

# Pharmacy Services Assistant

**Level: 2**

**Duration: 15 months**

**Pharmacy Services Assistants work under the supervision of registered pharmacists or pharmacy technicians, supporting the day-to-day delivery of vital healthcare services.**

## Apprenticeship overview

This standard equips you with the foundational skills to work safely in a pharmaceutical environment. You will learn to manage stock, issue prescribed medications, and provide advice on over-the-counter medicines, ensuring patient safety is maintained at all times.

## Core skills, knowledge and behaviours you will learn

- Safe handling, storage, and disposal of medicines
- Basic pharmaceutical legislation, standard operating procedures (SOPs), and ethics
- Communication skills and patient confidentiality
- Stock control systems, ordering, and receiving deliveries
- Advising customers on minor ailments and over-the-counter products
- Accurate health data entry and prescription assembly

## Where you might work

- Community pharmacies and high-street chemists
- NHS or private hospital pharmacies
- Dispensing doctors' surgeries
- Care home pharmacy services

## Typical job roles

- Pharmacy Assistant
- Dispensing Assistant
- Medicines Counter Assistant
- Healthcare Pharmacy Operative



## Good to know!

Absolute accuracy is vital; a small error in dosage or labelling can have serious consequences for patient safety

You will spend a significant amount of time on your feet and dealing directly with the public

Discretion and empathy are essential when dealing with sensitive patient health information