The purpose of this pack is to enable you to cover the knowledge and understanding component of the NVQ Level 2 Pharmacy Services award.

For each unit that you undertake, there are activities for you to perform and questions for you to answer which will give you an understanding of the underpinning knowledge requirements.

The manual is laid out in the following format:

- **NVQ Unit title**
- **Background**
- **Activities**
- **Questions**
- **Glossary of terms**

Whilst undertaking the units, you will have an NVQ Assessor who will support you and work through the manual with you.

The manual should be used by:

- **The Assessor**, to assist in the selection of appropriate questions to assess underpinning knowledge.

- **The NVQ Level 2 Pharmacy Services award Candidate**, to give guidance on activities that can be carried out to develop knowledge and understanding.

Within NVQs, it is essential that you understand why you do things and what the consequences could be if tasks are carried out incorrectly.

This pack has been prepared by Laura O’Loan and Tracey Burrows on behalf of London Pharmacy Education and Training. It incorporates information from the knowledge and understanding component of the NVQ Level 2 Pharmacy Services award, the Knowledge and Understanding Framework (Support Staff Specialist Group, NHS Pharmacy Education and Development Committee), and the London Pharmacy Education & Training Assistant Technical Officer Training Manual 2003, which was developed by the following personnel:

**Joint Project Lead:**
Tess Fenn  Chief Pharmacy Technician Education & Development, Guy’s & St Thomas’ NHS Trust
Karen Haynes  Dispensary Manager, Guy’s Hospital

**Working Party:**
Tracey Burrows  St Mary’s Paddington (E&T)
Karen Matthews  Kingston (Dispensary)
Carol Antoine  Barts & London (E&T, Dispensary)
Karen Sorrell  Kings College Hospital (E&T)
Colin Rook  Guy’s and St Thomas’ NHS Trust (E&T)
Christopher Watts  Guy’s and St Thomas’ NHS Trust (Aseptics)
Amanda Gibson  Queen Elizabeth/Greenwich (Purchasing & Stores)
Helen Arnold  St Georges/Tooting (Batch production)
Kulpna Daya  Hemel Hempstead (Dispensary)
Candidate details

Name of NVQ Level 2 Pharmacy Services award Candidate:

Name of NVQ Assessor:

Name of organisation:

NVQ Candidate registration number:
## Contents

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unit 004</strong></td>
<td>Ensure your own actions reduce the risk to Health and Safety</td>
<td>1</td>
</tr>
<tr>
<td><strong>Unit 201</strong></td>
<td>Assist with the provision of a pharmacy customer service</td>
<td>43</td>
</tr>
<tr>
<td><strong>Unit 202</strong></td>
<td>Support the work of your team</td>
<td>71</td>
</tr>
<tr>
<td><strong>Unit 010</strong></td>
<td>Assist with the sale of over the counter medicines and provide information</td>
<td>101</td>
</tr>
<tr>
<td><strong>Unit 203</strong></td>
<td>Assist in the supply of prescribed items</td>
<td>129</td>
</tr>
<tr>
<td><strong>Unit 204</strong></td>
<td>Assist with the assembly of prescribed items</td>
<td>171</td>
</tr>
<tr>
<td><strong>Unit 205</strong></td>
<td>Order, recieve and store pharmaceutical stock</td>
<td>223</td>
</tr>
<tr>
<td><strong>Unit 206</strong></td>
<td>Assist with the supply of pharmaceutical stock</td>
<td>277</td>
</tr>
<tr>
<td><strong>Unit 207</strong></td>
<td>Prepare to make pharmaceutical products</td>
<td>309</td>
</tr>
<tr>
<td><strong>Unit 208</strong></td>
<td>Assist with the manufacture and assembly of medicinal products</td>
<td>341</td>
</tr>
<tr>
<td><strong>Unit 209</strong></td>
<td>Assist with the preparation of aseptic products</td>
<td>379</td>
</tr>
</tbody>
</table>

**Glossary of terms**  
413
Unit 004  Ensure your own actions reduce the risk to health and safety

Element 1  Identify the hazards and evaluate the risks in your workplace
Element 2  Reduce the risks to health and safety in your workplace
Unit 004  Ensure your own actions reduce the risk to health and safety

Element 1  Identify the hazards and evaluate the risks in your workplace
Element 2  Reduce the risks to health and safety in your workplace

Background

"Health and Safety at Work Act"

The Health and Safety at Work Act is the main piece of legislation under which nearly all other regulations are made. It is for this reason that only this piece of legislation is specifically referred to in this unit.

