

Nationally Recognised Competency Framework for Pharmacy Technicians: Final Accuracy Checking of Dispensed Items

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This framework is currently being revised and the new version will be available on www.nhs.pedc.nhs.uk by July 2016



***NHS PEDC Pharmacy Technician and Support
Staff (pre and post qualification) Group***

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Introduction

Welcome to the Final Accuracy Checking of Dispensed Items Nationally Recognised Framework for pharmacy technicians. This Framework is aimed at registered pharmacy technicians who have been delegated the task of the final accuracy check of dispensed items under the supervision of a pharmacist. To ensure pharmacist supervision within this process, all prescriptions must have been clinically screened by a pharmacist before a pharmacy technician can proceed to the final accuracy check. This framework includes the final accuracy check of dispensed items on electronic prescriptions and orders for one-stop dispensing. All prescription formats and orders must have been transcribed from the original prescription that has been clinically screened by a pharmacist. It is vital that there are safe processes and Standard Operating Procedures (SOPs) in place to assure this system and that these are current and take into account all prescription and order formats.

This framework is aimed at:

- pharmacy technicians who wish to become accredited
- pharmacists and accredited Accuracy Checking Pharmacy Technicians (ACPT) who would like to become an Educational Supervisor (work-based facilitator)
- senior pharmacy staff when planning service developments.

The scope of this framework is to accredit pharmacy technicians to carry out the final accuracy check of dispensed items clinically approved by a pharmacist and annotated according to local Standard Operating Procedures (SOPs).

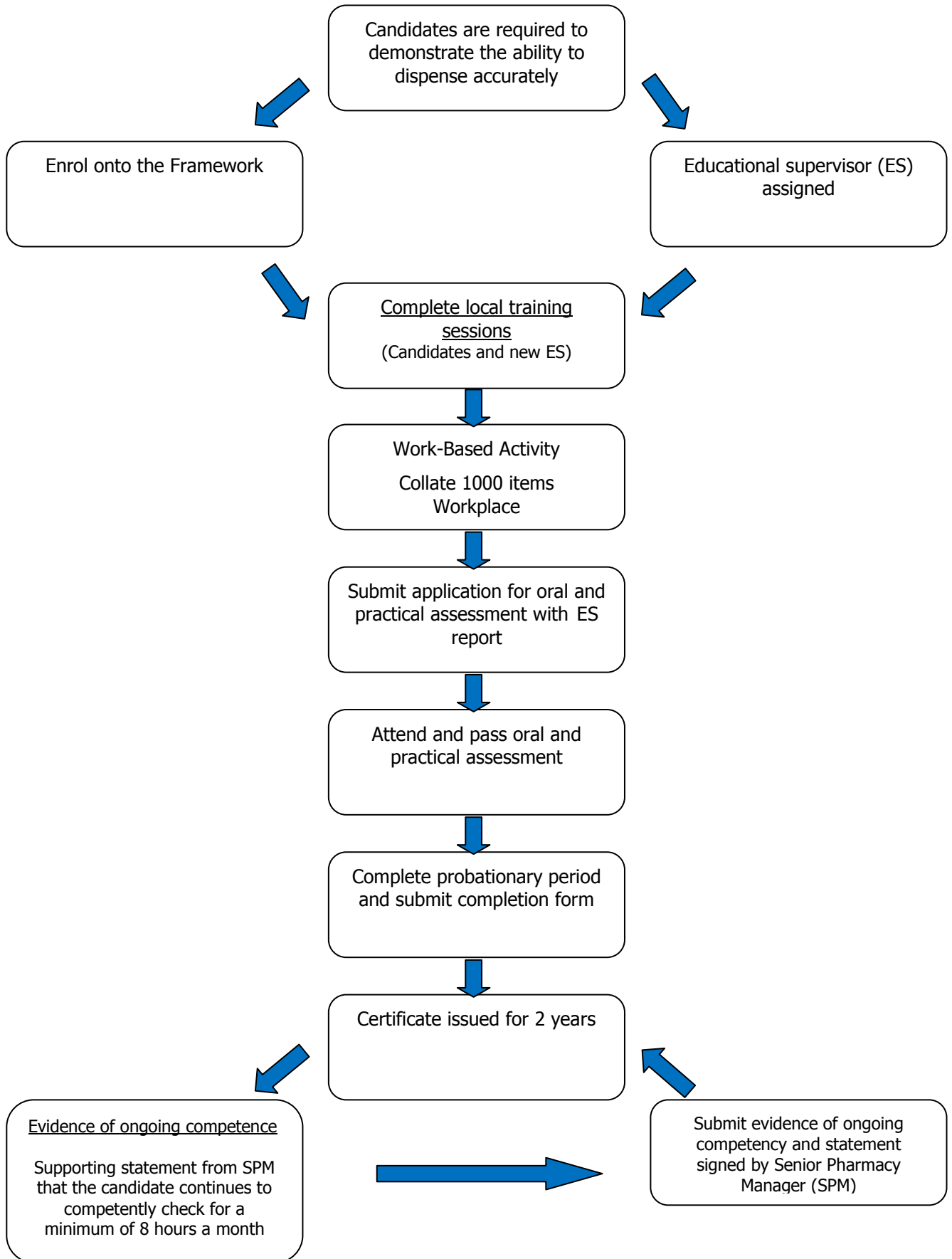
Please note, the current framework does not encompass aseptic dispensing and self-checking of own dispensing.

