

Knowledge is power



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Welcome...

...to the Scientia Skills brochure of training and consultancy services.

We believe that...

...Knowledge is power

Or as we like to say...

...Scientia est potentia



At Scientia Skills we provide training and consultancy services for people who work in pharmacy. We focus on delivering the knowledge needed to run a pharmacy, giving your pharmacy team the power to provide a great customer experience.

We pride ourselves on providing top quality training that is easy for trainees and tutors to use. Trainees are supported by our team of friendly, knowledgeable people who genuinely want them to do well and succeed.

Our consultancy services are carefully thought through to ensure that there is a benefit to your pharmacy business. That's what we are about; **providing value for money and making a real difference.**

Why choose us?

Our training programmes and consultancy services are designed around you.

We're here to help you get the best value for money. We are a compact, dedicated team and plan to keep it that way so that you pay for your training not our overheads.

We listen to your feedback and regularly improve our programmes to make sure they are accurate, easy to use and have limited tutor involvement, as we make the assumption that tutors are busy people! Your feedback directly drives the improvements we make to our programmes, and we keep you updated so you know we are listening to you!

We have spent our time perfecting the essential training programmes you need rather than endlessly writing new ones. Our focus on the core needs means that we ensure they are always up to date. We scan the horizon regularly to spot upcoming regulatory or professional requirements and make sure that our programmes are adjusted to cover them.

We don't keep our expertise locked up though. We also offer a range of consultancy services relating to training, development, operations and pharmacy contract services. That way we can support you, our customer, at a deeper level to grow your business and profits.



We work hard to deliver quality and simplicity that you can trust, so that you can focus on your business.

How we support our customers and trainees

We don't just send a training pack and then leave you to it.

We actively stay in touch with the trainee, either by phone or email (which ever suits both the trainee and pharmacy best) during their training. We continually track all our trainees' progress with their training. We offer personal, friendly and unlimited support to all of our trainees by phone or email.

If you are running a group we've thought of you too, we offer a range of specialist support to help you manage your training needs.

We take the time to understand you, your people, your pharmacy and your local market. You don't pay extra for this, it's part of the service and is key to making sure we can help solve your problems and support you fully to achieve the results you want.



You are busy. You need help? We focus on delivering practical support that can be implemented immediately. Get in touch to find out how we can help make your life easier!



01935 421308



info@scientiaskills.co.uk

The Scientia team



RACHEL MARCHANT BPharm Hons
Where the buck stops
(Managing Director)



EMMA GRACE BPharm Hons,
Technician superstar
(Learning and innovation lead)



TRUDI LOADER
Everything to everyone
(Support executive)



KIRSTY WHITEHAND
Customer all star
(Support executive)



KATEY HAYCOCK BPharm Hons
Calculations guru
(Pharmacist consultant)



LEANNE BEVERLEY
NVQ Hero
(Assessor)



HELEN ROOT BPharm Hons, FHEA, PGCertHE
Clinical genius
(Pharmacist consultant)



EMMA LEWIS BPharm Hons
Practice champion
(Pharmacist consultant)



GAVIN BIRCHALL FRPharmS, MA Graphic Design
Strategist and developer
(Marketing consultant)

Our Programmes

Please note: All prices quoted are exclusive of VAT.

Introduction to pharmacy

Perfect for...

Staff starting out on their pharmacy career. This short induction programme complements any pharmacy's introduction to their company and focuses on the importance of confidentiality, following SOPs and knowing the limits of their role as a new member of the team.

Qualification...

Induction for community pharmacy.

Requirements...

There are no minimum qualification requirements to undertake this programme.

Duration...

Most people complete this programme in 1-2 weeks so we can flex the timescales to suit your trainee's pace of learning.

All of this is included...

A comprehensive workbook, multiple choice questions to test your trainee's knowledge, which are returned to us for marking and feedback.

Support...

Once we've set your trainee up on their new programme, our friendly team will be in touch regularly to help them complete their programme. We track progress and are always happy to help and support trainee and tutor in any way we can.

Delivery method...

Trainees receive workbook via email along with the multiple choice questions.

Assessment... This programme is assessed through multiple choice questions.

Cost... Free of charge! For online workbook and test paper.

