



LEVEL 2 DIPLOMA PHARMACY SERVICES

FULL ACADEMY DETAILS

2024 / 2025



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About Global

Global Horizon Skills have been helping to transform talent since 2007. As a highly experienced and long-established training provider, we deliver a comprehensive portfolio of accredited, people-focused and bespoke training and development solutions.

Our team of leading trainer providers have over twenty years of hospitality industry experience which enables us to meet your specific training needs.

We focus on up-to-date and pragmatic advice throughout our training to ensure our clients and participants receive the highest quality of training available.

Within this brochure you will read about our entire suite of training courses that are specific to the Hospitality and Food Industry. We believe in forming and maintaining relationships with our clients to ensure they are offered a suite of training courses suitable for their needs and ensure effective communication throughout.

We believe in forming and maintaining close relationships with our clients through regular communication.

Our mission is to provide high-quality training and consultancy, across Ireland, the UK and beyond. We pride ourselves on being our clients' chosen and trusted partner, for the delivery of workplace training, health, safety and customer service to ensure your business has an effective and highly trained team.

Level 2 Pharmacy Services

The BTEC Level 2 Certificate in the Principles and Practise for Pharmacy Support Staff is for learners who work in, or who want to work in a pharmacy services role.

It gives learners the opportunity to:

- Develop and demonstrate competence in a Pharmacy Services role.
- Develop and demonstrate the skills and knowledge to develop the core competencies of the role above, including team dynamics, problem solving, providing support, communication techniques, dispensing and supply of prescribed medicines and medicinal products and selling over the counter medicines.
- Develop personal growth and engagement in learning through the development of personal, learning and thinking skills (PLTS).
- Have existing skills recognised.
- Achieve a nationally-recognised Level 2 qualification



Qualification Structure



Unit Breakdown

The learner will need to meet the requirements outlined in the table below before the qualification can be awarded. To achieve this qualification, candidates must achieve 40 credits, made up of 5 mandatory units plus optional units.

Minimum Num of Credits that must be achieved.	 25
Num of mandatory credits that must be achieved	15
Minimum Num of Optional credits	10

Qualification Structure



Unit 1

1. Knowledge Assignment: Understanding the importance of person-centred care and communication within a pharmacy setting
2. Professional Discussion in regard to promoting a healthy lifestyle programme(s).

Unit 2

1. Knowledge Assignment: Keeping colleagues and patients safe by understanding the principles of Health and Safety for Pharmacy Support Staff
2. Assessor Observation

Unit 3

1. Knowledge Assignment: Understanding the importance of effective teamwork within the pharmacy
2. Assessor Observation

Qualification Structure



Unit 4

1. Knowledge Assignment: Understanding the importance of personal development for pharmacy support staff
2. Self-Reflective Account # 1
3. Self-Reflection Account # 2
4. Assessor Observation

Unit 5

1. Knowledge Assignment: Understanding the theory associated with dispensing and the supply of prescribed medicines and medicinal products
2. Assessor Observation

Unit 8

1. Knowledge Assignment: Understanding the theory associated with selling over the counter medicines and medicinal products
2. Assessor Observation
3. Professional Discussion with regards to selling over the counter medicines and medicinal products

Delivery Model



1 Frequency of Sessions

18 x 1 hour online directed training sessions (Via Zoom). Candidates will also participate in professional discussions that will be recorded via Zoom. These will require time off the job (time to be determined by unit choices).

2 Assessor Observations

An additional 3 Assessor observations on site of candidates completing their work tasks are also mandatory but, these will not require off the job time and will be scheduled by the Assessor with individual candidates.

3 Assignments

Assessors will provide candidates with assignments to be completed for each unit. Candidates will then email completed assignments to the Assessor, who will in turn provided feedback and then upload to their electronic portfolio.

Contact Information



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