

## Frequently asked questions (FAQs)

### Background:

#### What is the CPPE ACPT programme?

The *Accuracy checking pharmacy technician (ACPT)* programme offered by CPPE is a comprehensive learning package designed to develop the skills and knowledge of pharmacy technicians who work in a dispensary environment. It takes account of national standards and includes tasks that enable pharmacy technicians to demonstrate leadership. Successful completion of assessment leads to certification as an ACPT, enabling the individual to undertake the final accuracy check of clinically screened, dispensed items autonomously.

#### What are the benefits of the ACPT programme to trainees?

During the programme, trainees will develop a range of skills including communication, leadership and accuracy checking. Becoming an ACPT forms the foundation for other roles that require rigorous attention to detail. It creates a career structure for pharmacy technicians.

#### What are the benefits of the ACPT programme to organisations?

The ACPT programme aids development of the whole pharmacy team by equipping pharmacy technicians with the knowledge to help them optimise skill mix and support the learning of others, ie, the leadership element of our programme explains how ACPTs can delegate and ensure that all team members are performing tasks best suited to their unique skill set.

Pharmacists whose responsibilities include undertaking the final accuracy check will have increased capacity to deliver other aspects of their roles.

### Application process:

#### I want to become an ACPT. Is there any CPPE learning you would recommend in preparation?

CPPE will provide the learning required during the ACPT programme, however, in advance of enrolment you may also wish to:

- familiarise yourself with dispensary SOPs
- complete *Consultation skills for pharmacy practice* learning
- complete the **Consultation skills for pharmacy practice e-assessment**
- complete the **Professionalism and professional judgement e-learning**
- arrange an opportunity to shadow/practise accuracy checking.

## Who can apply for the CPPE ACPT programme?

**Any pharmacy technician working in England who meets the following entry criteria can apply. However, funding for the programme differs depending on the sector of practice.**

Eligible pharmacy technicians interested in applying for the programme are required to meet the following entry criteria:

- be registered as a pharmacy technician with the General Pharmaceutical Council
- successfully complete CPPE's ACPT introductory e-learning and assessment
- demonstrate recent ability to dispense accurately in current workplace, signed off by educational supervisor  
(NB: If dispensing logs are used, there should be no more than three 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)
- work in a dispensary that dispenses NHS prescriptions that have been clinically screened by a pharmacist
- be familiar with the local dispensary standard operating procedures (SOPs)
- have completed the organisation's induction and in-house mandatory training relevant to role and job description
- have an educational supervisor appointed who meets CPPE's ACPT educational supervisor requirements
- have support from their senior pharmacy manager\*

\*the senior pharmacy manager is the person who makes decisions about service needs and holds responsibility for training budget, eg, chief pharmacist, superintendent pharmacist or their nominated deputy.

## How will places be allocated?

Places will be allocated on a first come, first served basis (subject to verification processes). There are specific numbers of places each month. You will be able to check via the website if places are available on your preferred cohort.

## Do I need to be a member of the Association of Pharmacy Technicians UK (APTUK)?

The APTUK is the recognised professional leadership body for pharmacy technicians and further information on how to become a member can be found on their website: [www.aptuk.org/join-aptuk](http://www.aptuk.org/join-aptuk)

By applying for a place on the programme you have demonstrated that you want to be a leader in the pharmacy profession. We expect all leaders in the profession to be members of their professional leadership body, although this is not a mandatory requirement for entry to the programme.

## How do I apply for the CPPE ACPT programme?

Application forms can be found on the ACPT page of the CPPE website:

[www.cppe.ac.uk/programmes/pw-acpt-booking-form?t=acpt-pw-01](http://www.cppe.ac.uk/programmes/pw-acpt-booking-form?t=acpt-pw-01) (you will be required to log in to your CPPE account to see the application form).

These must be completed by the educational supervisor **and** the ACPT trainee.

### When can I apply for the CPPE ACPT programme?

Applications are taken on a rolling basis and the course runs on a monthly basis. Once CPPE verify application information, you can enroll on your preferred cohort. A new cohort of pharmacy technicians is taken on each month.

### How much does it cost?

#### **Pharmacy technicians working in community pharmacy or secure environment pharmacy:**

The programme is funded by NHS England as part of the Pharmacy Integration Programme, so there is no cost to the individual or their employer. Each eligible pharmacy technician will receive funding for one place. There is currently no provision for subsequent attempts.

#### **Pharmacy technicians working in an NHS hospital in London and the South East of England:**

The programme is funded by Health Education England LaSE, so there is no cost to the individual or their employer. Each eligible pharmacy technician will receive funding for one place. There is currently no provision for subsequent attempts.

#### **Pharmacy technicians working in an NHS hospital in England that is outside of London and the South East of England:**

The cost of the programme is £300 per place and this must be funded by the NHS Trust either by credit card payment or by purchase order before the application will be approved by CPPE. NHS Trusts may be able to be reimbursed by their regional HEE office, seek advice from them before making an application.