Employers have a legal duty under the Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of the people for whom they are responsible and the people who may be affected by the work they do.

Under this Act it is also important to be aware that all people at work, not just employers, have a duty to take reasonable care to avoid harming themselves or others through work they do.

Risks should be reduced "so far as is reasonably practicable". This term means the duty-holder (in most instances the employer) can balance the cost against the degree of risk, although obviously any Health and Safety Inspectors would expect that relevant good practice is followed.

According to the Act:

Employers must safeguard so far as is reasonably practicable, the health and safety and welfare at work of all people who work for them and "other persons". This applies in particular to the provision and maintenance of safe plant and systems of work, and covers all machinery, equipment and substances used.

People at work also have a duty under the Act to take reasonable care to avoid harm to themselves or to others by their working practices, and to co-operate with employers and others in meeting statutory requirements. The Act also requires employees not to interfere with or misuse anything provided to protect their health, safety or welfare in compliance with the Act.

Other Legislation

There is an array of health and safety regulations and codes of practice which affect people at work. There are regulations for those who, for example, work with electricity, or work on construction projects, as well as regulations covering noise at work, manual handling, working with VDUs, or dealing with substances hazardous to health, etc. The specific requirements for all or any of these can be obtained from HSE local offices.

As many of the regulations are only relevant to certain workplaces or working practices no specific reference has been made in the Knowledge Requirements to any of these regulations. The phrase "your responsibilities for health and safety as required by any specific legislation covering your job role" is intended to relate to those specific pieces of legislation important to your workplace and/or working practices which you should be able to find out about.
Unit 004  Ensure your own actions reduce the risk to health and safety

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit

**Hazard**
this is something with potential to cause harm

**Risk**
this is the likelihood of the hazard's potential being realised

**Workplace**
this describes the single or multiple areas in which you carry out your work

**Working practices**
these are questions, procedures, use of materials or equipment and working techniques used in carrying out your job.
In this unit it also covers any omissions in good working practice which pose a threat to health and safety

**Work place policies**
this covers the documentation prepared by the employer on the procedures to be followed regarding health and safety matters.
It could be the employer's safety policy statement, or general health and safety statements and written safety procedures covering aspects of the workplace that should be drawn to the employees' (and 'other persons') attention (in Pharmacy Standard Operating Procedures)

**Other persons**
this phrase refers to everyone covered by the Health and Safety at Work act including: visitors, members of the public, colleagues, contractors, clients, customers, patients, students, pupils

**Personal presentation**
this includes, personal hygiene, use of personal protection equipment, clothing and accessories suitable to the particular workplace

**Responsible person**
this is the person or persons at work to whom you should report any health and safety issues or hazards.
This could be a supervisor, line manager or employer
Unit 004 Ensure your own actions reduce the risk to health and safety

Knowledge and Understanding

You must show that you know and understand:

For the whole unit

K1 To ensure your own actions reduce risks to health and safety you should know and understand the following aspects of health and safety legislation:
   a) your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999
   b) your duties for health and safety as defined by any specific legislation covering your job role

K2 To ensure your own actions reduce risks to health and safety you should know and understand the following relating to risks to health and safety:
   a) what hazards may exist in your workplace
   b) the particular health and safety risks which may be present in your own job role and the precautions you must take
   c) the importance of remaining alert to the presence of hazards in the whole workplace
   d) the importance of dealing with or promptly reporting risks
   e) the requirements and guidance on the precautions

Identify hazards

K3 The agreed workplace policies relating to controlling risks to health and safety.

K4 The responsibilities for health and safety in your job description.

K5 The responsible persons to whom to report health and safety matters.