“ The workbook was easy to follow and well laid out. It was really helpful as I have never worked in a pharmacy before and it explained the basics really well which helped me to settle into my role within the pharmacy easily. ”

Completer of Introduction to pharmacy, Matt, Manchester.



Medicines Counter Assistant

Perfect for...	Staff starting out on their pharmacy career that are involved in the sale of over the counter medicines and want to learn more about how to sell them safely and according to the law.	Support...	Once we've set your trainee up on their new programme, our friendly team will be in touch regularly to help them complete their programme and gain their qualification. We track progress and are always happy to help and support trainee and tutor in any way we can.
Qualification...	Medicines counter assistant, accredited by the General Pharmaceutical Council (GPhC) and is a GPhC requirement for all members of staff involved in the sale of over the counter medicines.	Delivery method...	Trainees can either work online or with hard copy workbooks, which ever works best for them and their pharmacy.
Requirements...	There are no minimum qualification requirements to undertake this programme but trainees will need the support and supervision of a pharmacist or pharmacy technician.	Assessment...	This programme is assessed through activities completed in the workbooks, case studies and multiple choice questions.
Duration...	Most people complete this programme in 12 – 52 weeks so we can flex the timescales to suit your trainee's pace of learning.	Cost...	£75 for hard copy workbooks and guides and a choice of online or paper tests. £55 for online workbooks and guides and online tests.
All of this is included...	A trainee guide to explain how the programme works, 11 individual workbooks covering all of the key OTC topics, multiple choice questions at the end of each workbook to test your trainee's knowledge and a tutor guide to support the tutor.		

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Medicines Counter Assistant

You may have more than one trainee working on through this programme so to help you stay on top of things you have access to live reports on their progress, allowing you to see how they are doing in seconds.

If you are lucky enough to be working with trainees across a range of pharmacies, get in touch to find out about the special group services that we offer. They will make your life a lot easier.

“ I really enjoyed my MCA programme! The workbooks were very interesting and easy to follow. They went into a lot of detail about how things work, such as how we feel pain. It has really helped me to understand what each product contains so I can recommend the appropriate one to customers. It has also helped me with where the products are located so I can direct customers to them. ”

Qualified MCA, Tasmin, Cumbria



Medicines Counter Assistant Ireland

Perfect for... Staff starting out on their pharmacy career that are involved in the sale of over the counter medicines and want to learn more about how to sell them safely and according to the law.

Qualification... Medicines counter assistant.

Requirements... There are no minimum qualification requirements to undertake this programme but trainees will need the support and supervision of a pharmacist or pharmacy technician.

Duration... Most people complete this programme in 12 – 52 weeks so we can flex the timescales to suit your trainee's pace of learning.

All of this is included... A trainee guide to explain how the programme works, 11 individual workbooks covering all of the key OTC topics, multiple choice questions at the end of each workbook to test your trainee's knowledge and a tutor guide to support the tutor.

Support... Once we've set your trainee up on their new programme, our friendly team will be in touch regularly to help them complete their programme and gain their qualification. We track progress and are always happy to help and support trainee and tutor in any way we can.

Delivery method... Trainees work with online workbooks and online tests, with feedback on any questions answered incorrectly.

Assessment... This programme is assessed through activities completed in the workbooks, case studies and multiple choice questions.

Cost... **£55** for online workbooks and guides and online tests.

You may have more than one trainee working on through this programme so to help you stay on top of things you have access to live reports on their progress, allowing you to see how they are doing in seconds.

If you are lucky enough to be working with trainees across a range of pharmacies, get in touch to find out about the special group services that we offer. They will make your life a lot easier.



Dispensing Assistant

Perfect for...

Staff starting out on their pharmacy career that are involved in the dispensing of prescriptions and want to learn more about how to safely and efficiently dispense medicines in accordance with the law.

Qualification...

Dispensing Assistant, accredited by the General Pharmaceutical Council (GPhC) and is a GPhC requirement for all members of staff involved in the dispensing of medicines.

Requirements...

There are no minimum qualification requirements to undertake this programme but trainees will need the support and supervision of a pharmacist or pharmacy technician.

Duration...

Most people complete this programme in 26 – 34 weeks so we can flex the timescales to suit your trainee's pace of learning.

All of this is included...