The framework has been developed for pharmacy technicians; however the process can be applied to other staff groups such as pre-registration trainee pharmacists and locum pharmacists.

This framework was established in response to a request from Senior Pharmacy Managers in the NHS to enhance the skills and responsibilities of pharmacy technicians and to standardise practice. The framework aims to support the Quality, Innovation, Productivity and Prevention (QIPP) agenda by managing risk through effective procedures about medicine handling, maximising skill mix and providing economies of scale.

Qualified pharmacy technicians who undertake the Accuracy Checking Pharmacy Technician (ACPT) Scheme will be referred to as candidates in this document.

Suggested Framework Structure



Definitions

These terms relate solely to the body of this document. Although some terms have been taken from national guidance, there may also be variations in definitions according to regional and national documentation.

Accredited Accuracy Checking Pharmacy Technician (ACPT)	A pharmacy technician whose current training and qualifications are assessed and accredited by the training provider as meeting the defined competencies for their role in final accuracy checking (i.e. is occupationally competent)
Appropriate persons	Staff who have been identified as suitably trained and qualified to give guidance and make decisions regarding the assessment process
Assessment period	The period during which assessments are carried out. This must be preceded by an adequate period of supervised training
Candidate	Person undertaking the training and assessment
Clinical Governance	The system through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care. <i>DoH¹</i>
Clinical screening	Investigation of patients' medical conditions and the appropriate use of medicines prescribed to treat those conditions.
Continuing Professional Development (CPD)	An ongoing process of reflection and learning focussing on an individual's area of practice to maintain currency and occupational competence
Competency	An ability to consistently successfully perform a task or activity to an agreed standard
Educational Supervisor	A suitably experienced pharmacy technician or pharmacist responsible for support of the candidate and facilitation of their training.
Pharmacy technician	A person who holds the appropriate and recognised pharmacy technician qualifications in the UK. Throughout the document, where the term 'pharmacy technician' is

¹ HSC 1999/065. (March 1999) Health Service Circular. Clinical Governance: Quality in the new NHS
http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Healthservicecirculars/DH_4004883

	used, the framework assumes the definition 'registered pharmacy technician' (where registration is a requirement).
Pharmacist	A person who holds an appropriate university degree and is qualified and licensed to prepare and dispense medicines and who is registered with the General Pharmaceutical Council (GPhC) or Pharmaceutical Society Northern Ireland (PSNI)
Practice-based	Learning based in actual situations related to professional practice
Reaccreditation	Certificated recognition of revalidation of practice, to demonstrate that required standards of competence continue to be met
Reflective practice	The process of reviewing a specific task or day-to-day practice, identifying successes and weaknesses, and planning and taking action to address areas for development
Registered pharmacy technician	A pharmacy technician who is registered with the relevant regulatory body (where registration is a requirement), for example, in Great Britain registration is with the General Pharmaceutical Council (GPhC)
Standard Operating Procedures (SOPs)	Approved written step-by step instructions on how a task or process should be carried out
Supervised practice period	A period of training under the direct supervision of a suitably trained/qualified person e.g. pharmacy technician, pharmacist, educational supervisor
Training Provider	An organisation responsible for the programme, including delivery of training, assessment and accreditation

