

## Educational Supervisor/Tutor Training

### Recommended minimum standards of training

Health Education England (HEE) is responsible for ensuring that there are high-quality learning environments for all healthcare learners. To ensure quality in health education, a [Quality Framework](#) has been developed by HEE to support trainees, training providers and employers.

The School of Pharmacy and Medicines Optimisation was planning to deliver study days to Pre-registration Pharmacy Tutors/Supervisors and Educational Supervisors to help develop the skills in effectively supporting trainees, and ultimately providing great patient care. This training, when available, will be aligned with the HEE Quality Framework. Due to the current pandemic we are unable to deliver face-to-face training and are, therefore, looking at alternative ways of delivering the materials e.g. by webinar.

In the interim, The School has collated free e-learning resources, which support the **General Pharmaceutical Council (GPhC)** standards for the education and training of pharmacy professionals [Guidance on tutoring for pharmacists and pharmacy technicians](#) and the HEE Quality Framework.

To oversee the quality and progress of work-based trainees for each practice area, as a minimum, the following are recommended:

- **an Educational Supervisor** should as a minimum, have accessed a recognised programme of learning, e.g. [Pharmacist Tutor Training \(PST\)](#) programme at e-Learning for Healthcare website for preregistration trainee supervisors (pharmacists and pharmacy technicians) and further CPD via [The Educator Hub](#) - professional development framework and modules at e-Learning for Healthcare.
- **a Practice-based/ Clinical Supervisor** supports individual trainees in the workplace, and should have undertaken relevant local training and assessment, plus e.g. online HEE [Pharmacy Clinical and Educational Supervisor Core Skills Module](#), developed by the University of East Anglia (UEA). This covers core skills – further advanced levels are expected.

NB: In some pharmacies, an individual may perform multiple roles to oversee the quality of training and progress of trainees. Further learning is available online, or via local training providers to develop your practice – see guidance on training resources below.

To find out more about our supporting educators training and to download the training modules listed below please visit **School of Pharmacy and Medicines Optimisation website:** [www.hee.nhs.uk/our-work/medicines-optimisation/supporting-educators-learners](http://www.hee.nhs.uk/our-work/medicines-optimisation/supporting-educators-learners)

### Training Resources

The following list of accessible resources is not intended to be exhaustive. It provides a guide to some of the many resources for development; however, those modules highlighted in bold and with an asterisk\* are essential learning.

Name of resource	Ideal to support	Provider	Learning Outcomes	Duration	URL
<b>Educational Supervision</b>					
<b>*Educational Supervisor Development</b>	All Educational Supervisors	HEE SoPMO	Educational Supervisor Training <ul style="list-style-type: none"> <li>• Study workbooks, activities &amp; case studies</li> <li>• Handbook and portfolio</li> </ul> Our training is mapped to National Occupational Standards ( <a href="#">NOS</a> ) and nationally recognised development frameworks	CPD ongoing	Email for access to workbook: : <a href="mailto:medicinesoptimisation.north@hee.nhs.uk">medicinesoptimisation.north@hee.nhs.uk</a> or see downloads from our Educators and Learners page <a href="http://www.hee.nhs.uk/our-work/medicines-optimisation/supporting-educators-learners">www.hee.nhs.uk/our-work/medicines-optimisation/supporting-educators-learners</a>
<b>*Pharmacist Tutor Training (PST) Programme</b>	<b>ALL Preregistration Trainee Tutors</b> /Educational Supervisors (pharmacists and pharmacy technicians)	eLearning for Healthcare	<ol style="list-style-type: none"> <li>1. General Pharmaceutical Council (GPhC) Resources</li> <li>2. Roles, Responsibilities and Relationships</li> <li>3. Developing a Training Plan</li> <li>4. The Progress Review</li> <li>5. Evidence of Competence and How to Assess it</li> <li>6. Feedback and Support</li> </ol>	3 hours	This provides 6 e-learning sessions to support new pre-registration pharmacist tutors in delivering educational supervision from day one; however, the information will also be useful for other tutors. <a href="http://www.e-lfh.org.uk/programmes/pharmacist-tutor-training/">www.e-lfh.org.uk/programmes/pharmacist-tutor-training/</a>
<b>Clinical /Practice Supervision</b>					
<b>*HEE Pharmacy Clinical and Educational Supervisor Core Skills Module</b>	All Practice-based/Clinical or Educational Supervisors	UEA	This is the first part of a modular e-course aiming to: <ul style="list-style-type: none"> <li>• Equip you with core knowledge and skills that you can apply in your clinical/educational supervision roles</li> <li>• Enable you to get more satisfaction from your clinical/educational supervision activities</li> </ul>	1.5 hours	Register and access the module at <a href="http://supervisor-training.articulate-online.com/6188233026">supervisor-training.articulate-online.com/6188233026</a>

