develop further.
- 14.3 To take responsibility for their own learning and ensure that all assessments are submitted to the NPA/external marker within the specified deadlines.
- 14.4 To adhere to any rules and regulations set down by the NPA Learning and Development department and submit assessments to the NPA which are solely their own work.
- 14.5 To adhere to rules and regulations associated with patient confidentiality and ensure that submitted assessments do not breach patient confidentiality.
- 14.6 To seek support and clarification if they are unsure of or do not understand anything.
- 14.7 When submitting work, to ensure that copies of the work are kept.
 - 14.7.1 The NPA takes no responsibility for submissions lost in the post or submissions that cannot be obtained from an external marker.
 - 14.7.2 The student will have to re-do any lost work, if copies have not been kept. Extensions will not be granted for lost work, regardless of fault, unless specified by the NPA in individual cases.
- 14.8 To ensure that the course material is only used by the registered student, and no-one else.
- 14.9 To comply with any quality assurance requests. These requests are randomised unless a marker has flagged concerns.
- 14.10 To understand that any outstanding quality assurance checks will delay certification until they are complete.
- 14.11 To inform the NPA immediately if the supervising pharmacist is no longer able to perform their duties.

15. The NPA's obligations

- 15.1 To ensure that all students are treated equally and in a non-discriminatory manner.
- 15.2 To ensure that the NPA Learning and Development department is available to support and guide students and supervising pharmacists through the course during the NPA's normal working hours, via telephone and email.
- 15.3 To ensure that all submitted work is marked by appropriately qualified persons within a reasonable time period.
- 15.4 To ensure that a certificate is issued upon successful completion of the course.

Appendix 2 – Medicines Counter Assistant (Interact)

1. Supervising pharmacist's obligations

- 1.1 To ensure that, whilst undertaking the course, the student will be working on the medicines counter under the supervision of a pharmacist.
- 1.2 To provide the student with appropriate and dedicated study time by mutual agreement, and reflect on their learning by challenging them and questioning them to check their understanding.
 - 1.2.1 Failure to comply may lead to termination of the course at the NPA's discretion. A report may also be sent to the GPhC where relevant.
- 1.3 To support the student throughout the course and ensure that the learning environment is conducive to their learning.
- 1.4 To provide the student with constructive, detailed and honest feedback to support their development, in line with the coaching methods set out in the course's supervising pharmacist guide.
- 1.5 To inform, support and confer with the NPA with respect to the student's training and needs.
- 1.6 To support the student and take responsibility for ensuring that all assessments are submitted on time.
- 1.7 To inform the NPA immediately of any fitness to practise concerns regarding the student.
 - 1.7.1 Failure to comply may lead to termination of the course at the NPA's discretion. All fitness to practise concerns regarding registered pharmacy professionals or pre-registration students will be passed to the GPhC.
- 1.8 To ensure that the student understands that the ownership of the course lies with the employer.
- 1.9 To ensure that the student photocopies or keeps electronic copies of all their work, in case the work is not recoverable from a marker or it is lost in the post.
 - 1.9.1 The NPA takes no responsibility for submissions lost in the post.
 - 1.9.2 Under these circumstances, if the student has not retained a copy of their work, the student will have to re-do any lost work. Extensions will not be granted for lost work, regardless of fault, unless specified by the NPA in individual cases.
- 1.10 To ensure that the student sits the Part A and Part B assessments under examination conditions and completes them within 60 minutes.
- 1.11 To ensure that the student has completed all activities and end-of-chapter multiple choice questions (MCQs) before each assessment is attempted.
- 1.12 To ensure that the student completes the course within one year of the starting date.
- 1.13 To ensure compliance with any quality assurance requests including, but not limited to, random selection of modules.