Reduce risks

K6 The specific workplace policies covering your job role.

K7 Suppliers’ and manufacturers’ instructions for the safe use of equipment, materials and products.

K8 Safe working practices for your own job role.

K9 The importance of personal presentation in maintaining health and safety in the workplace.

K10 The importance of personal conduct in maintaining the health and safety of yourself and others.

K11 Your scope and responsibility for rectifying risks.

K12 Workplace procedures for dealing with risks which you are not able to handle yourself.
Unit 004  Ensure your own actions reduce the risk to health and safety

Activities

1. With assistance from your Trainer/Assessor, locate and read all relevant departmental and organisational procedures and policies relating to health and safety. Discuss key points with your Trainer/Assessor.

2. Attend your organisation’s induction training for new employees. This training covers aspects of health and safety. You should attend this training once a year to refresh your memory. Put your attendance certificate or letter in your portfolio as evidence.

3. Draw plans of your department, showing where the fire exits, fire alarms, panic buttons, fire blankets and fire extinguishers are. List your department’s evacuation meeting point(s) on the plan. Put this information into your portfolio as evidence.

4. It is a mandatory requirement for all staff to attend a lifting and handling (Manual Handling) training session. Put a copy of the attendance certificate or letter into your portfolio as evidence.

5. With help from your Trainer/Assessor, identify and list the current Health & Safety Acts that are applied to working in your department. Describe why these acts are in place.

6. Discuss with your Trainer/Assessor what 'risk assessment' means and involves. Identify who in your department or section carries out 'risk assessments'.

7. Describe what 'hazardous substances' means. Identify and list any hazardous substances you may come into contact with. Describe any special precautions you need to take when working with these substances.

8. With your Trainer/Assessor, describe the process and forms to be completed when an accident occurs in the work place. Identify where the forms are kept for recording accidents. If possible, obtain a copy of the recording form for your portfolio. Identify the names of your department’s first aiders.

9. Ask your Trainer/Assessor to observe you carrying out the process you go through to enter the pharmacy department you work in. Describe why it is important for pharmacy departments to have secure entry processes. Describe the occasions when a 'panic button' could be activated. Describe how you would contact your organisation's security. List and describe the reasons why you would contact security. Describe why staff should wear their hospital identity badge at all times.
Unit 004 Ensure your own actions reduce the risk to health and safety

Activities

10. Describe to your Trainer/Assessor how you would deal with the following situations:

   a. Someone comes to the pharmacy department and tells you they are here to carry out work within the department. They do not have any identification on them and you were not aware of any work to be completed. What would you do?

   b. You answer the delivery door to the wholesaler driver but need to leave them to get advice from a colleague. What would you do?

11. Find out where the standard operating procedures (SOPs), operating instructions and maintenance logs are kept for each piece of equipment you use in your department. Describe any special health and safety requirements that are needed when you use any of the equipment. Ask your Trainer/Assessor to observe you operating the different types of equipment that you use in your area, following SOPs.
Unit 004  Ensure your own actions reduce the risk to health and safety

Questions

K1 To ensure your own actions reduce risks to health and safety you should know and understand the following aspects of health and safety legislation:

a) your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999

b) your duties for health and safety as defined by any specific legislation covering your job role

• What are the key points covered in the Health and Safety at Work Act 1999?

• Why is the Health and Safety at Work Act 1999 in place?

• What are your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999?

• What could happen if you did not follow the Health and Safety at Work Act 1999?
Unit 004  Ensure your own actions reduce the risk to health and safety

(continued)

K1 To ensure your own actions reduce risks to health and safety you should know and understand the following aspects of health and safety legislation:

a) your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999

b) your duties for health and safety as defined by any specific legislation covering your job role

- What are the key points covered in the Control of Substances Hazardous to Health (COSHH) Regulations 20?

- Why is this COSHH legislation in place?

- What are your duties for health and safety in the workplace as required by this COSHH legislation?