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<b>(NB: Enhanced and Advanced level planned)</b>			<ul style="list-style-type: none"> <li>• Improve the training experiences of your learners</li> <li>• Enhance your contribution to the development of a highly skilled pharmacy workforce</li> </ul>		
Coaching in the workplace	All Practice - based/Clinical Educators	Open Business and Technical College	<p>Pre-reading workbook (Understanding the Learning Process) prior to Mentor and Coaching training (study day)</p> <ul style="list-style-type: none"> <li>• Understand the purpose of coaching and how it differs from training</li> <li>• Recognise and answer common misconceptions about coaching</li> <li>• Apply a systematic, five-step approach to coaching</li> <li>• Devise an action plan to improve coaching skills</li> </ul>	2 hours	<p>Email for access to workbook: <a href="mailto:medicinesoptimisation.north@hee.nhs.uk">medicinesoptimisation.north@hee.nhs.uk</a> or see downloads from our Educators and Learners page <a href="http://www.hee.nhs.uk/our-work/medicines-optimisation/supporting-educators-learners">www.hee.nhs.uk/our-work/medicines-optimisation/supporting-educators-learners</a></p> <p>Coaching Skills Training</p> <ul style="list-style-type: none"> <li>• Study session workbooks, activities and case studies</li> <li>• Best practice templates; Mentor meetings, goal setting etc.</li> <li>• CPD Evidence collection; portfolio or CPD Record</li> </ul>
Mentoring Skills	All Practice - based/ Clinical Educators	Open Business and Technical College	<p>Pre-reading workbook (Understanding the Learning Process) prior to Mentor and Coaching training (study day)</p> <p>Workbook and CPD Framework–</p> <ul style="list-style-type: none"> <li>• explain the mentoring process and its contribution to the organisation and individuals within it</li> <li>• describe a pattern of mentoring that is workable and practical</li> <li>• explain the skills and attributes needed by an effective mentor, and by someone working with a mentor</li> <li>• plan a mentoring relationship using a simple sequence of activities.</li> </ul>	2 hours	<p>Email for access to workbook: : <a href="mailto:medicinesoptimisation.north@hee.nhs.uk">medicinesoptimisation.north@hee.nhs.uk</a> or see downloads from our Educators and Learners page <a href="http://www.hee.nhs.uk/our-work/medicines-optimisation/supporting-educators-learners">www.hee.nhs.uk/our-work/medicines-optimisation/supporting-educators-learners</a></p> <p>Mentor Skills Training:</p> <ul style="list-style-type: none"> <li>• Study session workbooks, activities and case studies</li> <li>• Trainee mentor handbook and assessments</li> <li>• Best practice templates; Meetings records, goal setting etc.</li> <li>• CPD Evidence collection; portfolio or CPD Record</li> </ul>

