

# NVQ for Dispensers

*Specifically designed for Dispensing Doctors*

**As part of the Dispensing Services Quality Scheme (DSQS), all staff working in the dispensary at a dispensing doctor surgery must be qualified to NVQ level 2 standard or equivalent in pharmacy services.**

Both NVQ Level 2 and NVQ Level 2 equivalent course **meet the criteria of the DSQS**. Both courses are virtually the same except that if you choose to complete Option 2 (the NVQ Level 2 equivalent course), you will not be required to complete the module that requires you to be supervised by a pharmacist; and you will not be entered for the full City & Guilds NVQ certification. Apart from this you will receive the same dedicated support and you will undergo the same units of training and assessment as that for Option 1.

The NVQ is **specifically designed for dispensing doctor dispensing assistants**. This course is **accredited by City & Guilds** and after you have satisfactorily completed the course you will either receive a certificate from City & Guilds (if you have chosen to do Option 1), or you will receive a certificate verifying your accomplishment.

If you choose to do Option 1 (the Full NVQ Level 2) then for one of the units of the course you will require supervision by a pharmacist, so you must let us know if you don't have access to one - we can then provide you with advice on how to complete the requirements.

The City & Guilds qualification is nationally recognised and will help dispensers to further advance their career. If you choose to do Option 2, which will provide you with an NVQ Level 2 Equivalent course, then you can upgrade to Option 1 within 2 years of gaining the NVQ Level 2 equivalent for an additional fee.

The aim of this course is to help you attain the NVQ Level 2 qualification (or its equivalent) as easily as possible. With this in mind the course **provides you with the following benefits:**

- **One Face-to-face learning workshop** (excluding Scotland). We believe having face to face contact with assessors is essential for successfully completing your NVQ in the shortest possible time. Which is why our provider is the only one who offers a face-to-face learning workshop to all of our candidates. The face to face workshop offers you the opportunity to discuss your NVQ course with other NVQ candidates, so that you can compare notes. It is not compulsory to attend the face-to-face workshop as we will always be at the end of the telephone or e-mail to support you. Full details of dates and venues of workshops in your area will be sent to candidates who have enrolled. A minimum of 12 candidates need to have enrolled in the area for the workshop to take place. If we are unable to offer this workshop, we will provide the candidate introduction via the telephone.
- **A course specially designed for dispensing doctor dispensing assistants**. Our course has been designed by pharmacists and pharmacy technicians who have all worked in dispensing doctor practices, so we fully appreciate your requirements for training. We have spent many months speaking with dispensers working in dispensing doctor surgeries to ensure our course is relevant to the dispensing doctor practice.
- **Either a full NVQ level 2 or you can decide to adopt the unit approach** - whichever suits you - both approaches will satisfy the requirements of the DSQS.
- **Online and telephone support** throughout the day, in the evening and at weekends.
- **Secure On-Line Discussion Forum** for all candidates across the country to discuss how they are getting on and share thoughts with each other.
- **A flexible approach to assessments**, so you can submit your work for assessment whenever it suits you.

- **Competitively priced courses;** we believe in value for money, and thus the price of our course is set very competitively. We believe that our course content is concise yet comprehensive; and we pledge to offer complete support from our assessors throughout your course. You will never be left on your own, we will always be there to support you, either by way of face to face contact during our workshops or via the telephone or e-mail.
- We will provide you with **all of the information you need to complete the course satisfactorily;** our course handbook is a comprehensive source of course information. We have designed this such that it contains everything you need to complete your course satisfactorily.
- If required we can do **onsite assessments for you while you're at work\***.

\* Please contact Angela Standcumbe [angela@surelines.com](mailto:angela@surelines.com) if you would like onsite assessments

## Length of NVQ and Study Time

Our NVQ is a long-distance based qualification with face-to-face workshops available, details of which will be sent to candidates once enrolled. We expect candidates to spend approximately a maximum of 10 hours on each unit and would expect completion of the entire NVQ within 12 months, but there are always exceptions and each case is considered individually. We advise candidates to aim for completion within 6 months and this can be comfortably achieved if they spend 2-2.5 hours per week studying.

