

**Employee Rights and Responsibilities
Assessed Portfolio
for
SASE and SASW Compliant
Apprenticeship Frameworks
in
Health (Pharmacy Services)
at Levels 2 & 3**

Version 1 | March 2011
Framework ID (England): FR00258 | Framework ID (Wales): FR00388

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Skills for Health gratefully acknowledge the original work undertaken by the Pharmacy Sector in the development of this document.

Introduction

The Specification for Apprenticeship Standards for England (SASE) and the Specification for Apprenticeship Standard for Wales (SASW) sets out the minimum requirements to be included in recognised Apprenticeship frameworks in England and Wales. Compliance with SASE/W is a statutory requirement of the Apprenticeships, Skills, Children and Learning Act 2011.

SASE/W specifies that an apprentice must achieve the standards of attainment set out in the nine ERR national outcomes. To achieve the ERR national outcomes the apprentice must demonstrate that he/she:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and Health & Safety legislation, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Apprenticeship frameworks must specify how the achievement of the 9 ERR outcomes is to be evidenced. Successful completion of this workbook will constitute evidence that the apprentice has achieved the 9 ERR outcomes for

the purposes of claiming certification from Skills for Health for SASE and SASW compliant Apprenticeship Framework in Health (Pharmacy Services).

Using the Workbook

This workbook contains notes and training tasks related to Employer Rights and Responsibilities (ERR). It can be used:

- On its own
- As part of a larger training programme
- As part of an Apprenticeship

The 9 national ERR outcomes have been grouped into 4 categories:

A. Statutory Rights and Responsibilities

This section maps to ERR national outcomes 1, 2 and 8.

B. Procedures and Documentation

This section maps to ERR national outcomes 2, 3 and 7.

C. Career Pathways

This section maps to ERR national outcomes 4, 5, 6 and 7.

D. Representative Bodies

This section maps to ERR national outcomes 6, 7 and 9.

Ideally you should try to complete all the tasks during your first few months, combining them with the normal work routine.

You will find note boxes throughout this workbook. Use them to make notes for further reference and to remind you of things you might wish to discuss with your Trainer and/or Manager.

Use this workbook, with help from your Trainer, to:

- **Look at the various tasks** in the workbook and see how they line up with the job you are training for.
- **Write down a plan for completing this workbook.** List the various tasks that you will be completing, say where these will take place and when it will happen.
- **Agree dates for the review sessions.** These should be held at regular intervals, and written feedback should be given to you and to your Manager.
- **Keep a portfolio** (or electronic file) of the work that you do to achieve the tasks. The Trainer and/or Manager should review this, and at each review the Trainer should make an appraisal of the work done and progress to date.

These are the people and processes that you may come into contact with:



Trainer

A person who has the technical expertise to guide you, and to be able to assess if what you are doing is up to the required standard. They should also support you if the training programme is not progressing as it should. This person maybe your manager / supervisor, they may also be a pharmacist or pharmacy technician.

Portfolio

Somewhere that you keep the work that results from completing the tasks. There should also be comments and appraisals from your technical coach on each item. Much of what you do can be kept on a software file.

Assessor

If you are completing a competence based qualification, then you must agree at the beginning with your Assessor what evidence of job competence will be required. This evidence might have to be kept separately from the logbook.

You should also speak to your Assessor to see if it is possible to use the evidence produced by this workbook towards other qualifications in the Apprenticeship.

Review Sessions

These are vitally important! Without them the training programme can drift along and all the good intentions will be lost. Both the trainer and your manager need to be involved, and at each review session specific tasks should be chosen to be completed by the next review.

Subject Areas

A. Statutory Rights and Responsibilities

Notes

As our industrial society developed over the last 150 years, employment laws were passed by Parliament to protect the rights of individuals, organisations and the public.

The main areas of employment that are covered by the law are contracts of employment, working hours and holidays, time off when sick (and sick pay), health and safety, data protection, and anti-discrimination (on the grounds of gender, race, religion, sexual orientation, age, pregnancy/breast feeding, marital/partnership status and disability).