A trainee guide to explain how the programme works, 3 individual workbooks covering all aspects of dispensing, multiple choice questions at the end of each workbook to test your trainee's knowledge and a tutor guide to support the tutor.

Support...

Once we've set your trainee up on their new programme, our friendly team will be in touch regularly to help them complete their programme and gain their qualification. We track progress and are always happy to help and support trainee and tutor in any way we can.

Delivery method...

Trainees can either work online or with hard copy workbooks, which ever works best for them and their pharmacy.

Assessment...

This programme is assessed through activities completed in the workbooks, competency checklists and multiple choice questions.

Cost...

£170 for hard copy workbooks and guides and a choice of online or paper tests.

£140 for online workbooks and guides and online tests.

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Dispensing Assistant

You may have more than one trainee working on through this programme so to help you stay on top of things you have access to live reports on their progress, allowing you to see how they are doing in seconds.

If you are lucky enough to be working with trainees across a range of pharmacies, get in touch to find out about the special group services that we offer. They will make your life a lot easier.

“ Many thanks to Scientia Skills for helping and guiding me through the programme. I had great support and I found the process easy to follow and will recommend my friends to opt for Scientia Skills for their training. ”

Qualified DA, Anusha, Croydon



Looking after your dispensary stock

Perfect for...

Staff starting out on their pharmacy career that are involved in ordering, receiving or maintaining dispensary stock and want to learn more about how to deal with all processes to do with dispensary stock efficiently and in accordance with the law.

Qualification...

Looking after your dispensary stock, accredited by the General Pharmaceutical Council (GPhC) and is a GPhC requirement for all members of staff working with dispensary stock including putting the stock away.

Requirements...

There are no minimum qualification requirements to undertake this programme but trainees will need the support and supervision of a pharmacist or pharmacy technician.

Duration...

Most people complete this programme in 8-12 weeks so we can flex the timescales to suit your trainee's pace of learning.

All of this is included...

A trainee guide to explain how the programme works, one workbook covering all aspects of dispensary stock, multiple choice questions at the end of each workbook to test your trainee's knowledge and a tutor guide to support the tutor.

Support...

Once we've set your trainee up on their new programme, our friendly team will be in touch regularly to help them complete their programme and gain their qualification. We track progress and are always happy to help and support trainee and tutor in any way we can.

Delivery method...

Trainees can either work online or with a hard copy workbook, which ever works best for them and their pharmacy.

Assessment...

This programme is assessed through activities completed in the workbooks, competency checklists and multiple choice questions.

Cost...

£60 for hard copy workbooks and guides and online tests.

£50 for online workbooks and guides and online tests.

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Looking after your dispensary stock

You may have more than one trainee working on through this programme so to help you stay on top of things you have access to live reports on their progress, allowing you to see how they are doing in seconds.

If you are lucky enough to be working with trainees across a range of pharmacies, get in touch to find out about the special group services that we offer. They will make your life a lot easier.

“ This training was perfect for my member of staff. A great way to up-skill a delivery driver or counter assistant to help put away dispensary stock when we are busy. ”

LADS tutor and Pharmacist, Linda, Bolton



Delivery Driver

Perfect for... Delivery drivers to support them in their role and as the face of the pharmacy with housebound patients.

Qualification... Delivery Driver Programme.

Requirements... There are no minimum qualification requirements to undertake this programme.

Duration... Most people complete this programme in 2-5 weeks so we can flex the timescales to suit your trainee's pace of learning.

All of this is included... A trainee workbook taking them through regulations and legislations in pharmacy, conducting deliveries, staying safe and customer service, along with the assessment to test your trainee's knowledge.

Support... Once we've set your trainee up on their new programme, our friendly team will be in touch regularly to help them complete their programme. We track progress and are always happy to help and support trainee and tutor in any way we can.

Delivery method... Trainees receive workbook via email along with the multiple choice questions and case studies.

Assessment... This programme is assessed through multiple choice questions and case studies.

Cost... £50 for workbook and assessment.



Pharmacy Technician



Perfect for... Qualified dispensers wanting to progress their pharmacy career and register with the GPhC as a pharmacy technician.

Qualification... Edexcel BTEC Level 3 Diploma in Pharmaceutical Science and Edexcel NVQ level 3 in Pharmacy Service Skills meeting the GPhC education requirement to apply for registration as a pharmacy technician. We also offer each qualification separately if a trainee has gained one elsewhere and wants to fulfil the GPhC requirements for registration.