2. Student's obligations

- 2.1 To work conscientiously throughout the course.
- 2.2 To review feedback from the supervising pharmacist and use it to help develop further.
- 2.3 To take responsibility for their learning and ensure that all assessments are submitted to the NPA within the specified deadlines.
- 2.4 To adhere to any rules and regulations set down by the NPA Learning and Development department and submit assessments to the NPA which are solely their own work.
- 2.5 To adhere to rules and regulations associated with patient confidentiality and ensure that submitted assessments do not breach patient confidentiality.
- 2.6 To seek support and clarification if they are unsure of or do not understand anything.
- 2.7 When submitting work, to ensure that copies of their work are kept.
 - 2.7.1 The NPA takes no responsibility for submissions lost in the post.
 - 2.7.2 The student will have to re-do any lost work, if copies have not been kept. Extensions will not be granted for lost work, regardless of fault, unless specified by the NPA in individual cases.
- 2.8 To ensure that the course material is only used by the registered student, and no-one else.
- 2.9 To comply with any quality assurance requests. These requests are randomised unless a concern has been flagged.
- 2.10 To understand that any outstanding quality assurance checks will delay certification until they are complete.
- 2.11 To inform the NPA immediately if the supervising pharmacist is no longer able to perform their duties.

3. The NPA's obligations

- 3.1 To ensure that all students are treated equally and in a non-discriminatory manner.
- 3.2 To ensure that the NPA Learning and Development department is available to support and guide students and supervising pharmacists throughout the course during the NPA's normal working hours, via telephone and email.
- 3.3 To ensure that all submitted work is marked within a reasonable time period.
- 3.4 To ensure that a certificate is issued upon successful completion of the course.

Appendix 3 – NVQ3 Diploma in Pharmacy Service Skills

1. Supervising pharmacist's obligations

- 1.1 To ensure that, whilst undertaking the course, the student will be working in the dispensary for a minimum of 14 hours per week, in line with the GPhC requirement, under the supervision of a pharmacist.
- 1.2 To ensure that the student adheres to the standards set out by the GPhC and other relevant awarding bodies (currently Pearson).
 - 1.2.1 Failure to comply may lead to termination of the course, at the NPA's discretion.
- 1.3 To provide the student with appropriate and dedicated study time by mutual agreement, reflect on their learning by challenging them, and question them to check their understanding.
 - 1.3.1 Failure to comply will lead to termination of the course. A report may also be sent to the GPhC where relevant.
- 1.4 To support the student throughout the course and ensure that the learning environment is conducive to their learning.
- 1.5 To provide the student with constructive detailed and honest feedback to support their development, in line with the coaching methods set out in the course's supervising pharmacist guide.
- 1.6 To inform, support and confer with the NPA with respect to the student's training and needs
- 1.7 To support the student and take responsibility for ensuring that all assessments are submitted on time.
- 1.8 To inform the NPA immediately of any fitness to practise concerns regarding the student.
 - 1.8.1 Failure to comply may lead to termination of the course at the NPA's discretion. All fitness to practise concerns regarding registered pharmacy professionals or pre-registration students will be passed to the GPhC.
- 1.9 To ensure that the student sits the multiple choice question (MCQ) assessments under examination conditions and completes them in the time stated on the paper.
- 1.10 To mark MCQs using the answers set out in the course's supervising pharmacist guide, and then to discuss the questions with the student and provide detailed, constructive and honest feedback.
- 1.11 To ensure that they have read and understood the unit guide before the student starts the course, and to undertake the expert witness training before signing reports for the student.
 - 1.11.1 Submission of expert witness observations without first completing the expert witness training pack will not be accepted under any circumstances, and will be the sole responsibility of the supervising pharmacist.
- 1.12 To ensure that the student completes the entire course (all modules and units) within two years of the start date.
 - 1.12.1 Failure to do so will lead to discontinuation of the course. Extenuating circumstances will only be considered at the sole discretion of the NPA.

- 1.13 To fill in the relevant sections of the marking form, including the section where they summarise the feedback given to the student, before the work is submitted to the assessor.
- 1.14 To ensure the student understands that the ownership of the course lies with the employer.
- 1.15 To ensure that before attempting units 16 and 18 the student has a valid MCA certificate.
- 1.16 To ensure that the student photocopies or keeps electronic copies of all their work in case the work is not recoverable from an assessor or it is lost in the post.
 - 1.16.1 The NPA takes no responsibility for submissions lost in the post or submissions that cannot be obtained from an external assessor.
 - 1.16.2 Under these circumstances, if the student has not retained a copy of the work, the student will have to re-do any lost work. Extensions will not be granted for lost work, regardless of fault, unless specified by the NPA in a specific case.
- 1.17 To ensure that the student is enrolled onto the second year of the course before the deadline.
 - 1.17.1 Failure to enrol onto the second year will result in delays for the student. The NPA accepts no responsibility for this.