Time Off When Sick

There is a statutory right to a prescribed level of sick pay, which all employers must abide by. Some employers go beyond this and pay additional entitlements if employees are unwell. There are rules as to who can claim Statutory Sick Pay that relate to how old the employee is, how much they earn and whether they have or are claiming any other form of statutory benefit, e.g. statutory maternity pay.

Anti-Discrimination

The right not to be discriminated against on the grounds of gender, race, religion, sexual orientation, age, pregnancy/breast feeding, marital/partnership status and disability is legally protected from the first day of employment, and applies to the recruitment process as well as during the period of employment.

Data Protection

The Data Protection Act 1998 applies to data held by an employer about an employee and covers both computerised and paper based systems.

Health and Safety

The Health and Safety at Work Act 1974 is the main legislation covering health and safety in the workplace. Under this Act, employers and employees have certain responsibilities. Here are the main ones:

- Employers must safeguard as far as is reasonably practicable, the health, safety and welfare at work of all the people who work for them. This applies in particular to the provision and maintenance of safe plant and safe systems of work; and covers all machinery, equipment and substances used.
- Employees have a duty to take reasonable care to avoid harm to themselves or to others by their work activities, and to co-operate with employers and others in meeting statutory Health and Safety requirements. Employees must not interfere with or misuse anything provided to protect their health, safety or welfare.

There are many health and safety regulations and codes of practice that relate to different kinds of work and different sorts of workplaces. There are specific health and safety requirements relating to the employment of young people.

Contracts of Employment

- Employment contracts are legally binding on both the employer and employee and serve to protect each other's rights and responsibilities.
- By law (Employment Rights Act 1996) all employees are entitled to a written statement of the key terms and conditions of their employment within two months of starting work, providing the contract is to last for more than one month.
- Employees who believe they have been dismissed or otherwise treated unfairly have the right to take their case to an independent Employment Tribunal, providing certain rules are met about how long they have been employed, and the procedures that have been followed by their employer.

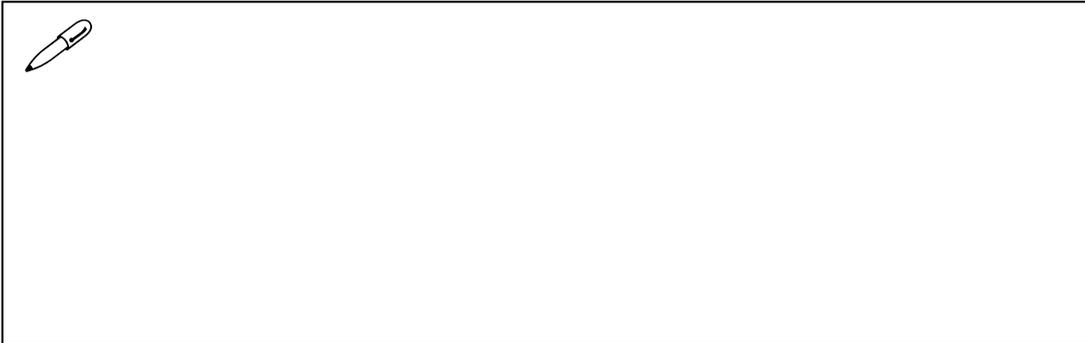
Working Hours

- The Working Time Regulations 2003 apply to all employers in the UK, regardless of sector or organisation size. They set rules about the amount of time that employees can work and the amount of rest time to which they are entitled. They are enforced by Employment Tribunals combined with inspections by the Health and Safety Executive.
- There are special provisions which limit the hours that Young Workers aged 16 to 17 can work.
- There are specific rights and responsibilities that apply the in the case of maternity and parental leave.

Tasks

Read the notes before starting the tasks. These notes will help with some of the tasks, for others you will need to ask your Trainer or find out by yourself. As you complete these tasks ask your Instructor or Trainer to sign them off in the table at the bottom of this page.