Requirements... Trainees must have a dispensing qualification recognised by the GPhC and be working in a pharmacy for a minimum of 14 hours per week. Trainees will need the support and supervision of a pharmacist or pharmacy technician.

Duration... Most people complete this programme in 24-30 months so we can flex the timescales to suit your trainee's pace of learning.

All of this is included... A trainee guide to explain how the programme works, our own U-tube videos describing how to complete the evidence for the practical qualification, access to the trainee's own online

portfolio including a video on how to use it, 24 e-workbooks covering various pharmacy practice and clinical topics, multiple choice questions at the end of each workbook to test your trainee's knowledge, practical tasks and written assignments to cover the unit requirements of each qualification and a tutor guide to support the tutor. We also supply a tablet on request to assist the trainee in accessing the e-portfolio.

Support... Once we've set your trainee up on their new programme, our friendly team will be in touch regularly to help them complete their programme and gain their qualification. We track progress and are always happy to help and support trainee and tutor in any way we can.

Delivery method... Trainees have an online e-portfolio where they can access the workbooks and submit work for assessment.

Assessment... This programme is assessed through research points within the workbooks, multiple choice questions, evidence from practical tasks and written assignments.

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Pharmacy Technician

Cost...

£1300 for access to e-portfolio, online workbooks and guides, and online assessment (tablet available).

£700 for NVQ (practical skills) only, access to e-portfolio, evidence collection and online assessment (tablet available at additional cost).

£800 for BTEC (knowledge) only, access to e-portfolio, online workbooks and guides and online assessment (tablet available at additional cost).

If you are lucky enough to be working with trainees across a range of pharmacies, get in touch to find out about the special group services that we offer. They will make your life a lot easier.

“ There are so many people to help me! I have my tutor in the pharmacy who I see every day. Then there is my assessor, who is in touch to talk about my work or the next deadline. And then there are the Scientia team at the office, full of good ideas and have a quick check-in with Trudi once a month just to see if I am ok! ”

Trainee, Leah, Aberdeen



Accuracy Checking Technician

Perfect for...	Registered Pharmacy technicians and dispensers wanting to progress their pharmacy career by becoming an accuracy checking technician (ACT) or accuracy checking dispenser (ACD). This qualification provides two years' accreditation. Re-accreditation is also available for ACTs and ACDs who have completed this or any other ACT/ACD programme.		the end of the workbook to test your trainee's knowledge, a tutor guide to support the tutor and the assessment.
Qualification...	Accuracy Checking Technician and accuracy checking dispenser mapped to the national framework for ACT and ACD qualifications.	Support...	Once we've set your trainee up on their new programme, our friendly team will be in touch regularly to help them complete their programme and gain their qualification. We track progress and are always happy to help and support trainee and tutor in any way we can.
Requirements...	ACT trainees must be registered as a pharmacy technician with the GPhC. ACD trainees must be qualified dispensers. Both must have the support and supervision of a pharmacist.	Delivery method...	Trainees receive hard copy workbook and portfolio material to record their checking progress.
Duration...	Most people complete this programme in 12-52 weeks so we can flex the timescales to suit your trainee's pace of learning.	Assessment...	This programme is assessed through activities completed in the workbook, portfolio of evidence, MCQs, a timed checking exercise and telephone interview.
All of this is included...	A trainee workbook to explain how the programme works and introduce the practice of building a portfolio, multiple choice questions at	Cost...	£260 for workbook, portfolio paperwork, assessments and tutor guide. £30 for re-accreditation.

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Accuracy Checking Technician

If you are lucky enough to be working with trainees across a range of pharmacies, get in touch to find out about the special group services that we offer. They will make your life a lot easier.

“ I found the Scientia Skills very helpful and they explained the whole process to me before I signed my technician up for the programme. The tutor guide was also very helpful. I particularly liked the fact that there were a number of different ways that the competency of my ACT was assessed, which provided me with a great deal of confidence in their ability. ”

ACT tutor and Pharmacist, Lauren, Birmingham



Pharmacy undergraduate

Perfect for... Pharmacy undergraduates to support their training during a short summer placement.

Qualification... Undergraduate programme for summer placements.

