

# Support Staff Course for Medicines Counter Assistants

## Enrolment Form – Page 1 of 7

Please complete all fields, in block capitals, and tick where appropriate.

### 1. Learner Details

First name: (Your full legal first name that will appear on your certificate)

Middle name(s):

Surname: (Your full legal surname that will appear on your certificate)

Email address: (please provide a personal email address)

Date of birth: (dd/mm/yyyy)

Employee number: (if applicable)

Have you previously enrolled onto or completed course(s) with Buttercups Training?

Yes  No

If yes, please state the name of the course(s):

Under the Equality Act 2010, a person is considered to be disabled 'if they have a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on his or her ability to carry out day-to-day activities'.

Do you consider yourself to have a disability?

Yes  No

If yes, please state:

Do you consider yourself to have learning difficulties?

Yes  No

If yes, please state:

Do you feel you would benefit from additional learning support in order to complete your training course?

Yes  No

Is English your first language?

If no, please state your first language:

Sex:  Male  Female

### 1. Learner Details (continued)

Ethnicity: (Please tick ONE only)

**Asian / Asian British:**  Bangladeshi  Chinese  Indian  
 Pakistani  Other Asian Background

**Black / Black African / Black British:**  African  Caribbean  
 Other Black Background

**White / White British:**  British  Irish  
 Gypsy or Irish Traveller  
 Other White Background

**Mixed or multiple ethnic groups:**  White & Asian  White & Black African  
 White & Black Caribbean  
 Other Multiple Ethnic Background

**Other ethnic group:**  Arab  Any Other Ethnic Group

### 2. How Did You Hear About Us?

Please let us know how you heard about Buttercups Training.

- Existing / returning customer
- Social media
- Word of mouth
- Advert
- Member / buying group
- Search engine

Other: (please specify)

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### 3. Workplace Details

Company name:

Trading as: (if applicable)

Company address:

Postcode:

Telephone number:

Email address:

### 4. Learner Signature

- I accept the privacy policy outlined below
- I agree to the learner responsibilities set out in this enrolment form

Signature:

Date: (dd/mm/yyyy)

### 5. GDPR statement

Under UK and European Data Protection legislation, data from which living individuals can be identified are classed as 'personal data'. The handling of personal data has to comply with legal requirements covering such things as the way in which this information is acquired, how it is processed and the extent to which it is disclosed or transferred to others. Buttercups Training needs to store data about you and your course progress. It will be used in accordance with the relevant legislation, including the GDPR 2016 and the Data Protection Act 2018. If you have any questions about the use of the data collected by Buttercups Training, please view our **Privacy Notice**

<https://buttercupstraining.co.uk/content/general-data-protection-regulation>) or contact [GDPR@buttercups.co.uk](mailto:GDPR@buttercups.co.uk).

### 6. Employer Declaration

This section should be filled out by an appropriate employer representative, this could be the workplace training supervisor if they have the necessary authority within the organisation.

This course will provide training for the following roles:

- Assist with the provision of a pharmacy service
- Provide advice on non-prescribed medicines and products
- Receive prescriptions
- Assist in the issuing of prescribed items

This course is completed online with interactive tutorials and assessments. The course will take around 45 hours of guided training time depending on previous experience and ability, with a maximum duration of 12 months. It will require for you to select a workplace training supervisor, available for the duration of the programme, who is either a pharmacy registrant or a GMC registrant in the case of a dispensing practice.

#### 6.1. Workplace suitability

It is the employer's responsibility to demonstrate that they can provide an appropriate workplace environment for the prospective learners to complete their training. Buttercups Training uses a risk-based approach to check the workplace training site is suitable.

Please answer the following details about your workplace site where this learner will be based.

In their workplace the learner will be able to participate in the supply of over the counter (OTC) medicines.

Yes     No

In their workplace the learner will be able to receive and issue prescriptions from and to patients or their representatives.

Yes     No

In their workplace, the learner and workplace training supervisor will have access to a computer, tablet or internet connected device that they can utilise in the workplace for their course teaching and assessment, as some assessments require invigilation.