1. Read your contract of employment and list your own and your employer's main responsibilities.



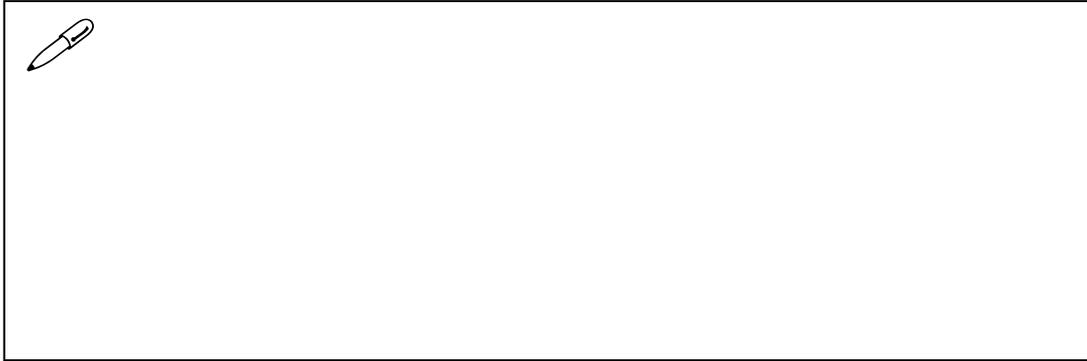
2. Your employer is obliged by law to display certain notices. Make a



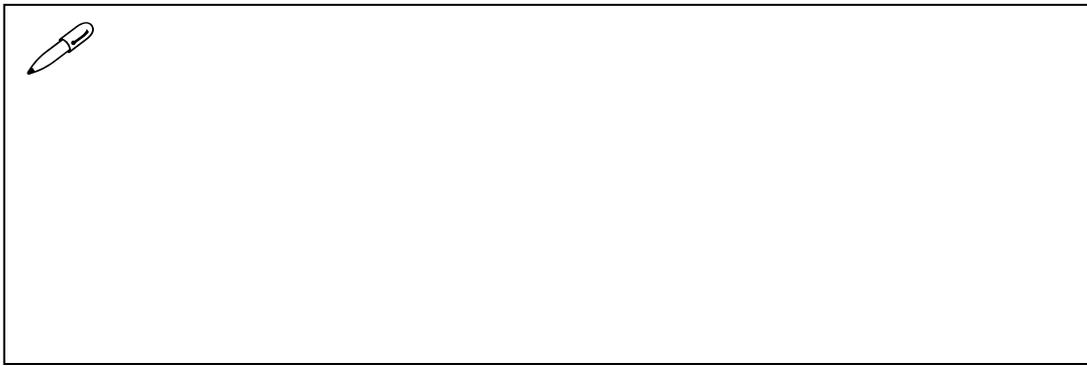
3. Make a list of the six aspects of employment that are covered by the law, and discuss with your Trainer the main points of each one.



4. The law currently protects you against discrimination on a number of grounds. What are they? Give an example of each one.



5. Explain why employment law was created.



6. Explain why your age can affect the hours you work or the type of work you are allowed to do.



Training Record

Task No.	Target Completion Date	Trainer's Signature/Date (on completion)	Portfolio Reference
1			
2			
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B. Procedures and Documentation

Notes

Many companies have a staff handbook that contains information on aspects such as:

- Pay, benefits and hours of work
- Holiday and other authorised time off
- Sickness
- Health, safety and welfare
- Discipline and grievance
- Joining and leaving procedures
- Anti-discrimination and equal opportunities

Ask for a copy of the handbook and read through it. This will describe how your organisation puts into practice the requirements of employment law, as well as describing the systems used within the company. Here are some of the aspects that may well appear in it.

Health and Safety

There may be specific health and safety regulations and codes of practice that apply to your workplace and job.

There may be specific measures put in place by the employer to provide protection for you and others against any risks arising from the particular work being carried out, the environment being worked or the tools, materials or equipment being used.

Sickness Absence and Sick Pay

The sick pay arrangements relevant to the particular job that you are doing.

The rules about how and when employees must notify their employer if they are unable to come to work because of ill-health, and the implications of not following these rules.

Working Hours and Holiday Entitlements

The working hours and the rest periods you are entitled to.

What steps you should take to ask for time off work, and the rules that apply to time off work for different reasons.

Data Protection

Who you report to on matters to do with your personnel record, and the procedure to follow to report any changes in your circumstances.

What type of information is in your personnel record, and who has access to it.

Anti-Discrimination and Equal Opportunities

Equal opportunities policies and procedures in the apprentice's workplace.

