

Guidance for Unit 5: Dispensing and Supply of Prescribed Medicines and Medicinal products – Pharmacy Support Staff.

For learning outcomes 3, 4 and 5, learners must evidence that they can correctly assemble and dispense **200** prescribed medicines and products, with no errors being made and self-checked consistently over a period in a range of circumstances.

Guidance on dispensing, for new learners on programme from June 2024 or for learners prior to June 2024 who have not started the log.

This guidance is for the purpose of the qualifications; however, employers may still wish to apply their own SOPs for dispensing or apply their own disciplinary processes in addition to this guidance, where applicable.

The dispensing sessions should cover a breadth of prescription and speciality types to reflect the trainee's local scope of practice.

Learners are expected to log all errors but only 200 correctly dispensed items will be considered for the qualification.

Any errors should be counted as an error and not differentiated between major and minor. The aim is to develop a culture of reflective practice and learning from mistakes.

A minimum number of 200 items must be accurately dispensed. Items must cover a range of items and circumstances, over a period.

A learner will be permitted maximum of 3 errors. If a single error is made an additional item must be completed to ensure a total of 200 error free times. The learner must complete a self-reflection after each error.

There must be no error in the last 20 items, or 20 items must be repeated until the last 20 are error free (if the total of errors is less than 3 over the whole log).

If there are more than 3 errors in the whole log (within the 200 or additional repeats of 20 items), the learner must complete an additional 50 items. If at any point between that fourth error and the 250 items an additional error takes place the learner must restart from the beginning.

If a learner is required to restart the log from the beginning, they will be given a maximum of 2 further opportunities to demonstrate competence. If a learner fails to demonstrate error free logs by the third opportunity, then please contact your Awarding Organisation representative for guidance.

Workplaces must have in place standard operating procedures covering dispensing defining errors.