2. Student's obligations

- 2.1 To work conscientiously throughout the course.
- 2.2 To review feedback from the supervising pharmacist and assessor and use it to help develop further.
- 2.3 To take responsibility for their own learning and ensure that all assessments are submitted to the NPA/external assessor within the specified deadlines.
- 2.4 To adhere to any rules and regulations set down by the NPA Learning and Development department and submit assessments to the NPA which are solely their own work.
- 2.5 To adhere to rules and regulations associated with patient confidentiality and ensure that assessments submitted to the NPA/assessor do not breach patient confidentiality.
- 2.6 To seek support and clarification if they are unsure of or do not understand anything.
- 2.7 When submitting work, to ensure that photocopies of their work are taken.
 - 2.7.1 The NPA takes no responsibility for submissions lost in the post or submissions that cannot be obtained from an external assessor.
 - 2.7.2 The student will have to re-do any lost work, if copies have not been kept. Extensions will not be granted for lost work, regardless of fault, unless specified by the NPA in individual cases.
- 2.8 To ensure that the course material is only be used by the registered student, and no-one else.
- 2.9 To comply with any quality assurance requests. These requests are randomised unless an assessor has flagged concerns.
- 2.10 To ensure that the supervising pharmacist is aware of their obligations regarding completion of course-related paperwork.

- 2.11 To understand that any outstanding quality assurance checks will delay certification until they are complete.
- 2.12 To inform the NPA immediately if the supervising pharmacist is no longer able to perform their duties.

3. The NPA's obligations

- 3.1 To ensure that all students are treated equally and in a non-discriminatory manner.
- 3.2 To ensure that the NPA Learning and Development department is available to support and guide the supervising pharmacist and student throughout the course during the NPA's normal working hours, via telephone and email.
- 3.3 To ensure that all submitted work is marked by appropriately qualified persons within a reasonable time period.
- 3.4 To ensure that a certificate is issued upon successful completion of the course.

Appendix 4 – Accuracy in Dispensing course

1. Supervising pharmacist's obligations

- 1.1 To ensure that the student has documented a minimum of 1000 checked items before attempting the final assessment.
- 1.2 To ensure that the course is completed within 12 months of enrolment.
- 1.3 To ensure that the student is well-prepared for the assessment by checking their accuracy checking logs/evidence.
- 1.4 To ensure there is an up-to-date accuracy-checking standard operating procedure (SOP) in place for the student to follow.
- 1.5 To ensure that the student is supervised at all times when accuracy checking, and that all items checked by them are checked by the supervising pharmacist.
- 1.6 To conduct and keep signed records of monthly appraisals of the student's progress.
- 1.7 To ensure that, whilst undertaking the course, the student is working in the dispensary under the supervision of a pharmacist.
- 1.8 To ensure that, for any GPhC registered students, the standards set out by the GPhC are adhered to.
 - 1.8.1 Failure to comply may lead to termination of the course at the NPA's discretion.
- 1.9 To provide the student with appropriate and dedicated study time by mutual agreement, and reflect on their learning by challenging them and questioning them to check their understanding.
 - 1.9.1 Failure to comply will lead to termination of the course. A report may also be sent to the GPhC where relevant.
- 1.10 To support the student throughout the course and ensure that the learning environment is conducive to their learning.
- 1.11 To provide the student with detailed, constructive and honest feedback to support their development.
- 1.12 To inform, support and confer with the NPA with respect to the student's training and needs.
- 1.13 To support the student and take responsibility for ensuring that all portfolios and additional evidences are submitted on time. The initial portfolio (before the final assessment) must be completed within one year of the start date of the course.
- 1.14 To inform the NPA immediately of any fitness to practise concerns regarding the student.
 - 1.14.1 Failure to comply may lead to termination of the course at the NPA's discretion. All fitness to practise concerns regarding registered pharmacy professionals or pre-registration students will be passed to the GPhC.
- 1.15 To ensure that the student understands that the ownership of the course lies with the employer.

- 1.16 To ensure that the re-assessment fee is paid (if applicable) for the student to re-sit the final assessment if they have not passed after their first three attempts.

