



**Royal
Pharmaceutical
Society**
of Great Britain

Code of Conduct for Pre-registration Trainee Pharmacy Technicians

Introduction

Your pharmacy technician training is preparing you to enter a profession. Pharmacy technicians are one of the registered healthcare professions, and this carries both privileges and responsibilities. As a trainee you must demonstrate you are able to exercise those privileges and bear those responsibilities. This means you must conduct yourself professionally at all times. This Code of Conduct applies to you from the first day of your training to the day you qualify. Remember that wherever you are, you are representing the profession of pharmacy.

Pharmacy technicians registered with the Royal Pharmaceutical Society of Great Britain must abide by its **Code of Ethics for Pharmacists and Pharmacy Technicians**. When you register as a pharmacy technician it will apply to you. It is based on seven principles. Applying the seven principles is central to the way you conduct yourself and is what being a professional is about.

This **Code of Conduct** is based on the principles in the Society's **Code of Ethics**. It will help you as you develop your understanding of what it is to be a pharmacy technician. The **Code of Conduct** gives an indication of how the principles apply to you now and shows what is expected of you during your time as a trainee.

Code of Conduct for Pre-registration Trainee Pharmacy Technicians

The seven principles

1. Make the care of patients your first concern
2. Exercise your professional judgement in the interests of patients and the public
3. Show respect for others
4. Encourage patients to participate in decisions about their care
5. Develop your professional knowledge and competence
6. Be honest and trustworthy
7. Take responsibility for your working practices

1. Make the care of patients your first concern

The health and wellbeing and safety of patients must be your main concern. Even when you are not in direct contact with patients, you will be developing values, attitudes, knowledge and skills that you will use as a pharmacy technician. As a trainee you must:

- always bear in mind your future role as a pharmacy technician when studying: this applies equally to the knowledge elements of the course as to pharmacy practice
- apply your learning for the maximum benefit of patients
- promote the health of patients
- ensure your beliefs do not compromise patient care

2. Exercise your professional judgement in the interests of patients and the public

You will need to exercise professional judgement at all times: your course is designed to help you understand what this means. As a trainee you must:

- consider and act in the best interests of patients and the public
- make sure your judgement is not influenced by personal interests
- be prepared to challenge the judgement of others if you have reason to believe that their decisions could compromise the safety or care of others

3. Show respect for others

Demonstrating respect for the dignity, views and rights of others is fundamental in forming and maintaining appropriate professional relationships with patients, carers, colleagues and other individuals with whom you come into contact. As a trainee you must:

- recognise diversity and respect the cultural differences, values and beliefs of others, including patients and other members of staff
- treat others politely, considerately and with respect
- listen to, and respect, others' opinions and be non-judgemental in your attitude
- maintain proper professional boundaries in the relationships you have with others, especially with vulnerable adults and children
- recognise and respect the rights of patients
- respect patient confidentiality and consent but disclose relevant information as required

4. Encourage patients to participate in decisions about their care

Patients have the right to be involved in decisions about their treatment and care. Pharmacy technicians should respect this and help patients to take part in decisions which affect their health and wellbeing. As a trainee you must:

- learn how to listen to patients and their carers and communicate effectively with them in a way they can understand
- learn how to give patients information and advice so they can take part in decisions about their care, including recognising their right to refuse care
- learn how to work in partnership with patients, their carers and others

5. Develop your professional knowledge and competence

At all stages of your pharmacy career you must take responsibility for ensuring your knowledge and skills are up-to-date and that you maintain your competence. As a trainee you must:

- reflect on and develop your professional knowledge and competence throughout your course
- recognise and stay within the limits of your competence
- make rational and informed decisions
- engage constructively with assessments, which are an opportunity to reflect on your learning
- ensure you are aware of the continuing professional development requirements for pharmacy technicians

6. Be honest and trustworthy

People trust healthcare professionals, and at all times pharmacy technicians must justify that trust. As a trainee you must:

- act with honesty and integrity
- honour your commitments and take responsibility for your work
- not plagiarise
- use information honestly, ethically and with proper regard to confidentiality, seeking permission to use information as required
- supply accurate information on request and update information as necessary
- respond honestly, openly and courteously to complaints and criticisms concerning yourself or others
- cooperate with formal investigations about you or others
- abide by the rules and regulations of all other organisations linked to your training

7. Take responsibility for your working practices

Pharmacy technicians, like all healthcare professionals, must take responsibility for their work. As a trainee you must:

- obey the law
- follow standard operating procedures where these apply
- adhere to any rules and procedures specified by your employer, including dress codes
- take responsibility for your learning and your actions and work constructively with others
- take responsibility for your own health, especially if it may impact negatively on other people
- tell your employer and training provider if there is anything that could impair your ability to train
- ask for help when you need it and respond appropriately
- plan and use your time effectively
- attend training events and classes that are available to you
- conduct yourself appropriately
- be punctual
- be contactable
- ensure you have adequate English language skills
- abide by health and safety requirements at all times
- maintain accurate and timely notes and records

Useful contacts and further reading

If you are unsure about how this guidance applies to you as a pre-registration trainee pharmacy technician, speak to your supervising pharmacist or contact the training provider with whom you are training.

Royal Pharmaceutical Society of Great Britain

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Code of Ethics for Pharmacists and Pharmacy Technicians (Royal Pharmaceutical Society of Great Britain, 2007)



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