Yes     No

Is computer access available without inhibiting the normal day to day operations of the organisation, in a location that is quiet and appropriate for studying?

Yes     No

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### 6.1. Workplace suitability continued

In addition, there are other responsibilities of the employer to ensure the safety of the learner, their workplace and the public while the training is undertaken.

Please tick to confirm the following:

- I confirm we have a raising concerns/whistleblowing procedure in place within the workplace
- I confirm we have a safeguarding policy in place in the workplace which includes lone working

### 6.2. Employer Complaints Policy

Buttercups Training takes the investigation and resolution of complaints about our service seriously. We are committed to undertaking a full investigation of any issues in a fair, transparent and objective manner, and will take appropriate action following completion of an investigation into any issues, or the professionalism of any individual. If you are unhappy with the service you have received from Buttercups Training, you are entitled to make a complaint and have it considered. Many issues may be resolved informally during normal discussions with our staff, such as in client meetings, via email communications or phone calls.

For an informal complaint please contact our professional services team on our main phone number (**0115 9374936**), who will forward your call to the relevant personnel.

A formal complaint should be made in writing in the first instance to the relevant manager below, with the aim of resolving issues as quickly and professionally as possible.

- Apprenticeship issues:  
**Danielle.Perks@buttercups.co.uk**
- Contract & Finance issues:  
**Lucy.Bate@buttercups.co.uk**
- Teaching and assessment issues:  
**Manjit.Nahal@buttercups.co.uk**
- Course material issues:  
**Nick.Marler@buttercups.co.uk**
- Staff issues:  
**Vanessa.Kingsbury@buttercups.co.uk**

### 6.3. Company Invoice Address (if different from above)

Company name:

Trading as: (if applicable)

Company address:

Postcode:

Telephone number:

Email address:

Please provide the name(s) and membership number(s) of any member organisations / buying groups that you are a member of:

### 6.4. Employer signature

I agree to the employer responsibilities set out on Page 5 of the enrolment form and I have the authority to approve the nominated learner for enrolment on the course.

Name:

Role:

Contact email:

Signature:

Date: (dd/mm/yyyy)

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### 7. Workplace Training Supervisor Details

- I agree to act as the workplace training supervisor for this learner and confirm I meet the necessary requirements for this role outlined in this enrolment form.
- I have read and agree to the privacy policy in section 5 of this form.

Do you believe you have sufficient time and resources to support the learner to successfully complete their course, without impacting on the safe delivery of patient services?

- Yes    No

How much protected development time will the learner get each week to complete this course?

First name(s):

Surname:

GPhC / PSNI / GMC registration number:

Date of birth: (dd/mm/yyyy)

Email address: (please provide a personal email address)

Signature:

Date: (dd/mm/yyyy)

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## Training Agreement

The delivery of the support staff training course is a partnership between the learner, the workplace training supervisor, the employer and Buttercups Training.

This agreement is between all parties to ensure that everyone understands their roles and responsibilities that you are committing to for the duration of this course.

### Employer Role and Responsibilities:

- Be fully committed to safeguarding and promoting the welfare of the learner.
- Treat the learner fairly and reasonably like the rest of the workforce and not discriminate or act unfairly against the learner.
- Provide the learner with appropriate development time, support and supervision while training.
- Appoint and support the workplace training supervisor to fulfil their role, ensure there is a realistic level of resources for them to be effective in their role.
- Notify Buttercups Training within 4 weeks if their employment is terminated for any reason. If this is due to redundancy then permit the transfer of the course to another workplace if the learner or Buttercups Training are able to arrange one.
- Inform Buttercups Training of any matters or issues arising that will or may affect the learner's learning, development and progression. This includes informing Buttercups Training if the learner has an unauthorised absence from work or leaves their employment.
- Permit a break in learning for the learner, where the circumstances require it.
- Allow Buttercups Training and any quality assurance organisations involved in the delivery of the course, onto the employer premises to carry out assessments and quality checks when required.
- Allow Buttercups Training to send important updates to the learners and workplace training supervisors directly.

