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Health Education and
Improvement Wales (HEIW)

COVID-19 FAQs for pre-registration pharmacy technicians and registered pharmacy technicians

Pre-registration Pharmacy Technicians

- Who can I contact at HEIW with queries/concerns? –

Regional leads: South and East – helen.king2@wales.nhs.uk;

West and Powys – lisa.griffiths36@wales.nhs.uk;

North – wendy.penny@wales.nhs.uk

General office queries – HEIW.pharmacy@wales.nhs.uk

- When are new year 1 PRPT inductions? – *there are 2 induction dates – Friday 19th June 2020 and Monday 29th June 2020 – please contact Rhian.williams18@wales.nhs.uk to request a date for your new PRPTs induction*
- What do we need to do once we have recruited new PRPTs? – *email Rhian.williams18@wales.nhs.uk for the application forms and email your regional lead for help/information regarding training plans, competencies and prior learning that can be collected in advance*
- We have recruited an ATO for our new PRPT post, will their level 2 NVQ be able to be used as RPL for their level 3? – *please contact your regional lead for advice giving details of the level 2 NVQ units covered and certificate*
- Are we expected to give study time to our current PRPTs? – *this is a challenging time, we would normally expect a minimum of 4 hours per week protected study time to be allocated to your PRPT, if this is not possible to give at this time please contact your regional lead to discuss barriers*
- I have a 2018-2020 cohort who has not finished their programme, what will happen? – *please contact your regional lead for advice as it will depend on individual circumstances*
- Have end dates been extended for the 2019-2021 cohort PRPTs? – *due to the differing circumstances in sectors and this challenging time we have granted an extension until 28th February 2021 for submission of the BTEC and the NVQ portfolio*
- Has there been any change in target dates for 2019-2021 cohort BTEC module submissions? – *module dates have been moved forward by one month e.g. if submission was due 31/5/2020 it is now 30/6/2020*

- I am a 2018-2020 cohort PRPT and have submitted all of my NVQ and BTEC when will my certificate arrive? – *as the offices at City and Guilds and Ty Dysgu are closed, e-certificates are available and will be forwarded via email.*
- I have been offered a new job, when can I register with the GPhC? – *you need to use the online application form via MyGPhC portal. HEIW have received correspondence from GPhC they are working through a work around process for many of their application processes including Pharmacy Technician registration. They have suggested that anybody who has not yet applied online do so without certifying the documents. Further updates will be posted on the Moodle.*
- Is my assessor still going to be contacting me and assessing my work? – *yes, assessors work remotely from home so will be business as usual as long as they are well, please contact your assessor to discuss assessment and planning during this time. Any concerns communicate with your HEIW contact.*
- I am self-isolating for 7-14 days, who do I tell? – *please contact your regional lead with details*
- I am shielding for 12 weeks and my review is due who do I tell – please communicate with your HEIW contact with details
- I am shielding for 12 weeks, do I still have to do BTEC assignments and collect NVQ evidence? – *please communicate with your HEIW contact who will discuss an individual learning plan with you*
- It's really busy in work and I can't get any NVQ done, what can I do? – *please contact your assessor for advice and log discussions on your e-portfolio activity log*
- I can't have any expert witness observations done at this time, how will this impact me? – *we understand this is a challenging time and workload can be higher, contact your assessor for plans for the most appropriate methods of assessment at this time*
- How will my review be carried out? – *we are currently carrying out reviews remotely via email and telephone, please communicate with your HEIW contact/reviewer if you have any queries*
- I am worried as I am very busy and my rotation has been changed, what evidence can I gather? – *please contact your assessor to discuss opportunities for assessment*
- Will learning be suspended during the COVID-19 crisis? – *the training programme has not been suspended. Welsh Government are advising learning should not be suspended and that we support you to continue in your training programme during COVID-19. Please communicate with your HEIW contact with any queries*
- What are we expected to do to support our PRPTs during this time? – *contact your regional lead for advice or queries*
- Is my study day cancelled? – *currently all PRPT study days will be delivered remotely, we will be in touch with further details, the date for the next study day for all PRPTs is now Friday*

22nd May 2020, please contact heiw.pharmacy@wales.nhs.uk with any queries or problems. PRPTs will need to have access to a laptop/computer/tablet on that date. Keep checking Moodle for updates

- I need evidence for 309 (extemporaneous prep) how will this happen? – *your regional leads will be in contact with your site leads to discuss this.*

- The moodle states that expert witness observations are on hold for 3 months, but I have the opportunity to get some done, can I?
Yes most definitely.

- I see that an additional BTEC module is on the moodle, can I start working on it as I have completed the other module on there?
Yes, we have put an additional module on there for anyone who has time to continue working on it. It is not a requirement and we understand that not everyone will have the opportunity to progress. NB. All modules MUST be submitted within set deadlines.

Registered Pharmacy Technicians

- Can I still contact HEIW for MM and ACPT queries? – *yes, please contact HEIW.pharmacy@wales.nhs.uk*
- My ACPT re-accreditation is due, will it get re-newed? – *please submit as usual to HEIW.pharmacy@wales.nhs.uk we are currently running QA panels weekly to keep up with extra demand on the service*
- I retired last year but want to return to work in my local hospital/community pharmacy to help at this time, what do I need to do? – *please contact HEIW.pharmacy@wales.nhs.uk*
- Who can I contact at HEIW with queries/concerns? – *please contact HEIW.pharmacy@wales.nhs.uk who will be happy to help or will direct you to a regional contact*
- Is ACPT/MM study day cancelled? – *yes, on Government guidance all face-to-face meetings are postponed. Our website will be updated once new dates are available.*
- I am coming to the end of my evidence collection for ACPT/MM, can I still get accredited? – *yes, please submit required documentation as usual to HEIW.pharmacy@wales.nhs.uk where it will be reviewed at our weekly QA panel*
- I am not able to continue with my ACPT/MM evidence collection, will I lose the work I have already done? - *No, if you are unable to continue due to the current situation, you can request an extension due to extenuating circumstances- you MUST notify us via email HEIW.pharmacy@wales.nhs.uk*
- I work in community pharmacy and have completed my ACPT evidence collection, will I be able to have my ACPT test? – *if your manager is able to set the test we can participate via skype to facilitate this and complete the QA process.*
- I have staff to put through the ACPT/MM programme, is there opportunity for this? – *we can work with and support sites on an individual basis to facilitate this; contact HEIW.pharmacy@wales.nhs.uk for further information*