Aims

The aim of the ACPT Scheme is to:

- provide pharmacy technicians with the skills and knowledge to confirm the dispensing accuracy of any prescription previously clinically screened and annotated by a pharmacist
- develop the pharmacy technician's professional awareness of pharmacy practice
- encourage the further development of effective communication skills
- develop a professional interaction between pharmacy technicians, registered pharmacists, patients, colleagues and health care professionals
- support appropriate skill-mix within pharmacy departments

Learning Outcomes

By the end of the scheme a qualified ACPT will be able to:

- describe the legal requirements for dispensing of medicinal products
- state the laws and guidance relating to the dispensing of medicines and medicinal products
- discuss the legal and ethical implications of pharmacy technician checking
- describe the consequences of dispensing/checking errors
- demonstrate communication skills required in the process of final checking
- explain the necessity of referral to colleagues in the final accuracy check
- perform the final accuracy check of dispensed items which have been clinically screened by a pharmacist and annotated according to local procedure
- demonstrate ability to recognise own limitations in the checking process and make appropriate referrals
- work within the parameters of the scheme and must have no input into the dispensing
- work within Standard Operating Procedures (SOPs) and describe the importance of adhering to them.

Entry Criteria

The normal minimum entry requirements are:

- recommendation and support to join the Nationally Recognised Framework for Final Accuracy Checking of Dispensed Items Pharmacy Technician Scheme from the Senior Pharmacy Manager or designated deputy
- registered with General Pharmaceutical Council (or a qualified pharmacy technician in Northern Ireland)
- a minimum of two years relevant work-based experience completed in the UK under the supervision, direction or guidance of a pharmacist to whom have been directly accountable for not less than 14 hours per week
- a minimum of six months dispensing experience in current dispensary within the 12 months prior to commencing this framework
- documented evidence of the ability to dispense accurately according to locally agreed SOPs.

NB: There should be no more than 3 attempts at any one time in completing the dispensing accuracy logs. If unsuccessful on the third attempt then a period of reflection and dispensing re-training should be completed (according to local SOPs and risk management strategies) before undertaking the dispensing accuracy assessment again.

- an allocated work-based ACPT educational supervisor who has attended the regional ACPT training day (see section 9)
- have demonstrated a good working knowledge of local SOPs to Senior Pharmacy Manager or an ACPT educational supervisor.

Registration for this framework

Pharmacy Technicians wishing to register for the framework should complete the agreed application process according to local guidelines.

Pre-scheme preparation

Prior to attending the first study day, candidates must fulfil all entry requirements to the ACPT Scheme and are required to demonstrate the ability to dispense accurately over the

range of speciality and prescription types within their scope of practice by completing a 200 item accuracy log with no errors at their current practice base. The dispensing accuracy assessment must have been completed within the preceding 2 years to be considered current.

Confirmation of this must be submitted with the nomination form to the framework leader prior to attending the training days. The ACPT educational supervisor should countersign both forms.

Each Trust must ensure that all candidates have access to current documentation detailing the legal and professional dispensing requirements.

Candidates must have familiarised themselves with their local dispensing SOPs.

It is recommended that candidates undertake additional reading that will be available locally.

Guidance for Educational Supervisors

Registration as an ACPT Educational Supervisor

The ACPT educational supervisor must fulfil the following criteria:

- pharmacist or a currently accredited ACPT who has experience that is in line with the trusts organisational risk policy. Or an educational supervisor who has experience of the ACPT Scheme but not a current ACPT, they would be able to facilitate the ACPT process at base.
- at least three years post basic qualification experience
- have experience of facilitating staff
- be able to meet regularly with the candidate
- ideally working in the dispensary team to ensure maximum support

Pharmacists or pharmacy technicians fulfilling the above criteria should submit a completed framework registration and brief curriculum vitae (as per local agreement).