### Learner Responsibilities:

- Take responsibility for my course and commit to the successful completion within the required time frame
- Engage positively with learning and feedback.
- Comply with the policies, regulations and procedures of the programme found in the course materials and /or learner handbook and I will contact Buttercups Training if I require a paper copy of the learner handbook .
- Ask for support from my employer or Buttercups Training if I am unsure, or do not understand any aspect of my course or assessment.
- Inform Buttercups Training should I be off work for a period of time (e.g. for sickness or maternity leave) or any other circumstances change.
- Seek help from Buttercups Training if I have concerns around my health, ability or progression on the course.
- Report any issues or concerns regarding my course or the workplace to Buttercups Training if it cannot be resolved via normal workplace procedures.

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### Workplace Training Supervisor Role and Responsibilities:

In order to act as the workplace training supervisor for the learner you must meet the following requirements for the role:

- Be a pharmacy registrant (or in a dispensing practice be a GMC registrant).
- Not have a significant or financially dependent relationship with the learner.
- Regularly work alongside the learner.
- Agree to complete a training course with Buttercups Training
- Act, at all times, as a professional role model.

Responsibilities:

- Complete an induction with your learner, so they know what is expected of them and when it is expected.
- Facilitate opportunities for your learner to learn.
- Facilitate protected development time so the learner can complete their course in line with the timescales agreed.
- Act as a coach in the workplace, offering constructive feedback and advice throughout their training to aid progression through their training programme.
- Facilitate supervised assessments in the workplace.
- Complete observations or witness testimony assessment of your learners to facilitate the demonstration of practical competency in the workplace.
- Provide feedback to learners on their activity books within 10 working days of them being presented by your learner.
- Submit requested assessments to Buttercups Training via your training course website in a timely manner.
- Liaise with Buttercups Training on your learner's performance when requested.
- Where necessary, report to Buttercups Training if your learner's health (physical or mental) could be causing harm to themselves or others.
- Raise concerns with Buttercups Training if your learner demonstrates unprofessional behaviours or unsafe practice.
- To treat your learner fairly and reasonably, like the rest of the workforce, and not discriminate or act unfairly against your learner.
- Notify Buttercups Training Ltd if you are no longer able to be the training supervisor for your learner.

### Buttercups Training Responsibilities:

Buttercups Training has the responsibility to oversee the teaching and assessment of the training programmes with appropriately trained staff, resources and quality assurance measures to meet the outcomes laid down by the GPhC accreditation of the course. Buttercups Training will host and manage the systems for teaching and assessing. In addition, they will provide progress information for the learner and their workplace training supervisor/employer. Buttercups Training will also raise any concerns at the earliest opportunity.

- Ensure that the training meets the requirements set out in the GPhC accreditation for the programme.
- Create agreements with all parties to ensure everyone is aware of their roles and responsibilities.
- Check workplace and training supervisor suitability to support the learner.
- Provide an introduction for learners, explaining the learning programme and facilities available.
- Providing a training course for the workplace training supervisor to ensure they are competent to undertake their role.
- Provide Buttercups tutors to support both learners and workplace training supervisors.
- Provide a range of support for the programmes including additional learning, welfare support and an out of hours helpline.
- Ensure the learner is being given protected development time during the programme by their employer.
- Liaise with relevant parties over any issues that arise during the course, in line with the course policies and procedures.
- Quality assure the course teaching and assessment to continually improve the quality of the programme.
- Treat all learners with fairness.
- Respond to all enquiries in a timely manner.

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**PLEASE SEND YOUR COMPLETED FORM TO BUTTERCUPS TRAINING IN ONE OF THE FOLLOWING WAYS:**

**EMAIL:** [enrolments@buttercups.co.uk](mailto:enrolments@buttercups.co.uk)

**POST:**

Buttercups Training  
Enrolments Team  
Buttercups House  
Castlebridge Office Village  
Castle Marina Road  
Nottingham  
NG7 1TN