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Mentoring	All registrants who support education in the workplace	CPPE	<p>By working through the first part of this guide as a mentor you will:</p> <ul style="list-style-type: none"> <li>•be aware of the key qualities and skills required of a good mentor</li> <li>•identify your own mentoring style and how to use it effectively</li> <li>•learn how to support a mentee in finding their own solutions to problems</li> <li>•be sympathetic to the different learning styles of a mentee</li> <li>•use coaching methods within your role as a mentor.</li> </ul> <p>By working through the second part of this guide you will:</p> <ul style="list-style-type: none"> <li>•realise the benefits of having a mentor</li> <li>•be aware of what type of mentor will suit you personally</li> <li>•know how to build a positive relationship with your mentor</li> <li>•learn how to be a good mentee to get the most from your experience.</li> </ul>	5 hours	<a href="http://www.cppe.ac.uk/programmes/l/mentoring-g-01">www.cppe.ac.uk/programmes/l/mentoring-g-01</a>
Supporting pharmacy educators and trainers	All registrants who support education in the workplace	CPPE	Develop your skills to train a range of pharmacy learners within the team	CPD	<a href="http://www.cppe.ac.uk/trainers/trainers">www.cppe.ac.uk/trainers/trainers</a>
<b>Further Learning/ Study skills</b>					
Understanding the Learning Process	All Practice-based/Clinical Educators	Open Business and Technical College Course delegates	<p>Pre-reading workbook prior to Mentor and Coaching training (study day)</p> <ul style="list-style-type: none"> <li>• explain why learning to learn is important</li> <li>• explain the steps in the learning cycle</li> <li>• identify your own preferred learning style</li> <li>• organise your study in a way that is effective for you</li> <li>• use your new skills in other situations.</li> </ul>	2 hours	Email for access to workbook: : <a href="mailto:medicinesoptimisation.north@hee.nhs.uk">medicinesoptimisation.north@hee.nhs.uk</a> or see downloads from our Educators and Learners page <a href="http://www.hee.nhs.uk/our-work/medicines-optimisation/supporting-educators-learners">www.hee.nhs.uk/our-work/medicines-optimisation/supporting-educators-learners</a>

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Learning Online: Researching Your Project	All	Online course - Future Learn  University of Leeds	Explore the rich and diverse range of information available to you online, how to use search tools effectively, and the ways in which you can begin to assess information that you might want to use in your studies. Using a wide range of learning activities, you will be challenged to dig deeper and think critically about the information that you find online.  This course is just one of a series about 'learning online', which introduces you to the essential skills and tools you need to study online	2wks x 2 hours	<a href="https://www.futurelearn.com/courses/searching-and-researching">https://www.futurelearn.com/courses/searching-and-researching</a>
Learn How to Study Online at University	Learners	Online course - Future Learn  University of Leeds	Explore and learn about various different approaches to online learning.  You'll develop practical skills that will enable you to become an effective online learner at a university level.  You'll discover methods for collaborating and communicating online effectively and learn the best practice for conducting online research.	3wks x 2hrs	<a href="https://www.futurelearn.com/courses/preparing-to-learn-online-at-university">https://www.futurelearn.com/courses/preparing-to-learn-online-at-university</a>
Learning Online: Learning and Collaborating	All	Online Course – Future Learn  University of Leeds	This course will help you to develop those skills, showing you how to learn and communicate effectively in an online environment.	2wks x 2hrs	<a href="https://www.futurelearn.com/courses/learning-and-collaborating">https://www.futurelearn.com/courses/learning-and-collaborating</a>
Education Research That Matters: Ways of Researching	All	Online Course – Future Learn  University of Birmingham	On this course, you'll get a grounding in the key research methods used in education research and consider the benefits and pitfalls of different methods. You'll engage critically with research methods that will help you to be better informed when reading research and better	4wks x 3hrs	<a href="https://www.futurelearn.com/courses/ways-of-researching">https://www.futurelearn.com/courses/ways-of-researching</a>

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			able to select the best methods to use when designing research in your own setting.		
Clinical Supervision for Health Professionals	All	Online Course – Future Learn QUT	<ul style="list-style-type: none"> <li>•Foundations for clinical supervision</li> <li>•Creating optimal learning environments</li> <li>•Strategies to support learning</li> </ul>	3 x 3hrs	<a href="https://www.futurelearn.com/courses/clinical-supervision-health">https://www.futurelearn.com/courses/clinical-supervision-health</a> NB: there is a cost for this course (£72)
Dealing with difficult circumstances	Pharmacist Support	N/A	A range of supportive resources during training	CPD	<a href="http://pharmacistsupport.org/">pharmacistsupport.org/</a>
GPhC Resources	All registrants who support education in the workplace	N/A	Tutoring - RPS Tutor Resources & Guidance <a href="http://www.rpharms.com/resources/pharmacy-guides/tutoring/tutor-resources-and-guidance">www.rpharms.com/resources/pharmacy-guides/tutoring/tutor-resources-and-guidance</a>  Guidance on tutoring for pharmacists and pharmacy technicians - GPhC <a href="http://www.pharmacyregulation.org/education/education-standards">www.pharmacyregulation.org/education/education-standards</a>	Professional resource / CPD	<a href="http://www.pharmacyregulation.org">www.pharmacyregulation.org</a>
Local Teaching/Training qualifications	Local FEI/HEI or training provider	Local	In addition, some Further/ Higher Education Institutes (FEIs/HEIs) also offer teaching qualifications/ diploma tutor training. Please contact FEI/HEIs for further details.	CPD	