## The Provider

DD&P Training Services Ltd was founded by Mohammed Ibrahim and Teresa Harris due to the increasing demand within the pharmacy and dispensing doctor sector for a fresh approach to NVQ training provision for dispensers and pharmacy technicians.

Mohammed is a pharmacist by profession and was one of the first pharmacists to qualify as an independent prescriber. Mohammed's background is in community pharmacy and in service development for dispensing doctor surgeries. Mohammed also works as an independent prescribing advisor to primary care trusts and GP practices and provides business consultancy services to community pharmacies. Mohammed is also a qualified NVQ assessor.

Teresa is a registered pharmacy technician and works with primary care trusts and GP practices as a prescribing technician. Teresa's background is in working for dispensing doctor surgeries and community pharmacies. Teresa is also a qualified NVQ assessor.

Shirley Gardner-Erkoc has also joined the team as the company's internal verifier. Shirley is also a registered pharmacy technician, and like Teresa, she also works for primary care trusts as a prescribing technician. Shirley's background is in working for dispensing doctor surgeries and community pharmacies. Shirley is a qualified NVQ assessor and internal verifier.

Between them, Mohammed, Teresa, and Shirley bring a wealth of experience to candidates registered on our courses.

All of the associate assessors that help with candidate assessments have had many years experience of working within both community pharmacies and dispensing doctors surgeries.

All of our assessors have undergone NVQ training themselves and hence will be able to provide you with informed advice on how best to complete your NVQ.

## Our assessment methods

Our provider prides themselves on **high standards of training and assessment** and as such has been **accredited by City & Guilds** to provide nationally recognised NVQ courses.

They continue to maintain our high standards by continually monitoring assessors and verifiers by identifying their own professional development needs and taking action to improve their training provision. As a pre-requisite all assessors must complete CPD over and above the RPSGB requirements in order to offer our NVQ candidates the best possible support and a fair assessment process.

## Our NVQ courses

We have individually designed our NVQ courses to suit community pharmacy dispensers and dispensing doctor dispensing assistants. We continue to strive to achieve excellence in our training provision, which is why we monitor every single candidate's progress and act on any feedback that we receive.

**At DD&P you really do come first-** we provide a flexible approach to assessment and training, if you decide to move on whilst undergoing training we can accommodate for this and credit as much work as possible for your next employer.

## Costs

### **Option 1 – Full City & Guilds NVQ Level 2 Award**

Dispex Members	£795 + vat per candidate
Non Dispex Members	£875 + vat per candidate *

### **Option 2 – The NVQ Level 2 Equivalent**

Dispex Members	£598 + vat per candidate
Non Dispex Members	£665 + vat per candidate *

*\* For those Dispensing Practices that are not Dispex Members and choose either option 1 or 2, you need to pay the non-members price for the first candidate only. You will then receive one year's complimentary Dispex membership, which entitles you to take advantage of the Dispex Members price on further candidates.*

### **Upgrading from Option 2 to Option 1**

£275 + vat

### **Provision of a Pharmacist for specific units within Option 1 (Full City & Guilds NVQ)**

£375 + vat per visit

Dependant on how ready the candidate is, only one visit will be required – advice is provided during the learning workshop. During the pharmacist assessment, the candidate must demonstrate that they achieve all of the required performance criteria and scope that is required as part of that unit - if the pharmacist feels confident that the candidate can achieve this and is able to do all of it as part of their job, then the pharmacist will sign them off.

If this is not the case, the pharmacist will advise the candidate on what improvements are required (this is likely to be a rare occurrence, and only if the candidate is inexperienced) - in this situation another visit may be

required. We would not expect the candidate to require more than two pharmacist visits to complete this particular unit.

The length of time of the pharmacist visit is a maximum of 4 hours - if all of the competencies can be demonstrated in a shorter space of time, then that is acceptable. The pharmacist's time is spent solely observing the candidate and providing advice where necessary. The pharmacist will visit the candidate at their convenience and on a day where the candidate is likely to be able to demonstrate their competence in the required areas.

If your practice has more than one candidate then a maximum of two assessments can be carried out in any one visit.