2. Student's obligations

- 2.1 To understand that re-assessment portfolios are required every two years for all non-GPhC registered staff.
- 2.2 To ensure that patient confidentiality is maintained at all times when gathering and submitting evidence for the portfolio.
- 2.3 If the student has been out of their role of accuracy checker for a period of 12 months or longer, to notify the NPA for further guidance before resuming their role as an accuracy checker.
 - 2.3.1 Failure to notify the NPA will lead to cancellation of the student's certificate at the NPA's discretion.
- 2.4 To ensure that they have successfully checked a minimum of 1000 items, as recorded in diary logs, before attempting the final assessment.
- 2.5 To work conscientiously throughout the course.
- 2.6 To review feedback from the supervising pharmacist and the NPA and use it to help develop further.
- 2.7 To take responsibility for their learning and ensure that all assessments/portfolios are submitted within the specified deadlines.
- 2.8 To adhere to any rules and regulations set down by the NPA Learning and Development department and submit assessments/portfolios to the NPA which are solely the student's own work.
- 2.9 To adhere to rules and regulations associated with patient confidentiality and ensure that submitted portfolios/evidences do not breach patient confidentiality.
 - 2.9.1 Recurrent breaches will result in the termination of the course.
- 2.10 To seek support and clarification if they are unsure of or do not understand anything.
- 2.11 To ensure that the course material is only used by the registered student, and no-one else.
- 2.12 To comply with any quality assurance requests. These requests are randomised unless a marker has flagged concerns.
- 2.13 To understand that any outstanding quality assurance checks will delay certification until they are complete.
- 2.14 To inform the NPA immediately if the supervising pharmacist is no longer able to perform their duties.

3. The NPA's obligations

- 3.1 To ensure that all students are treated equally and in a non-discriminatory manner.

- 3.2 To ensure that the NPA Learning and Development department is available to support and guide the student and supervising pharmacist through the course during the NPA's normal working hours, via telephone and email.
- 3.3 To ensure that all submitted work is marked by appropriately qualified persons within a reasonable time period.
- 3.4 To ensure that a certificate is issued upon successful completion of the course.

Appendix 5 – Pharmacist Pre-registration programme

1. Supervising pharmacist's obligations

- 1.1 To ensure that, whilst undertaking the course, the student will be working in the dispensary under the supervision of a pharmacist.
- 1.2 To ensure that the student adheres to the standards set out by the GPhC
 - 1.2.1 Failure to comply may lead to termination of the course at the NPA's discretion.
- 1.3 To provide the student with appropriate and dedicated study time by mutual agreement and, as per GPhC requirements, reflect on their learning by challenging and questioning them to check their understanding.
 - 1.3.1 Failure to comply will lead to termination of the course. A report may also be sent to the GPhC where relevant.
- 1.4 To support the student throughout the course and ensure that the learning environment is conducive to their learning.
- 1.5 To provide the student with constructive, detailed and honest feedback to support their development, in line with the coaching methods in the tutor training pack on the online eLearning platform.
- 1.6 To inform, support and confer with the NPA with respect to the student's training and needs.
- 1.7 To inform the NPA immediately of any fitness to practise concerns regarding the student.
 - 1.7.1 Failure to comply may lead to termination of the course at the NPA's discretion. All fitness to practise concerns regarding registered pharmacy professionals or pre-registration students will be passed to the GPhC.

2. Student's obligations

- 2.1 To work conscientiously throughout the course.
- 2.2 To review feedback from the supervising pharmacist and the NPA and use it to help develop further.
- 2.3 To seek support and clarification if they are unsure of or do not understand anything.
- 2.4 To inform the facilitator if they need to leave a face-to-face study day early.
- 2.5 To take responsibility for their own learning and complete all pre-work before each study day.
- 2.6 To let the NPA know in advance if they are going to be absent or late for a study day.
- 2.7 To ensure that the course material is only used by the registered student, and no-one else.
- 2.8 To inform the NPA immediately if the supervising pharmacist is no longer able to perform their duties.

3. The NPA's obligations

- 3.1 To ensure that all students are treated equally and in a non-discriminatory manner.
- 3.2 To ensure that the NPA Learning and Development department is available to support and guide the student and supervising pharmacist through the course during the NPA's normal working hours, via telephone and email.
- 3.3 To allow enrolment requests from supervising pharmacists directly.
 - 3.3.1 Where the Supervising pharmacist enrolls the student, the supervising pharmacist by default has ownership of this course, unless they notify the NPA in writing that the student is to be the owner.

