BUTTERCUPS
LYCEUM EDUCATION GROUP

Pharmacy Support Worker Course

Enrolment Form – Page 1 of 8

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 name 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 health condition or disability?

◯ Yes ◯ No

If yes, please confirm which health conditions or disabilities are diagnosed:

Do you consider yourself to have a learning difficulty?

◯ Yes ◯ No

If yes, please confirm which learning difficulties are diagnosed:

Do you have the following:

◯ Documentation to support any official diagnosed learning difficulty or disability

◯ An Education Health Care Plan (EHCP)

◯ A Section 139A Learning Difficulty Assessment (LDA)

The EHCP and LDA are reports to determine education or training needs for those who need more support than is available through special education needs support. www.gov.uk/children-with-special-educational-needs/extra-SEN-help

1. Learner Details (continued)

Is English your first language?

◯ Yes ◯ No

If no please state your first language.

Sex:

◯ Male ◯ Female

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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BUTTERCUPS
LYCEUM EDUCATION GROUP

Pharmacy Support Worker Course

Enrolment Form – Page 2 of 8

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.**

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 to suit the roles of your learner depending on the skill bundles selected at enrolment, as shown in the table in section 6.1.

This course is completed online with interactive tutorials and assessments. The course duration will vary depending on the skill bundles selected. For any combination of skill bundles, the maximum duration of the course is 18 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.

BUTTERCUPS
LYCEUM EDUCATION GROUP

Pharmacy Support Worker Course

Enrolment Form – Page 3 of 8

6.1. Support worker

Guided training time variable depending on the technical tasks expect WTS or employer to fill this table out

The Support Worker Course will provide training for roles that are relevant to your learner's job role, which you must select at enrolment. Please tick to select the roles relevant to your learner by completing the table below. Your selections will indicate the Technical Modules that your learner will study in their course.

Please note that for the assemble prescribed items skill bundle, you will also need to select the skill bundle for order, receive, maintain and supply pharmaceutical stock, in order for your learner to develop sufficient knowledge and skills in stock management for safe dispensing. Please contact Buttercups Training if your learner already has prior experience in stock management and you wish to select the assemble prescribed items skill bundle.

Tick to select	Possible skills for which competency is required for your learner's role	Technical Modules to be completed
☐	Receive prescriptions	• Receiving and Interpreting Prescriptions • Wider Pharmacy Services
☐	Assemble prescribed items	• Knowledge for Assembling Prescriptions • Skills for Assembling Prescriptions • Controlled Drugs • Clinical Governance • Wider Pharmacy Services
☐	Order, receive, maintain and supply pharmaceutical stock	• Stock
☐	Assist in the issuing of prescribed items	• Handing Out Prescriptions and Patient Counselling
☐	Provide advice on non-prescribed medicines and products	• Your Role as an HCA • Pain and Analgesia • Coughs and Colds • Gastrointestinal Problems • Travel and Summer Health • Ear, Eyes and Mouth • Skin, Hair and Feet • Women's Health and Men's Health • Healthy Lifestyles

6.2. 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.

The learner will be able to dispense a range of prescriptions.

◯ Yes ◯ No ◯ N/A

In their workplace the learner will be able to participate in stock management.

◯ Yes ◯ No ◯ N/A

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

◯ Yes ◯ No ◯ N/A

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

◯ Yes ◯ No ◯ N/A

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

◯ Yes ◯ No ◯ N/A

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 ◯ N/A

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 ◯ N/A

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

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BUTTERCUPS
LYCEUM EDUCATION GROUP

Pharmacy Support Worker Course

Enrolment Form – Page 4 of 8

6.3. Employer Complaints Policy

If a complaint cannot be resolved immediately by the Customer Services Team, it must be escalated to our central complaints inbox:

Complaints@buttercups.co.uk

Upon receipt, the Customer Services Team will acknowledge your complaint and direct it to the appropriate department for investigation.This may include:

- Apprenticeship Services: Administration-related issues
- Finance: Contract and billing matters
- Client Services & Products: Learner material enquiries
- Teaching, Learning & Assessment: "On-programme" learner concerns
- Operations: Staff-related issues
- Digital & Technology Solutions: Technical problems

6.4. 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:

6.5. 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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BUTTERCUPS
LYCEUM EDUCATION GROUP

Pharmacy Support Worker Course

Enrolment Form – Page 5 of 8

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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BUTTERCUPS
LYCEUM EDUCATION GROUP

Pharmacy Support Worker Course

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.

BUTTERCUPS
LYCEUM EDUCATION GROUP

Pharmacy Support Worker Course

Enrolment Form – Page 7 of 8

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 hasthe 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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BUTTERCUPS
LYCEUM EDUCATION GROUP

Pharmacy Support Worker Course

Enrolment Form – Page 8 of 8

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

EMAIL: enrolments@buttercups.co.uk

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