#### **Pharmacy technicians working in the armed forces or in private hospitals:**

The cost of the programme is £300 per place and this must be funded by the employer either by credit card payment or by purchase order before the application will be approved by CPPE.

### How long will it take to complete the ACPT programme?

This will depend on the individual pharmacy technician. The minimum completion period is three months as individuals need to develop their leadership skills and demonstrate accuracy checking competence consistently over time. The programme must be completed within a 12 month timeframe.

### Who can be an educational supervisor?

To become an ACPT educational supervisor, an individual must meet the following criteria:

- be registered with the General Pharmaceutical Council (GPhC)
- be a qualified accuracy checking pharmacy technician or pharmacist
- have experience of facilitating staff training
- be able to meet with the ACPT trainee regularly, approximately every month
- commit to supporting the ACPT trainee, working in the same dispensary when possible
- follow **GPhC guidance for tutors**
- successfully complete the CPPE *Accuracy checking pharmacy technician programme* e-assessment for ACPT trainees and educational supervisors
- read, understand and agree to undertake the role and responsibilities of an ACPT educational supervisor as set out in the CPPE ACPT handbook.

### Can an educational supervisor be responsible for more than one ACPT trainee at a time?

Yes, provided they meet the criteria of an educational supervisor.

## **Is there a list I can be added to as an educational supervisor so I receive communication and updates from CPPE about ACPT?**

No. All information will be provided via the website and usual communication methods such as pharmacy technician newsletter, CPPE e-newsletter or an emailed update.

## **What training and support will there be for educational supervisors?**

CPPE will provide training and support for educational supervisors for the duration of the training period. Resources include the ACPT handbook, FAQs, e-learning, educational supervisor welcome pack, telephone, email and instant messaging support.

## **I completed my ACPT qualification years ago and do not currently check. Am I able to be an educational supervisor?**

Yes, providing you meet the educational supervisor criteria.

## **Do we have to use CPPE logs to demonstrate dispensing accuracy?**

Educational supervisors will be registered pharmacy professionals and it will be their responsibility to provide a declaration of dispensing accuracy for their ACPT trainee. How dispensing accuracy is determined differs from organisation to organisation so details will be required as part of the declaration of dispensing accuracy.

Traditionally, secondary care have used a 200 item dispensing log to demonstrate competence in dispensing and this would be an accepted method to support the declaration of dispensing accuracy. CPPE will provide paperwork to support organisations who wish to use this method.

## **Learning and activities**

### **What does the ACPT programme entail?**

The ACPT programme consists of a number of elements:

- pre-course learning and assessment
- six e-learning modules
- practice activities –1000 item checking log, minimum of three reviews, leadership activities
- mid-point professional discussion with CPPE
- checking assessments – practice-based and online
- final review and sign off with educational supervisor
- review and certification by CPPE.

### **How do I complete the pre-course e-learning?**

The trainee and educational supervisor both need to access and complete the e-learning and assessment. This can be done before or after completion of the application form. The learning takes approximately 45 minutes and there is an associated e-assessment which we anticipate will take about 20 minutes.

### **How long do the six e-learning modules take?**

We anticipate that the e-learning modules will take a minimum of eight hours. You may choose to do this in one day or in small chunks over a period of time.

## Can I access the e-learning on Apple and Android remote devices?

Yes, however we recommend that the screen size of the device is no smaller than a tablet device, in order to achieve meaningful engagement.

## Can I get a paper version of the learning material?

No. There are no paper versions of the materials other than the prescription pack for the final practice-based assessment.

If a paper copy is preferred, documentation may be downloaded and printed.

## What is a practice activity?

Each pharmacy technician undertaking the ACPT programme must complete a range of practice activities, including a log of 1000 items which they have checked and which have then been final checked by a qualified ACPT or pharmacist.

For full details relating to the practice activities, please see the programme handbook.

## What if I fail the 1000 item checking log?

You will be permitted to continue checking up to 1250 items with no errors. You will have a maximum of two attempts to pass the checking log.

## What is a mid-point professional discussion and how do I apply for it?

This is a discussion between you (the ACPT trainee) and a pharmacy professional from CPPE. It will be an opportunity for you to reflect on your ACPT training experience and consider the impact of your ACPT role on patients.

When you update the progress tracker in activity series two with the date of the 500 item review with your educational supervisor (mid-point of the programme), you will receive a link to book the professional discussion in the feedback report in activity series three of the progress tracker.

## Assessment:

### What does the final assessment consist of?

The final assessment is a three-fold process:

1. the workplace-based checking assessment – you must check a total of ten dispensed items in 30 minutes and identify all errors. This will be completed in the workplace under the supervision of your educational supervisor
2. the online checking assessment – you must check a total of ten dispensed items in 35 minutes and identify all errors
3. statement of completion – your portfolio is reviewed by your educational supervisor, and if all the required criteria are met, a declaration is submitted to CPPE for final sign-off and certification.

### What happens if I miss an error during the ACPT final assessment?

You must identify all errors in both the workplace-based and online checking assessments. If you miss an error in either part, you must complete a further log of 100 items. You then need to re-apply for your second and final attempt of the checking assessments.