Appendix 6 – Introduction to Pharmacy Stock Control, and Delivering Medicines Safely and Effectively courses

1. Supervising pharmacist's obligations

- 1.1 To provide the student with appropriate and dedicated study time by mutual agreement, and reflect on their learning by challenging and questioning them to check their understanding.
- 1.2 Support the student throughout the course and ensure that the learning environment is conducive to their learning.
- 1.3 To provide the student with constructive, detailed and honest feedback to support their development.
- 1.4 To inform, support and confer with the NPA with respect to the student's training and needs.
- 1.5 To support the student and take responsibility for ensuring that all assessments are submitted on time.
- 1.6 To inform the NPA immediately of any fitness to practise concerns regarding the student.
 - 1.6.1 Failure to comply may lead to termination of the course at the NPA's discretion. All fitness to practise concerns regarding registered pharmacy professionals or pre-registration students will be passed to the GPhC.
- 1.7 To ensure that the student photocopies or keeps electronic copies of all their work in case the work is not recoverable from a marker or it is lost in the post.
 - 1.7.1 The NPA takes no responsibility for submissions lost in the post.
 - 1.7.2 Under these circumstances the student will have to re-do any lost work, if they have not kept copies of their work. Extensions will not be granted for lost work, regardless of fault, unless specified by the NPA in individual cases.

2. Student's obligations

- 2.1 To work conscientiously throughout the course.
- 2.2 To review feedback from the supervising pharmacist and the marker and use it to help develop further.
- 2.3 To take responsibility for their own learning and ensure that all assessments are submitted to the NPA within the specified deadlines.
- 2.4 To adhere to any rules and regulations set down by the NPA Learning and Development department and submit assessments to the NPA which are solely their own work.
- 2.5 To adhere to rules and regulations associated with patient confidentiality and ensure that assessments submitted to the NPA do not breach patient confidentiality.
- 2.6 To seek support and clarification if they are unsure of or do not understand anything.
- 2.7 When submitting any work, to ensure that copies of their work are taken.
 - 2.7.1 The NPA takes no responsibility for submissions lost in the post or submissions that cannot be obtained from an external marker.

- 2.7.2 The student will have to re-do any lost work, if copies have not been taken. Extensions will not be granted for lost work, regardless of fault, unless specified by the NPA in individual cases.
- 2.8 To ensure that the course material is only used by the registered student, and no-one else.
- 2.9 To comply with any quality assurance requests. These requests are randomised unless a marker has flagged concerns.
- 2.10 To understand that any outstanding quality assurance checks will delay certification until they are complete.
- 2.11 To inform the NPA immediately if the supervising pharmacist is no longer able to perform their duties.

3. The NPA's obligations

- 3.1 To ensure that all students are treated equally and in a non-discriminatory manner.
- 3.2 To ensure that the NPA Learning and Development department is available to support and guide the student and the supervising pharmacist through the course during the NPA's normal working hours, via telephone and email.
- 3.3 To ensure that all submitted work is marked by appropriately qualified persons within a reasonable time period.
- 3.4 To ensure that a certificate is issued upon successful completion of the course.

Appendix 7 – Pharmacy Undergraduate programme

1. Supervising pharmacist's obligations

- 1.1 To provide the student with appropriate and dedicated study time by mutual agreement, and reflect on their learning by challenging and questioning them to check their understanding.
- 1.2 To support the student throughout the course.
- 1.3 To provide the student with constructive, detailed and honest feedback to support their development.
- 1.4 To inform, support and confer with the NPA with respect to the student's training and needs.
- 1.5 To support the student and take responsibility for marking the student's assessments.
- 1.6 To inform the NPA immediately of any fitness to practise concerns regarding the student.
 - 1.6.1 Failure to comply may lead to termination of the course at the NPA's discretion. All fitness to practise concerns regarding pharmacy professionals and pre-registration students will be passed to the GPhC.