New ACPT educational supervisors must meet the regional facilitator training requirements

Where regional study days for ACPT Facilitators are held they should meet the following learning outcomes:

- describe the principles of the ACPT framework
- describe the legal and ethical framework of ACPT checking
- describe the ACPT accreditation framework
- define the role of the work-based ACPT Facilitator
- discuss the importance for professional and locally agreed dispensing procedures
- define the process of work based assessments, accreditation assessment and re-accreditation process
- discuss and define the term "clinical screen/approval"
- discuss the development, review and audit of Standard Operating Procedures for the dispensing/checking process
- describe the use of all ACPT paperwork
- facilitate the use of the record sheets in the workplace prior to commencement of the assessment period

ACPT Facilitators must have a working knowledge of the current Nationally Recognised Framework.

Role of the Educational Supervisor

The educational supervisor is required to offer support, guidance and feedback to the candidate whilst they undertake the practice activities and assessment period, facilitate the local implementation of the ACPT Nationally Recognised Framework and carry out formative appraisals in the workplace.

It is recommended that the educational supervisor is given time within work to support their candidates

The educational supervisor is responsible for numbering and signing each blank checking log sheet before issuing to the candidate

The educational supervisor should complete the candidate review and the summary of activity. This may be based on comments from other colleagues who have worked closely with the candidate during the practice activity. The assessment panel will review this information.

All original paperwork (reports, nomination forms and practice activity and assessment logs), must be submitted to the training provider prior to final assessment as directed by the local ACPT framework scheme/co-ordinator.

Where appropriate, educational supervisors must plan the probationary period in line with the ACPT Nationally Recognised Framework/local requirements.

The Educational Supervisor has a job description that reflects the responsibility to undertake the signing off of the ACPTs portfolio and practice.

The Role of the Senior Pharmacy Manager or Designated Deputy

The Senior Pharmacy Manager or Designated Deputy must ensure that:

- the Chief Executive within their NHS organisation or the No. 1 Governor within Her Majesty's Prison are informed of and in agreement with the change in working practice within the pharmacy department
- the extension to the pharmacy technician's role is documented in their current job description to ensure they are covered by the vicarious liability of the employing organisation following accreditation
- current Standard Operating Procedures are in place and that the candidate is familiar with and works competently within these
- mechanisms are in place to support candidates.

Study sessions

Terms of study day

Candidates are required to complete all training sessions in line with local training requirements.

Learning outcomes

Knowledge

By the end of the ACPT Scheme the candidate should be able to:

- describe the legal requirements for dispensing of medicinal products
- state the laws and guidance relating to the dispensing of medicinal products
- discuss the legal and ethical implications of pharmacy technician checking
- describe the consequences of dispensing/checking errors
- demonstrate communication skills required in the process of final checking
- explain the necessity of referral to colleagues in the final accuracy check

Skills

By the end of the ACPT Scheme the candidate should be able to:

- perform the final accuracy check of dispensed items which have been clinically screened by a pharmacist and annotated according to local procedure
- demonstrate ability to recognise own limitations in the checking process and make appropriate referrals
- work within the parameters of the scheme and must have no input into the dispensing
- work within Standard Operating Procedures (SOPs) and the importance of adhering to them

Work-based Activities

Documented Evidence of Competence

Overview

Candidates must undertake the collection of a minimum of 1000 accurately checked items and record their experience in a portfolio.

The purpose of the portfolio is to:

- document the checking that has been undertaken
- ensure that a breadth of experience has been covered (relevant to scope of practice)
- highlight areas where further training is required
- provide evidence of reflection on any errors identified and/or missed

The portfolio forms part of the assessment. All evidence collected must be included in the portfolio for review and discussion as part of the summative assessment

Evidence must be collected in line with local agreements. This will either be between the final study day and the final assessment or a candidate may apply for the practical and oral assessment at any stage of the course, once they have completed the study sessions. The candidate must have agreement from their course lead, educational supervisor and SPM if they wish to attend before portfolio completion.

The portfolio consists of three elements:

- documented evidence of a minimum of 1000 accurately checked items
- documented reports of dispensing/checking errors found and missed and associated reflection
- a minimum of 2 progress reviews/appraisals of the candidate by the educational supervisor.

Accuracy Checking Logs

The candidate must carry out the final accuracy check on a minimum of 1000 dispensed items. These items must be second accuracy checked by a pharmacist or a currently accredited ACPT before being released.

The checking evidence must be documented using the training providers approved checking log forms. These forms must be numbered, signed and issued by the educational supervisor.

The checking sessions should cover a breadth of prescription and speciality types to reflect current scope of practice within the practice base.