Requirements... Trainees must be pharmacy undergraduates completing a period of work experience such as summer placement.

Duration... The programme is designed to follow a 4, 6 or 8 week work experience summer placement.

All of this is included... A trainee workbook taking them through regulations and legislations in pharmacy, selling medicines customer service, key OTC categories and working with prescriptions, along with the assessment to test your trainee's knowledge.

Support... Once we've set your trainee up on their new course, our friendly team will be in touch regularly to help them complete their course. We track progress and are always happy to help and support trainee and tutor in any way we can.

Delivery method... Trainees receive workbook via email along with the multiple choice questions and case studies.

Assessment... This course is assessed through multiple choice questions and case studies.

Cost... £110 for workbook and assessment.



Pre-registration pharmacist

Perfect for... Pharmacy graduates to support their training during their pre-registration placement in community pharmacy. It has been designed with the new GPhC registration assessment format in mind.

We also offer one-to-one support with practice assessment questions for trainees following other pre-registration programmes who feel they would benefit from some additional help.

Qualification... Support towards qualification as a pharmacist.

Requirements... Trainees must be pharmacy graduates completing their work experience prior to sitting the GPhC registration assessment.

Duration... The programme is designed to follow the usual 12 month pre-registration pharmacist placement leading up to and the weeks following the GPhC assessment prior to registration as a pharmacist.

All of this is included... 15 virtual classroom events, taking place over a number of months, with one session taking place after the assessment to help prepare for day one as a pharmacist. Group size is restricted to a maximum of 15 participants per event. These take place in the evening to avoid additional travel expenses and ensuring that trainees receive maximum on the job experience. Also included is one-to-one assessment support for both paper 1 and paper 2 questions, with feedback and guidance. Full paper 1 and paper 2 mock

assessments with feedback and guidance on performance is also included.

For just the one-to-one assessment support, trainees receive either mock paper 1 or 2 questions (depending on which programme they have signed up to). These are completed and returned to us and one of our pharmacists will call at a pre-agreed time to go through the answers and provide feedback, guidance and explanations. There are 7 papers plus a full mock paper included for both these programmes.

Support...

Once we've set your trainee up on their new programme, our friendly team will be in touch regularly to help them complete their programme and gain their qualification. We track progress and are always happy to help and support trainee and tutor in any way we can.

Delivery

Virtual classroom delivery with soft copy workbook, mock assessment papers with full marking and one-to-one feedback and guidance to support development.

Assessment...

This course is assessed through practice calculation and EMQ/SBA questions each month and mock assessment papers, however registration as a pharmacist will depend on the trainee's performance in the GPhC registration assessment, completion of the relevant work experience and submission of registration paperwork.

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Pre-registration pharmacist

- Cost...**
- £900** for 15 virtual classroom sessions, soft copy workbooks, mock assessment papers, feedback and guidance.
 - £210** for one-to-one support with mock questions for assessment paper 1.
 - £210** for one-to-one support with mock questions for assessment paper 2.

“ I found being able to discuss what I had been doing in the pharmacy with the other pre-regs in my study group and the trainer, really good. We have used real life examples in the law and ethics study day to discuss what we would do if faced with certain situation. Makes you realise there might not be one right answer.

The practice calculations got harder each session but we had plenty of time to go through them to understand where we were going wrong. And it all paid off, I passed! ”

Now qualified pharmacist, Amy, Leicestershire



Care Home training

- Perfect for...** Staff working within a care home to support their knowledge of the handling and administration of medicines within the care home setting. The training includes activities on the correct use of MAR charts, check points for CQC inspectors, consent and administration to name a few elements.
- Qualification...** Care Home training.
- Requirements...** There are no minimum qualification requirements to undertake this programme.
- Duration...** This face-to-face training can be delivered over a day or 2 half-day sessions.
- All of this is included...** Bespoke Power Point presentation provided as hard copy and emailed, comprehensive trainer guide, 5 x workbooks and certificates for the delegates.
- Support...** We will talk through any element of the training with the person who will be delivering it to care home staff where needed.
- Delivery method...** Face-to-face.
- Assessment...** This programme is assessed through activities completed in the workbooks during the training and multiple choice questions completed at the end of the training.
- Cost...** **£44.99** for Power Point presentation, full trainer notes, 5 x delegate workbooks and certificates.
£8.49 each for additional delegate workbooks and certificates.