2. Student's obligations

- 2.1 To work conscientiously throughout the course.
- 2.2 To review feedback from the nominated pharmacist and use it to help develop further.
- 2.3 To take responsibility for their own learning.
- 2.4 To adhere to any rules and regulations set down by the NPA Learning and Development department and submit assessments to their supervising pharmacist which are solely their own work.
- 2.5 To adhere to rules and regulations associated with patient confidentiality and ensure that completed course materials do not breach patient confidentiality.
- 2.6 To seek support and clarification if they are unsure of or do not understand anything.
- 2.7 To ensure that the course material is only used by the registered student, and no-one else.
- 2.8 To inform the NPA immediately if the nominated pharmacist is no longer able to perform their duties.

3. The NPA's obligations

- 3.1 To ensure that all students are treated equally and in a non-discriminatory manner.
- 3.2 To ensure that the NPA Learning and Development department is available to support and guide the student and the supervising pharmacist through the course during the NPA's normal working hours, via telephone and email.
- 3.3 To allow enrolment requests from both supervising pharmacists and students directly.

3.3.1 Where the supervising pharmacist enrolls the student, the supervising pharmacist by default has ownership of this course, unless they notify the NPA in writing that the student is to be the owner. Where the student enrolls themselves, the student will have ownership of the course.

3.3.2 Where the student enrolls themselves, they are responsible for nominating a supervising pharmacist. This can be: a pharmacist they work with during paid/voluntary work; their university personal tutor; or any other practising pharmacist who they know and trust.

3.4 To ensure that a certificate is issued upon successful completion of the course.

Appendix 8 – Healthy Living Champion course

1. Supervising pharmacist's obligations

- 1.1 To provide the student with appropriate and dedicated study time by mutual agreement, and reflect on their learning by challenging and questioning them to check their understanding.
- 1.2 Support the student throughout the course and ensure that the learning environment is conducive to their learning.
- 1.3 To provide the student with constructive, detailed and honest feedback to support their development.
- 1.4 To inform, support and confer with the NPA with respect to the student's training and needs.
- 1.5 To support the student and take responsibility for ensuring that the workbook is completed before the assessment is sat.
- 1.6 To inform the NPA immediately of any fitness to practise concerns regarding the student.
 - 1.6.1 Failure to comply may lead to termination of the course at the NPA's discretion. All fitness to practise concerns regarding registered pharmacy professionals or pre-registration students will be passed to the GPhC.
- 1.7 To ensure that the student photocopies or keeps electronic copies of all their work in case the work is not recoverable from a marker or it is lost in the post.
 - 1.7.1 The NPA takes no responsibility for submissions lost in the post.
 - 1.7.2 Under these circumstances the student will have to re-do any lost work, if they have not kept copies of their work. Extensions will not be granted for lost work, regardless of fault, unless specified by the NPA in individual cases.

2. Student's obligations

- 2.1 To work conscientiously throughout the course.
- 2.2 To review feedback from the supervising pharmacist use it to help develop further.
- 2.3 To take responsibility for their own learning and ensure that all assessments are submitted to the NPA within the specified deadlines.
- 2.4 To adhere to any rules and regulations set down by the NPA Learning and Development department and submit assessments to the NPA which are solely their own work.
- 2.5 To adhere to rules and regulations associated with patient confidentiality and ensure that assessments submitted to the NPA do not breach patient confidentiality.
- 2.6 To seek support and clarification if they are unsure of or do not understand anything.
- 2.7 When submitting any work, to ensure that copies of their work are taken.
 - 2.7.1 The NPA takes no responsibility for submissions lost in the post or submissions that cannot be obtained from an external marker.

- 2.7.2 The student will have to re-do any lost work, if copies have not been taken. Extensions will not be granted for lost work, regardless of fault, unless specified by the NPA in individual cases.
- 2.8 To ensure that the course material is only used by the registered student, and no-one else.
- 2.9 To comply with any quality assurance requests. These requests are randomised unless a marker has flagged concerns.
- 2.10 To understand that any outstanding quality assurance checks will delay certification until they are complete.
- 2.11 To inform the NPA immediately if the supervising pharmacist is no longer able to perform their duties.

3. The NPA's obligations

- 3.1 To ensure that all students are treated equally and in a non-discriminatory manner.
- 3.2 To ensure that the NPA Learning and Development department is available to support and guide the student and the supervising pharmacist through the course during the NPA's normal working hours, via telephone and email.
- 3.3 To ensure that all submitted work is marked by appropriately qualified persons within a reasonable time period.
- 3.4 To ensure that a certificate is issued upon successful completion of the course.