The candidate will have played no part in the dispensing or labelling of any items they check.

Guidance: Candidates who have a medicines management role may come across the scenario of final checking a patient's discharge prescription that they may have previously labelled, dispensed or checked. There may also be occasions where candidates are asked to final accuracy check an order form or one-stop supply sheet that they may have transcribed on the ward. Local policy and risk management strategies must dictate whether it is safe practice for the ACPT to perform the final accuracy check on these prescriptions.

The candidate will check items under normal working conditions.

Evidence must be provided to show that the candidate can consistently (over a period of time) work to all of the assessment criteria. Candidates must complete the programme within a maximum of 12 months from the final day of theoretical training.

If a candidate does not complete within 12 months, the training provider must be consulted. Normal practice will be for the candidate to re-start the scheme, including all training sessions.

If a candidate makes a serious error and needs to restart then they should still complete their 1000 items in the original 12 months. Should an extension need to be considered then the training provider must be contacted to discuss further.

Errors

The portfolio should contain documented reports of any dispensing/checking errors that have occurred during the assessment period.

Whilst completing the collection of 1000 accurately checked items the following scope for error will apply:

- 1st attempt - 1 serious error or 3 less serious = Period of reflection and 250 additional items
- 2nd serious error or a further 3 less serious = Period of reflection and restart 1000 items

Any candidate who makes more than three 'less serious' or a 'serious' error must inform their ACPT Facilitator who will then inform the course lead as soon as possible. The ACPT Facilitator will then be informed of the appropriate action to take.

Normal practice is that no candidate will be allowed more than two attempts in total at completing the collection of 1000 accurately checked items without re-entering the study day programme. Failure to successfully complete on the second attempt then the ACPT Facilitator should discuss the next course of action with the Senior Pharmacy Manager and the Course Lead.

Definition of Errors

Serious Error

Incorrect Label:

- wrong drug name
- wrong drug form
- wrong drug strength
- incorrect patient's name
- wrong directions
- missing or inappropriate use of BNF additional warnings
- incorrect quantity

Incorrect Contents:

- wrong drug
- wrong drug form
- wrong drug strength
- incorrect quantity

Other:

- expired contents
- missing or incorrect Patient Information Leaflet
- missing item sundry
- missing medication
- missing identification of clinical screen

Less Serious Error

Incorrect Label:

- incorrect cost code
- incorrect expiry date
- incorrect batch number
- incorrect spelling
- missing additional warnings
- incorrect ward

Other:

- incorrect container/closure
- missing signature
- missing owing information sheet
- missing 5ml spoon

NB: On clarification with the training provider/framework co-ordinator a less serious error may be up-graded to a serious error but a serious error will not be down-graded.

Reflective Practice

Whenever a candidate is required to reflect on an error they have made or failed to identify, the following points should be considered, documented and reviewed by the educational supervisor:

- Description of error
- Corrective actions taken
- Root cause of the dispensing error
- Root cause of the candidate missing the error
- Potential outcome and impact of the error to the patient

Candidate Reviews

In association with the assessment period, the candidate's progress must be reviewed at regular intervals and on a minimum of two occasions

Candidates must be counselled after any checking error has occurred and a period of reflection is recommended. Candidates must document their reflection and include this, along with details of the error, within their portfolio.

At the completion of the collection of 1000 accurately checked items, a summative review must occur.

Continuing Professional Development (CPD)

Whilst it is not a requirement of the National Framework for candidates to formally record their experiences as CPD entries, it is recognised that there will be many opportunities for learning and CPD along the course of the scheme. Candidates should be encouraged to record these experiences as CPD records where appropriate.

Assessment

The competency-based summative assessment will assess performance and will be in three parts:

- a practical checking assessment of 20 dispensed items with a range of errors
- review of the portfolio
- an interview

Admission to the Assessment

Candidates who have completed the assessment period listed in the ACPT scheme requirements are eligible to sit the practical assessment providing they have been nominated by their Senior Pharmacy Manager/designated deputy and educational supervisor.

Candidates may apply for the practical and oral assessment at any stage of the course, once they have completed the study sessions. The candidate must have agreement from their course lead, educational supervisor and SPM if they wish to attend before portfolio completion.