**NB: You have a maximum of two attempts at the checking assessments.**

### **Who makes a judgement on the type of error?**

There is guidance in the ACPT handbook, national framework and e-learning on types of error and their classification. It is the educational supervisor's responsibility to determine the classification of an error, as per local clinical governance policies. You must follow your organisational procedures for errors and near misses and can seek advice from experts within your organisation.

Errors will be caused by a number of factors and therefore CPPE will not make a determination on individual errors.

### **Other:**

#### **What happens if I am not able to work as an ACPT for a period of time, for example when a colleague is on holiday or you have been required to work in a different section or job role?**

You must ensure that you remain competent to provide a final accuracy check of dispensed items. Suggestions of how you could demonstrate safe and effective practice are detailed in the ACPT e-learning. Your employer may have specific requirements for pharmacy professionals who have not checked for a prolonged period.

#### **What if I am off work due to long-term sickness or take parental leave?**

CPPE may be able to suspend your learning for extenuating circumstances. This will be assessed on a case-by-case basis. See the completion dates document on Canvas for more information.

#### **What if I am not working in a dispensary and therefore can't complete the logs in time?**

The criteria and employer commitments are clearly specified in the ACPT handbook therefore we cannot suspend the learning on these grounds. Notify CPPE at the earliest opportunity if you think you will be unable to complete any aspect of the programme.

#### **What if I get a new job in the middle of the programme?**

You may transfer your programme if your new employer is willing to support the continuation of the programme, and a suitable educational supervisor is sourced. Please inform CPPE at the earliest opportunity as an extension may be granted to support the move.

#### **What if my educational supervisor gets a new job?**

Contact CPPE as soon as possible because a new educational supervisor will need to be sourced by your employer.

#### **What if I feel that I am being treated unfairly?**

In the first instance, you should discuss this with your line manager and educational supervisor. If this cannot be resolved locally, you should contact CPPE.

If the matter relates to assessment, appeals can be made on points of process. The appeals process is detailed in the CPPE ACPT handbook.

## How will CPPE quality assure the process?

The quality of the CPPE ACPT programme is assured through the usual **CPPE quality assurance processes** and by additional checks at each stage of programme delivery.

Full details of quality assurance processes can be found in the ACPT handbook.

## Do I need personal indemnity insurance?

One of the conditions of registration with the GPhC is that all your work, or work for which you are responsible, is covered by appropriate professional indemnity cover. Full details can be found on the GPhC website: [www.pharmacyregulation.org/professional-indemnity-requirements](http://www.pharmacyregulation.org/professional-indemnity-requirements)

## How do I get my certificate?

When you update the progress tracker in activity series two with the statement of completion's date, CPPE will review your portfolio within 15 working days and issue a certificate if all criteria is met. An email will be sent to you, your educational supervisor and your senior pharmacy manager/chief pharmacist to confirm successful completion of the ACPT programme.

## How long does it take to be accepted on to the programme?

The process requires scrutiny of details in the application form and can take up to 14 days to be verified. Once approved, you will receive an email with details of how to enroll on the next available cohort.

## Who checks that entry criteria are met?

The criteria are checked by CPPE head office personnel.

## How do I get the workplace-based assessment pack?

The educational supervisor will receive an assessment pack by post once you have uploaded the 750 item review into your portfolio and entered the date of the review into activity series two of the progress tracker. The educational supervisor will declare that their trainee is ready to undertake the checking assessments in the 750 item review.

## What is the pass mark for the pre-course assessment?

The pass mark is 80 percent for the introductory e-assessment (this is an assessment of understanding about the programme, not an assessment of accuracy checking).

## How many times can I take the pre-course assessment?

The pre-course e-learning and assessment is designed to ensure that you are aware of what is involved when undertaking the ACPT programme. Therefore, there is no limit to the number of times that the pre-course assessment can be taken. However, multiple failures indicate that those taking the assessment may not be ready or appropriate to undertake the roles and responsibilities involved in the ACPT programme.

## Can someone other than my educational supervisor supervise my workplace-based assessment, ie, ACPT trainees in a locality come together in a cluster for assessment?

It is the educational supervisor's responsibility to ensure that the integrity of the assessment is not compromised. The trainee's allocated educational supervisor must be satisfied that the trainee has completed the assessment, as per CPPE instruction, and they must be the person to sign and submit the assessment paperwork.

# Accuracy checking pharmacy technician (ACPT) FAQs

## Where can I find dispensing logs?

Suitable dispensing logs are provided on the ACPT page of the CPPE website:

[www.cppe.ac.uk/career/acpt](http://www.cppe.ac.uk/career/acpt)

## Can I use the mid-point professional discussion as part of the GPhC revalidation process?

Yes. According to the proposed assurance framework from GPhC, the peer discussion element of revalidation is a formative learning and development activity. The professional discussion with a pharmacy professional from CPPE will provide you with the opportunity to reflect on your learning. You will consider how you can improve your practice in order to provide beneficial outcomes for patients.

Please let the CPPE tutor know that you have used the discussion for your revalidation entry.