### **So what do you need to do next?**

You will find enclosed with this information pack various forms that need to be completed (one for each candidate that you wish to enrol);

- Enrolment Form
- Learning Agreement
- Equal Opportunities Monitoring Form

These need returning to Surelines Ltd along with the appropriate payment.

Surelines Ltd will then submit all paperwork on your behalf and organise for your surgery to be invoiced.

### **Cancellation Policy**

All cancellations must be received in writing and sent to Surelines Ltd.

#### **Less than 30 days of signing up to the course or before the first unit is received for marking**

A full refund will be issued less an administration charge of £70 + vat

#### **More than 30 days of signing up to the course – Full City and Guilds NVQ (Option 1)**

No refund will be due

#### **More than 30 days of signing up to the course and NO units have been submitted for assessment – NVQ Equivalent (Option 2)**

A full refund will be issued less an administration charge of £100 + vat

#### **More than 30 days of signing up to the course and units HAVE been submitted for assessment – NVQ Equivalent (Option 2)**

No refund will be due

#### **Substituting a Candidate**

Due to the processes involved no substituting can be allowed. However, at the discretion of Surelines and DD&P, a new delegate may be allowed to enrol in place of the existing candidate for an administration charge of £95 + vat.

## NVQ for Dispensers - FAQs

### *FAQs asked by Dispensing Doctors*

- Q. If we already have staff that have completed the NVQ equivalent through another organisation, can we upgrade using the DD&P/Surelines Upgrade Option 3?**
- A.** It really depends on whether they have completed the NVQ units and whether these have been assessed and verified by a qualified NVQ assessor and internal verifier by this other organisation - if they have, and if this has been completed within the past 2 years then we may be able to offer the upgrade - however, we would still need to assess the work that has already been done through buttercups, as we would be submitting the whole portfolio for accreditation by City & Guilds - so effectively we will still be assessing the whole lot and thus will have to charge the full amount for the NVQ level 2.
- Q. What do you recommend as a minimum that staff should spend studying on their NVQ?**
- A.** We expect candidates to spend a maximum of 10 hours on each unit, therefore the whole NVQ should take about 60 hours to complete. We allow candidates 12 months to complete the NVQ (although there are always exceptions and each case will be considered individually). We advise candidates to aim to complete their NVQ in 6 months as this can be achieved comfortably if they spend 2-2.5 hours per week on the NVQ.
- Q. With regard to Pharmacy Supervision, if we were to organise a Pharmacist through yourselves;**
- 1. How long would each visit be for?**
  - 2. How many visits are required?**
  - 3. If we had more than one staff member doing the full NVQ could they all be assessed at the same time?**
  - 4. Is the time spent in practice by the Pharmacist solely spent assessing the candidate?**
- A.**
1. A maximum of 4 hours is spent per visit.
  2. This all depends on how ready the candidate is for the assessment. It can be done in one visit. During the visit the candidate must demonstrate that they achieve all of the required performance criteria and scope that is required as part of that unit – if the Pharmacist feels confident that the candidate can achieve this and is able to do all of it as part of their job, then the pharmacist will sign them off. If this is not the case, the Pharmacist will advise on what improvements are required and a second visit may be required. We would not expect a candidate to need more than 2 Pharmacist visits to complete the specific unit.
  3. Yes, but to a maximum of two candidates.
  4. Yes, the Pharmacist's time is spent solely with the candidate helping them to achieve this specific unit observing and providing advice where necessary.

The Pharmacist will visit the candidate at the candidate and surgery's convenience and on a day where the candidate is likely to be able to demonstrate their competence in the required areas.