In certain circumstances any qualified practising Registered Pharmacy Technician who considers his/her knowledge to be sufficient due to previous experience or completion of another ACPT framework may apply to register directly with the Training Provider for an assessment. Any pharmacy technician in this category must still meet the framework's entry criteria.

Practical Checking Assessment

The simulated final accuracy checking of dispensed items against test prescriptions is intended to test the professional skills and application of knowledge. Candidates will check twenty items over a range of prescriptions; with a range of errors incorporated. The time allowed to complete this assessment is a maximum of 60 minutes.

Interview and Portfolio Review

The assessment panel will review the portfolio and question the candidate on the practice activities and all aspects of the ACPT assessment process. The interview is designed to assess the candidate's ability to accept responsibility as an accuracy checking pharmacy technician.

Candidates who successfully complete both the practical and oral assessment will meet regional requirements for certification.

Candidates who are not successful at the practical assessment will collate and document a minimum of 100 accurately checked items at their practice base with no errors, and reapply for the next available practical summative assessment. If candidates make an error whilst collating these items then they must notify their training provider.

Candidates are allowed a total of two attempts at the practical assessment. If candidates are still unsuccessful they must complete the whole framework again including tutorials.

If candidates do not satisfactorily meet the portfolio and/or oral assessment requirements the training provider will contact the appropriate personnel to discuss.

Assessment Panel

The Interview will consist of an assessment panel, ideally with three people but could be a minimum of two and will consist of any of the following:

- a member of Regional Pharmacy E & T Team or Training Provider
- a Senior Pharmacy Manager
- a Dispensary Manager
- a currently accredited ACPT
- a currently accredited ACPT educational supervisor.

The summative assessment is intended to measure achievement of the learning outcomes; these can be assessed by means of the interview, educational supervisor's final report and the checking assessment.

Portfolio Assessment Criteria

The portfolio must contain:

- information about the candidate e.g. Job description / summary of role
- satisfactory evidence of a minimum of 1000 accurately final checked items
- details of all checking errors detected and missed and associated reflection
- Educational supervisors review of performance/appraisals – on a minimum of two occasions and after a serious error

Assessment Criteria for Practical Assessment and Interview

Candidates must not make any errors in the accuracy checking assessment.

Candidates must meet criteria (within permitted error rate) set for the portfolio and in the interview.

Candidates will be permitted to re-sit the summative assessment on one further occasion. There may be a recommendation or a requirement to undertake relevant remedial work prior to registration for the next assessment. Candidates are permitted to re-sit individual parts of the summative assessment.

Candidates who register directly for an assessment based on the recognition of their prior learning and skills, and who fail, will not be permitted another attempt until they have participated in the full training programme.

Probationary period

Prior to the commencement of the probationary period, it is recognised that all accuracy checks carried out by the candidate have been subject to a further check by a pharmacist or a current accredited ACPT. Upon the commencement of the probationary period the candidate's final accuracy checking should continue to be re-checked. Over a two week period the extent of the re-checking should rapidly decline. In the final 3-4 days, the candidate assumes full responsibility for the final accuracy checking of dispensed items. The probationary period should last a minimum of two weeks, however, to meet specific circumstances the assessment panel and/or the educational supervisor may vary this time period.

If a final accuracy checking error occurs during the probationary period, this should be recorded and reported and any action should be taken in accordance with local error monitoring procedures. The educational supervisor should provide appropriate support for the candidate during this time.

The Award

Certificates will be awarded to all candidates who:

- submit a successful portfolio of evidence
- submit a satisfactory educational supervisor report
- have achieved a pass in the final accuracy checking assessment
- have passed the interview
- have successfully completed a probationary period

The certificate is valid for two years from the date of successful completion of the ACPT assessment

Candidates will be informed whether they have achieved a pass or fail within an agreed period of the ACPT assessment.

Senior Pharmacy Managers/designated deputies will be notified of the results.

Appeals

There should be a system in place to allow candidates to appeal against any decision or conduct of any ACPT assessment process associated with this framework. Below is an example of such an appeals procedure.

Any candidate who is dissatisfied with the conduct or adequacy of an ACPT assessment must give notice of their dissatisfaction and of their intention to forward an appeal to the Appeals Officer (Contact your training provider for details).