- What could happen if you did not follow this COSHH legislation?
**Unit 004  Ensure your own actions reduce the risk to health and safety**

(continued)

**K1** To ensure your own actions reduce risks to health and safety you should know and understand the following aspects of health and safety legislation:

a) your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999

b) your duties for health and safety as defined by any specific legislation covering your job role

- What hazardous substances do you come into contact with in your job role?
- How can you identify these substances?
- What special precautions do you need to take when working with these substances?
Unit 004  Ensure your own actions reduce the risk to health and safety

(continued)

K1 To ensure your own actions reduce risks to health and safety you should know and understand the following aspects of health and safety legislation:

a) your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999

b) your duties for health and safety as defined by any specific legislation covering your job role

- What manual handling legislation is in place in your organisation and department?
- What are the key points covered in this manual handling legislation?

- What are your duties for health and safety in the workplace as required by this manual handling legislation?

- What could happen if you did not follow this manual handling legislation?

- What manual handling issues do you encounter in your job role?
Unit 004 Ensure your own actions reduce the risk to health and safety

(continued)

K1 To ensure your own actions reduce risks to health and safety you should know and understand the following aspects of health and safety legislation:

1. your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999
2. your duties for health and safety as defined by any specific legislation covering your job role

- What legislation is in place in your organisation and department regarding the use of visual display units (VDUs)?
- What are the key points covered in this legislation?

- What are your duties for health and safety in the workplace as required by this legislation?

- What could happen if you did not follow this legislation?

- When do you use a VDU in your job role?
Unit 004  Ensure your own actions reduce the risk to health and safety

(continued)

K1  To ensure your own actions reduce risks to health and safety you should know and understand the following aspects of health and safety legislation:

a) your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999

b) your duties for health and safety as defined by any specific legislation covering your job role

- What fire safety legislation is in place in your organisation and department?
- What are the key points covered in this legislation?

- What are your duties for health and safety in the workplace as required by this legislation?

- What could happen if you did not follow this legislation?
Unit 004 Ensure your own actions reduce the risk to health and safety

(continued)

K1 To ensure your own actions reduce risks to health and safety you should know and understand the following aspects of health and safety legislation:
   a) your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999
   b) your duties for health and safety as defined by any specific legislation covering your job role

- How would you raise the alarm in the event of a fire?

- Where are the fire alarms located in your department?

- What does a "real" fire alarm (for evacuation) sound like?

- What does a "test" fire alarm sound like?

- When are the fire alarms in your department tested?
Unit 004  Ensure your own actions reduce the risk to health and safety

(continued)

K1  To ensure your own actions reduce risks to health and safety you should know and understand the following aspects of health and safety legislation:
   a) your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999
   b) your duties for health and safety as defined by any specific legislation covering your job role

- Where are the fire exits in your department?

- Where is your department’s evacuation meeting point?


Unit 004  Ensure your own actions reduce the risk to health and safety

(continued)

K1  To ensure your own actions reduce risks to health and safety you should know and understand the following aspects of health and safety legislation:

a) your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999
b) your duties for health and safety as defined by any specific legislation covering your job role

- Where are the fire extinguishers located in your department?
- For each fire extinguisher, make a note of:
  - what colour it is
  - what type of fire extinguisher it is
  - what it contains
  - under what circumstances it can be used
  - under what circumstances it can not be used
Unit 004 Ensure your own actions reduce the risk to health and safety

(continued)

K1 To ensure your own actions reduce risks to health and safety you should know and understand the following aspects of health and safety legislation:
   a) your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999
   b) your duties for health and safety as defined by any specific legislation covering your job role

• What noise legislation is in place in your organisation and department?
• What are the key points covered in this legislation?

• What are your duties for health and safety in the workplace as required by this legislation?

• What could happen if you did not follow this legislation?

• What issues relating to noise do you encounter in your job role?
Unit 004  Ensure your own actions reduce the risk to health and safety

(continued)

K1 To ensure your own actions reduce risks to health and safety you should know and understand the following aspects of health and safety legislation:

a) your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1999

b) your duties for health and safety as defined by any specific legislation covering your job role

- What other health and safety legislation specific to your job role is in place in your organisation and department?
- What are the key points covered in this legislation?