- Q. If someone was doing the NVQ Level 3 in Pharmacy Services through Buttercups, but then Buttercups pulled the course - would they need to do the full NVQ level 2 work. Could they have some sort of written testimony and copy of modules completed to help them complete the level 2 much quicker?**
- A. If the candidate has done work towards the NVQ level 3, and if this relates to the units in the NVQ level 2, and if this work has been witnessed and was completed within 12 months of starting the NVQ level 2 with us - then we can accept it. Again the units will still need to be assessed by DD&P and the work will need to be presented to DD&P in the required format, all normal fees will still apply.
- Q. Is the NVQ level 2 equivalent course a recognised City and Guilds course? Or will it only be recognised in other practices that are participating in the DSQS?**
- A. The NVQ equivalent course is based on exactly the same units as the full NVQ course. The certificate we provide will detail all of the units that have been completed, and if the candidate wishes to upgrade to a full City & Guilds NVQ, then they can do so by completing the pharmacy unit - and obtain the full City & Guilds qualification - this can be done up to 2 years after completion of the NVQ equivalent course (NB: the NVQ equivalent course is not currently certified by City & Guilds).
- Q. Can I enroll in your NVQ Level 2 if I am working voluntarily in a dispensary? If so what are the minimum numbers of hours required?**
- A. A candidate can do the NVQ if they are working in a dispensary voluntarily. There is no recommendation on minimum number of hours in the dispensary, as long as they can demonstrate their competence, a GP is willing to sign off their competencies and the practice are happy with this.
- Q. If a member of staff were to enroll in place of another candidate would that be acceptable and are there any additional costs?**
- A. This would be classed as "substituting a candidate" and this can be agreed at the sole discretion of Surelines Ltd and DD&P, depending on the progress of the previous candidate. If we do allow a substitution then an administration charge of £95 + vat will apply to cover our expenses already incurred (assessor fees for induction process and any City and Guilds fees which are non-refundable).

## Summary of NVQ Level 2 Units

Unit Number	Title and Description	Required to complete for full NVQ qualification	Required to complete for NVQ equivalent course
202	<p><b>Support the work of your team:</b> Requires you to show that you are able to work as part of a team and in a positive way contribute to the effectiveness of that team.</p> <p>Asks you to demonstrate that you can suggest ways in which the team work might be improved but also show that you are able to maintain a positive attitude if your suggestions are not accepted</p>	Yes	Yes
201	<p><b>Assist with the provision of a pharmacy customer service:</b> Requires you to identify the needs of the customer showing that you are able to take account of peoples feelings.</p> <p>Asks you to show that you can provide information and/or advice to the customer, ensuring that this is done in line with workplace procedures.</p> <p>Asks you to show that you can deal with complaints, that will usually be about the quality of products or, on occasions, service and will be part of your everyday role.</p> <p>This unit requires supervision by a pharmacist</p>	Yes	No
203	<p><b>Assist in the supply of prescribed items:</b> Requires you to demonstrate how you would receive a prescription and to show how you will ensure client confidentiality is maintained</p> <p>Covers the issuing of prescriptions to the client. This could be in a dispensary or the delivery of prescribed items outside the dispensary. You should always be aware of the limitations of your responsibilities and refer when necessary to the pharmacist or person in charge.</p>	Yes	Yes
204	<p><b>Assist with the assembly of prescribed items:</b> Requires you to demonstrate that you can assemble prescribed items</p>	Yes	Yes
205	<p><b>Order, receive and store pharmaceutical stock:</b> Requires you to demonstrate that you can correctly identify what needs to be ordered, order it from the correct supplier and accurately complete all necessary documentation.</p> <p>Requires you to show how you would receive stock and deal with any problems. You will need to ensure that only stock that has been ordered are accepted and that this stock is in good condition</p> <p>Covers the storage of stock and in particular the various conditions in which they will need to be stored, to ensure that they are maintained in good condition. You will need to show that you understand why it is important to keep the storage areas clean and tidy.</p>	Yes	Yes
004	<p><b>Ensure your own actions reduce the risk to health and safety:</b> Identify the hazards and evaluate the risks in your work place - requires you to show that you understand the health and safety requirements and policies in the work place, and that you check your own working practices and work area for any risk of you or others being harmed.</p> <p>Reduce the risks to health and safety in your workplace - requires you to show you have taken steps to reduce those health and safety risks with which you might come in to contact during the course of your work. It covers carrying out tasks safely and in accordance with instructions and workplace requirements.</p>	Yes	Yes

# DD&P Training Services Ltd – NVQ Level 2 process