The notification must be given within 5 working days of their assessment or 5 working days of their receipt of the results.

The formal appeals procedure must then be followed:

- All appeals against the conduct, adequacy or outcome of an ACPT assessment must be forwarded in writing to the Appeals Officer within 10 working days of the candidate having given notice of their intention to appeal.
- On receipt of an appeal, the Appeals Officer will:
 - acknowledge receipt in writing and set a date for the appeal within 10 working days
 - decide how and who will hear the appeal.
- The appeal panel will meet within 20 working days of the Appeals Officer receiving written notification of the appeal.
- The candidate will be offered the opportunity to be accompanied by any person of their choice to help with the presentation of evidence.
- The appeal panel will reach a decision on the day of hearing.
- All involved parties will receive verbal notification of the decision on the day of the hearing and written notification within 3 working days.

The appeals panel's decision is final.

Validity of the award

Transfer

The Nationally Recognised ACPT Framework is intended to be a transferable skill from Trust to Trust. It is also recognised by all NHS regions in England, Wales and Northern Ireland. It is recommended that when there are transfers between Trusts, departments/units or a satellite unit e.g. HIV, the final accuracy checker undergoes a period of probation of 3 months but this is only necessary if SOPs are different or if the specialities/prescription types are different before assuming their final accuracy checking role.

During this probationary period the final accuracy checker will become familiar with local policies, SOPs and complete an accuracy checking log of a suitable number of final accuracy checked items to reflect local practice (in the region of 200).

On completion of this process please inform the training provider to allow updating of the candidates records.

Periods of absence or expired certificates

If ACPTs have not checked for a period of time for any reason or their certificate has expired they must contact the training provider for the appropriate course of action. Suggested courses of action would be:

- Up to 6 months – familiarise SOPs and complete a 100 item accuracy checking log which are double checked
- 6 – 12 months - familiarise SOPs and complete a 200 item accuracy checking log which are double checked
- 13 – 24 months - familiarise SOPs and complete a 500 item accuracy checking log which are double checked
- Over 2 years the pharmacy technician will need to re-enter the ACPT scheme from the beginning.

Evidence of Ongoing Competence

It is the professional responsibility of each accredited individual to keep a personal record of their ongoing competence. This evidence should be recorded at least every 2 years after the certificate is issued.

It is important to note that practising outside of a current certificate will result in the individual being in breach of their job description and professional responsibilities.

For ACPTs to remain “current” they must keep an on-going log of any final accuracy checking errors made and document these according to their department error recording policy. Any error must be reflected upon and recorded using the CPD cycle. These logs must be reviewed and discussed periodically with ACPT educational supervisors or line managers.

Candidates must liaise with their educational supervisor/line manager to ensure they complete the reaccreditation process.

Candidates must submit a supporting statement from the Senior Pharmacy Manager/designated deputy or educational supervisor that they are maintaining their ACPT competence by checking for a minimum of 8 hours per month.

Acknowledgements

Thanks are given to the members of NHS Pharmacy Education & Development, The Pharmacy Technician and Support Staff (pre and post qualification) Group and the Association of Pharmacy Technicians UK who have reviewed this framework and are committed to its further and continuing development. This consisted of representation from all regions within the United Kingdom as well as Northern Ireland Centre for Pharmacy Learning and Development.

Further information is available from the **chairperson of the NHS PEDC Pharmacy Technician and Support Staff (pre and post qualification) Group.**

2013 Review Working Group Members		
Geographical area	Representative	Organisation
South East Coast	Elizabeth Fidler Chair of NHS PEDC (PTSSG)	Kent Surrey Sussex Postgraduate Deanery
South West	Ellen Williams (Project lead)	South West Medicines Information & Training (SWMIT)
South Coast	Dan Grant Deborah Williams	Oxford Radcliffe Hospitals NHS Trust Berkshire Healthcare NHS Foundation Trust
East of England	Melanie Boughen	NHS East of England (NSC)
London	Tess Fenn Diane Blunden	Guy's and St Thomas NHS Foundation Trust and APTUK London Pharmacy Education & Training
Yorkshire & Humber	Anne Mallon Gill Risby	Yorkshire and Humber Pharmacy Education
West Midlands	Deborah Cooper Samantha Long	Birmingham Metropolitan College University Hospitals Birmingham
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