What steps you should take if you experience or witness discrimination and bullying at work.

Any exemptions from the Equality Act 2010 which are relevant to the apprentice's occupation.

You may have heard about bullying in the workplace. This is unacceptable and should not be tolerated by employers. Bullying can include: Unfair and excessive criticism, public insults, repeatedly changing or setting unrealistic work targets, undervaluing work effort, shouting and general abusive behaviour. If you see, or are a victim of bullying the first thing you should do is to make the personnel department aware of the problem – in writing if necessary. You can also:

- Keep a diary of any instances of bullying
- Consider formal grievance procedures
- If your health is affected, seek appropriate medical advice
- In extreme circumstances you may wish to contact a solicitor

Tasks

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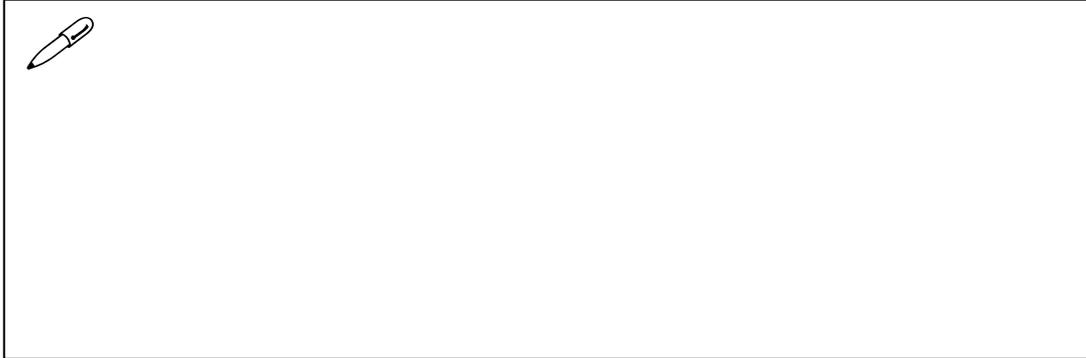
1. Explain to your Trainer who you should contact if you have a grievance, and what should happen then.



2. Explain to your Trainer what each piece of information means on your pay statement.



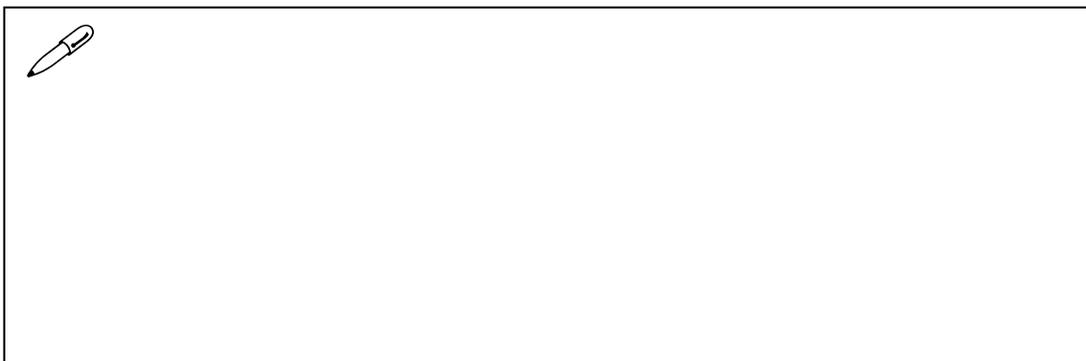
4. Explain to your trainer what you would do if you were being bullied at work, or being discriminated against.



5. Explain to your Trainer what you should do if you are ill and cannot come to work.



6. Explain to your Trainer what you should do if you need time off for any of these reasons:
- A medical or dental appointment
 - A holiday
 - Family reasons
 - Public duties (e.g. As a juror)



7. Explain to your Trainer what information is held on your personnel file, and why you think your employer needs this information.



8. Describe how you would let your employer know of any changes needed to your personnel record (e.g. moving house, changing your bank).



9. Explain to your Trainer, which specific Health and Safety regulations apply to your work.



10. Explain to your Trainer what steps you take to keep yourself and others safe as you work. This should cover materials, the environment, and the use of tools and equipment.