- What are your duties for health and safety in the workplace as required by this legislation?

- What could happen if you did not follow this legislation?

- Under what circumstances do you encounter these other health and safety issues in your job role?
Unit 004 Ensure your own actions reduce the risk to health and safety

Questions

K2 To ensure your own actions reduce risks to health and safety you should know and understand the following relating to risks to health and safety:
   a) what hazards may exist in your workplace
   b) the particular health and safety risks which may be present in your own job role and the precautions you must take
   c) the importance of remaining alert to the presence of hazards in the whole workplace
   d) the importance of dealing with or promptly reporting risks
   e) the requirements and guidance on the precautions

• What hazards may exist in your workplace?

• Why is it important that you remain alert to the presence of hazards in the whole workplace?
(continued)

K2 To ensure your own actions reduce risks to health and safety you should know and understand the following relating to risks to health and safety:

a) what hazards may exist in your workplace
b) the particular health and safety risks which may be present in your own job role and the precautions you must take
c) the importance of remaining alert to the presence of hazards in the whole workplace
d) the importance of dealing with or promptly reporting risks
e) the requirements and guidance on the precautions

- What particular health and safety risks may be present in your job role?

- What precautions must you take to minimise these risks?
- What requirements and guidance are in place regarding these precautions?
(continued)

**K2** To ensure your own actions reduce risks to health and safety you should know and understand the following relating to risks to health and safety:

a) what hazards may exist in your workplace
b) the particular health and safety risks which may be present in your own job role and the precautions you must take
c) the importance of remaining alert to the presence of hazards in the whole workplace
d) the importance of dealing with or promptly reporting risks
e) the requirements and guidance on the precautions

- Why is it important that risks are dealt with, or reported, promptly?
- What could happen if risks were not dealt with, or reported, promptly?
Unit 004 Ensure your own actions reduce the risk to health and safety

Questions

K3 The agreed workplace policies relating to controlling risks to health and safety.

- What policies are in place in your organisation and department relating to the storage of pharmaceutical products?
- What are the key points covered in these policies?

- Why is it important that you follow these policies?
- What could happen if you did not follow these policies?
K3 The agreed workplace policies relating to controlling risks to health and safety.

- What policies are in place in your organisation and department relating to the disposal of pharmaceutical products?
- What are the key points covered in these policies?

- Why is it important that you follow these policies?
- What could happen if you did not follow these policies?
Unit 004  Ensure your own actions reduce the risk to health and safety

(continued)

K3  The agreed workplace policies relating to controlling risks to health and safety.

- What policies are in place covering security in your workplace?
- What are the key points covered in these policies?

- Why is it important that you follow these policies?
- What could happen if you did not follow these policies?
### Unit 004  Ensure your own actions reduce the risk to health and safety

*(continued)*

**K3** The agreed workplace policies relating to controlling risks to health and safety.

- What other policies are in place in your organisation and department relating to controlling risks to health and safety?
- What are the key points covered in these policies?

- Why is it important that you follow these policies?
- What could happen if you did not follow these policies?
Unit 004  Ensure your own actions reduce the risk to health and safety

Questions

K4 The responsibilities for health and safety in your job description.

- What responsibilities for health and safety do you have in your job description?
Unit 004  Ensure your own actions reduce the risk to health and safety

Questions

K5  The responsible persons to whom to report health and safety matters.

• Who is the responsible person to whom you should report any health and safety matters?

• Who has overall responsibility for health and safety matters in your department?

• Who has overall responsibility for health and safety matters in your organisation?
Unit 004  Ensure your own actions reduce the risk to health and safety

Questions

K6  The specific workplace policies covering your job role.

- Which specific workplace policies cover your job role?
- What are the key points covered in these policies?

- Why is it important that you follow these policies?
- What could happen if you did not follow these policies?
Unit 004 Ensure your own actions reduce the risk to health and safety

Questions

K7 Suppliers’ and manufacturers’ instructions for the safe use of equipment, materials and products.

- What equipment do you use in your workplace?
- What are the manufacturer's or supplier's instructions on the safe use of this equipment?