“ I was quite worried about doing some training with our care home as it's not something I have done before. But when I received the materials, the trainer notes were really helpful with lots of details and handy boxes showing when I needed to get the staff to do an activity. There were so many activities for them to do, which meant I didn't have to talk for very long and it kept them all interested. Now I really enjoy doing the training days and the feedback I get from the care homes is really great- they keep asking for more! ”

Dispenser, Angela, Nottingham



Consultancy services

Our consultancy services are designed around your needs. You contact us with something you want help with and we will come up with the best solution to support you and your team. Some services are already set up, such as these listed below, but if you have something else you need help with, just get in touch and we will get straight on the case for you, developing a bespoke solution.

Training needs analysis

Our training needs analysis helps you to identify the type of training that you and your team will need to deliver a specific objective. Perhaps there is a new service you want to set up, or you want to develop your team's ability to sell. We can help you map out the route you need to take to get there.

Training development

Our bespoke training development puts you truly in charge of your training. If you can't find the training programme that is right for you or if your training needs analysis turns up something original we can support you by developing bespoke training that belongs to you. Only you.

Leadership development

Our leadership development is based around four key challenges. Understanding yourself and your impact. Looking and sounding like a leader, influencing others and creating a direction for the team.

Stress management

Our stress management helps you to develop strategies to deal with your own experiences of stress. We introduce you to range of techniques and help you identify and perfect the ones that work for you.

Team building

Our team building activities are based on these four key elements of effective teamwork; self-awareness, team dynamics, communication and effective group behaviours. We'll develop bespoke activities to match your brief.

Operational efficiency

Our operational efficiency support looks in depth at your working practices and procedures to identify unnecessary tasks, wasted effort and ways to remove or reduce them. We'll also ensure that you are meeting regulatory and clinical governance requirements while we are there.

Workflow analysis

Our workflow analysis reviews how people, objects and processes flow through your dispensary to help you make changes that will make all the difference.

Pharmacy contract services

Our pharmacy contract services support you in a number of ways; we can ensure that you are fully prepared for both NHS contract and GPhC inspections and support you in delivering against QPS, clinical governance, and advanced services such as MURs and NMS.

Top tips for investing in training

Investing in training has been shown to increase engagement and retention of employees. But how do you know when a training programme would be useful or even necessary? Follow our top tips for picking training programmes to help develop your team.

- A planned induction will get the best out of all new starters - check out our Introduction to pharmacy programme to cover the basics, especially as it's free!
- Remember everyone who works with selling, dispensing, ordering or unpacking medicines will need to be trained inline with the GPhC requirements - our Medicines Counter Assistant, Dispensing Assistant and Looking After Dispensary Stock programmes will give your team all the skills they need to excel in their roles and help you comply with the GPhC requirements.
- Do you offer training to entice new care homes business? Care homes have to train their staff and you can provide this service using our Care Home training package.
- Could you grow a delivery service by using a trained delivery driver? Our Delivery Driver programme provides all they need in terms of legislation, regulation and best practice so you can be confident in the safety and security of medicines when they have left the pharmacy.
- Is it a struggle when a team member takes holiday? How about increasing the flexibility within the team by using a combined Medicines Counter Assistant and Dispensary Assistant or Looking After Dispensary Stock programme to upskill all of the team.
- If you are considering employing an ACT, the Pharmacy Technician programme is the first step on that ladder for one of your current dispensing team.
- Check local guidance on providing services – do you have enough trained staff to take full advantage of these opportunities?
- Succession planning is key in a small business, think about how a gap be would filled if someone left - is it time to plan for the future and develop keen team members?
- If you are thinking of having a pre-reg next summer, how about employing them as an undergraduate to see how they fit in? You could use our Pharmacy undergraduate programme to structure their work experience.
- Could you use someone to take on some management responsibility? A Pharmacy Technician programme helps develop a new team leader.
- The wide range of topics in the Pharmacy Technician programme would also be useful to upskill someone to be a training mentor/tutor for the rest of the team.

Still have questions on how best to get the most from your team? Get in touch and we will discuss your needs and come up with a plan to help you!

What ever your needs,
let us help you to succeed!



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