11. Ask your Trainer to watch you at work so you can show that you are working to the Health and Safety requirements.



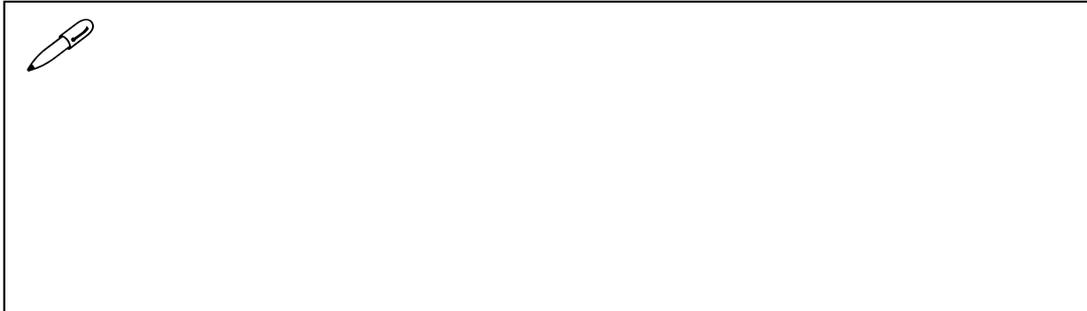
Training Record

Task No.	Target Completion Date	Trainer's Signature/Date (on completion)	Portfolio Reference
1			
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C. Career Pathways

Notes

Some skills are very specialised and relate only to a particular industry, others are found more generally across a range of industries. Which group does your job fall into?



You should try to find out what the main occupations are in your industry, including the one you are training for.



Ask your Trainer about any special qualifications or certificates that you may need to progress in your particular skill area.



Does your training have any particular stages or levels? If so, find out when you are likely to reach them.



T

Read the notes before starting the tasks. These notes will help with some of the tasks, for others you will need to ask your Trainer or find out by yourself. As you complete these tasks ask your Instructor or Trainer to sign them off in the table at the bottom of this page.

1. Explain to your Trainer the job your training programme is preparing you for.
2. Explain to your Trainer how your career could develop beyond this job.
3. Explain to your Trainer what training opportunities there are in your organisation, and what you need to do to take advantage of them.

Training Record

Task No.	Target Completion Date	Trainer's Signature/Date (on completion)	Portfolio Reference
1			
2			
3			

D. Representative Bodies

Notes

Trade Unions

Unions represent the interests of their members. Some trade unions have a telephone “help line” to enable a quick response to be given, most have a website to answer a range of questions that cover the workplace. Unions offer a range of services that include:

- Information and representation on employment rights issues
- Information and representation on health and safety and environmental issues
- Compensation for members who are injured at work, are unfairly dismissed or suffer from discrimination on matters of gender or race.
- Free pension and legal advice
- A range of financial and other facilities including car and home insurance, sickness benefits, mortgages, holiday reductions and credit cards.
- Information on training and lifelong learning

Trade Union Contacts

Union of Shop, Distributive and Allied Workers (USDAW)

188 Wilsow Road, Manchester, M14 6LJ

Email: enquiries@usdaw.org.uk

www.usdaw.org.uk tel: 0161 2244 2804 / 249 2400

UNISON

1 Mableton Place, London, WC1H 9AT

www.unison.org.uk tel: 0845 355 0845

AMICUS

35 King Street, Covent Garden, London WC2E 8JG

www.unitetheunion.org tel: 020 7420 8900

Professional Bodies

The Royal Pharmaceutical Society is the dedicated professional leadership body for pharmacy, providing leadership and support to the profession in England, Scotland and Wales.

Royal Pharmaceutical Society

Contact details: 1 Lambeth High Street, London SE1 7JN

www.rpharms.com tel: 0207 572 2737

National Pharmaceutical Association (NPA)

The National Pharmaceutical Association is a trade association representing the professional and commercial interests of pharmacy owners in the UK and have around 11,000 community pharmacies in membership.

Contact details: NPA, Mallison House, 38-42 St. Peter's Street, St. Albans, Hertfordshire AL1 3NP
Email: npa@npa.co.uk
www.npa.org.uk tel: 01727 832161

Association of Pharmacy Technicians UK

The Association seeks to both ensure and continually improve upon professional, educational and practice and standards for registered pharmacy technicians.