- Why is it important that you follow these instructions?
- What could happen if you did not follow these instructions?
Unit 004  Ensure your own actions reduce the risk to health and safety

(continued)

K7 Suppliers’ and manufacturers’ instructions for the safe use of equipment, materials and products.

- What materials do you use in your workplace?
- What are the manufacturer’s or supplier’s instructions on the safe use of these materials?

- Why is it important that you follow these instructions?
- What could happen if you did not follow these instructions?
K7 Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products.

- What products do you use in your workplace?
- What are the manufacturer's or supplier's instructions on the safe use of these products?

- Why is it important that you follow these instructions?
- What could happen if you did not follow these instructions?
Unit 004  Ensure your own actions reduce the risk to health and safety

Questions

K8 Safe working practices for your own job role.

- Why is it important to maintain a safe storage environment for pharmaceutical products?
- How can this be done in practice?

- Which pharmaceutical products that you come into contact with in your job role have special storage requirements?
- How can you identify these pharmaceutical products?
- How should these pharmaceutical products be stored?
Unit 004  Ensure your own actions reduce the risk to health and safety

(continued)

K8 Safe working practices for your own job role.

- Why is it important to dispose of pharmaceutical products safely?
- How can this be done in practice?

- Which pharmaceutical products that you come into contact with in your job role have special disposal requirements
- How can you identify these pharmaceutical products?
- How should you dispose of these pharmaceutical products?
Unit 004  Ensure your own actions reduce the risk to health and safety

(continued)

K8 Safe working practices for your own job role.

- What other safe working practices are associated with your job role?

- Why is it important that you follow these safe working practices?
- What could happen if you did not follow these safe working practices?
Unit 004 Ensure your own actions reduce the risk to health and safety

Questions

K9 The importance of personal presentation in maintaining health and safety in the workplace.

- What procedures are in place covering personal presentation and hygiene in your workplace?
- What are the key points covered in these procedures?

- Why is it important that you follow these procedures?
- What could happen if you did not follow these procedures?
**Unit 004 Ensure your own actions reduce the risk to health and safety**

*(continued)*

**K9** The importance of personal presentation in maintaining health and safety in the workplace.

- What protective clothing are you required to wear in your workplace?
- Under what circumstances must you wear this protective clothing?

- Why is it important that you wear this protective clothing in these circumstances?
- What could happen if you did not wear this protective clothing?
Unit 004  Ensure your own actions reduce the risk to health and safety

Questions

K10 The importance of personal conduct in maintaining the health and safety of yourself and others.

- What procedures are in place covering personal conduct in your workplace?
- What are the key points covered in these procedures?

- Why is it important that you follow these procedures?
- What could happen if you did not follow these procedures?
Unit 004  Ensure your own actions reduce the risk to health and safety

Questions

K11 Your scope and responsibility for rectifying risks.

• What is your responsibility for rectifying risks?
• Which risks could you rectify yourself, if they were to occur?
K11 Your scope and responsibility for rectifying risks.

- What should you do if someone has an accident in your department?
- What paperwork must be completed?

- What should you do if someone is taken ill (e.g. collapses) in your department?

- Which people in your department are designated first aiders?
Unit 004  Ensure your own actions reduce the risk to health and safety

(continued)

K11 Your scope and responsibility for rectifying risks.

- What should you do if a spillage occurs in your workplace?
- What paperwork must be completed if a spillage occurs?

- Where are spill kits located in your department?

- What is contained in these spill kits?

- Under what circumstances should these spill kits be used?
Unit 004  Ensure your own actions reduce the risk to health and safety

(continued)

K11 Your scope and responsibility for rectifying risks.

- Under what circumstances should an eyewash be used?
- Where are eyewashes located in your department?
- What is contained in an eyewash?
- How should an eyewash be used?
Questions

K12 Workplace procedures for dealing with risks which you are not able to handle yourself.

- What workplace procedures are in place for dealing with risks that you are not able to handle yourself?
- What are the key points covered in these procedures?

- Why is it important that you follow these procedures?
- What could happen if you did not follow these procedures?