Contact details: 4th Floor, 1 Mabledon Place, London WC1H 9AJ
www.aptuk.org tel: 0207 5511551

Regulatory Bodies

The General Pharmaceutical Council (GPhC) The GPhC is the regulator for pharmacists, pharmacy technicians and pharmacy premises in Great Britain.

Contact details: 1 Lambeth High Street, London SE1 7JN
www.pharmacyregulation.org/ tel: 020 3365 3400

For advice on careers, qualifications and awards, contact these organisations:

Learndirect	www.learndirect.co.uk	0800 101 901
Connexions	www.connexions-direct.com	080 800 13 2 19
City and Guilds	www.cityandguilds.com	0844 543 0000
Edexcel	www.edexcel.com	0845 618 0440

Professional Training Support

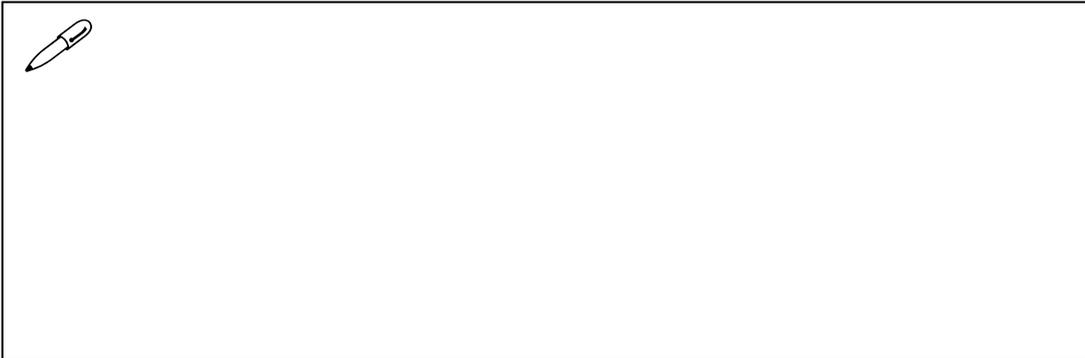
Skills for Health with key partners such as the Royal Pharmaceutical Society support the Pharmacy services sector. Some of the key supporting activities include:

- Researching and identifying skill requirements and training needs
- Representing the industry's training interests to Government
- Developing national training models, including Apprenticeships
- Promoting Pharmacy Support careers to young people
- Encouraging and supporting lifelong learning
- Assisting companies to access sources of European and national funding for training
- Developing occupational standards and products to support skills training and development

Tasks

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1. Name the main Trades Unions that represent the employees in your part of the Pharmacy profession. Explain what they do. Find out who your local union representatives are



2. Name the professional associations that are relevant to the type of job you could be doing in the future.



3. Name the main Trades and Employer organisations that are relevant to your part of the Pharmacy profession.



Training Record

Task No.	Target Completion Date	Trainer's Signature/Date (on completion)	Portfolio Reference
1			
2			
3			

Completion and Apprenticeship Certification

On the next page there is a form that must be filled in when all the tasks are completed, and then sent off with the claim for your Apprenticeship certificate.

The completion of this workbook is an integral and statutory part of the Apprenticeship, and so it is important that the evidence of completion is kept secure until needed.

This form must be signed by your trainer, and also by your training provider or individual responsible for internal quality assurance.

Confirmation of Satisfactory Completion of ERR Portfolio for Health (Pharmacy Services) Apprenticeships

CLAIM FORM

PLEASE PRINT

Apprentice's surname and initials		Date of Birth (dd/mm/yy)	
Candidate Key Number (if known):			
Trainer's name and contact telephone number:			
Address of Apprentice's place of work			
<p>This is to certify that the above named trainee has satisfactorily completed all the tasks in all four sections of the ERR workbook.</p> <p>Signed: Date: / / (Trainer)</p> <p>Countersigned: Date: / / (Director or Senior Manager)</p> <p>Job Title:</p>			
<p>NOTE:</p> <p>This form should accompany the claim for an Apprenticeship Certificate in Health (Pharmacy Services) Framework ID: FR00258 Framework ID: FR00388</p>			