## Further details - key programmes:

### 1. Centre for Pharmacy Postgraduate Education (CPPE)

#### Preregistration Pharmacist Tutors or Supervisors Online Workshops (GP Practice)

A series of three online workshops for pharmacy professionals who will be tutors or supervisors for pre-registration trainee pharmacists employed as part of the HEE pilot for pre-registration pharmacists in general practice. Each online workshop lasts for 90 minutes.

Getting the best start to the pre-registration training year [www.cppe.ac.uk/programmes//devrole-ew-01/](http://www.cppe.ac.uk/programmes//devrole-ew-01/)  
 The aim of workshop 1 is to support you to provide your trainee with the best possible start to their pre-registration year including induction, agreeing learning contracts, planning learning experiences and discussing expectations of the placement with your trainee.

Giving feedback and assessing evidence

[www.cppe.ac.uk/programmes//devrole-ew-02/](http://www.cppe.ac.uk/programmes//devrole-ew-02/)

The aim of workshop 2 is to support you to give effective feedback to your trainee and to enable you to confidently assess your trainee's evidence using a range of assessment methods.

Reviewing progress and assisting trainees who require additional support

[www.cppe.ac.uk/programmes//devrole-ew-03/](http://www.cppe.ac.uk/programmes//devrole-ew-03/)

The aim of workshop 3 is to enable you to review progress with your trainee, help you to identify trainees who need additional support (TRAS) and to come up with strategies to assist them.



### 2. Pharmacist Tutor Training – e-Learning for Healthcare

The Pharmacist Tutor Training (PST) Programme provides 6 e-learning sessions to support new pre-registration pharmacist tutors in delivering educational supervision from day one; however, the information will also be useful for other tutors.

[www.e-lfh.org.uk/programmes/pharmacist-tutor-training/](http://www.e-lfh.org.uk/programmes/pharmacist-tutor-training/)

The sessions within the programme are as follows:

Session 1 – General Pharmaceutical Council (GPhC) Resources

Session 2 – Roles, Responsibilities and Relationships

Session 3 – Developing a Training Plan

Session 4 – The Progress Review

Session 5 – Evidence of Competence and How to Assess it

Session 6 – Feedback and Support

The programme aims to educate or refresh pre-registration pharmacist tutors of the knowledge and skills required to provide effective supervision to pre-registration pharmacist trainees as they progress through their one-year pre-registration training programme.

Tutors need to provide trainees with clinical, educational and pastoral support and guidance. A pre-registration tutor must be equipped with the skills to provide the right level of support, so that the trainee can successfully move from being a pharmacy graduate to a qualified pharmacist, who can then go on to register for the GPhC and join the pharmacy profession.

#### How to access e-Learning for Healthcare (e-LfH)

In order to access most e-LfH programmes, you will need an e-LfH account. <https://www.e-lfh.org.uk/>

If you do not have one, then you can register by selecting the **Register** button on the e-LfH screen.

If you already have an account with e-LfH, then you can enrol on to the **Pharmacist Tutor Training (PST)** programme by logging in to the e-LfH Hub, selecting **My Account > Enrolment** and selecting the programme. You can then access the programme immediately in the **My e-Learning** section.

#### Pre-registration Pharmacist Supervisor (Tutor) Training

An e-learning resource designed to support new pharmacist pre-registration tutors in delivering educational supervision

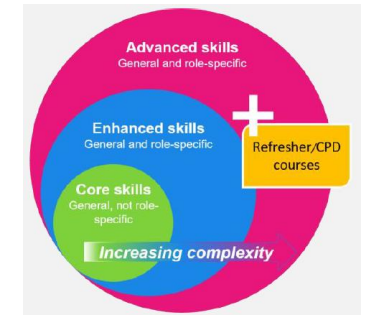




### HEE Pharmacy Clinical and Educational Supervisor Core Skills Module

This is the first part of a modular course aiming to:

- Equip you with core knowledge and skills that you can apply in your clinical/educational supervision roles
- Enable you to get more satisfaction from your clinical/educational supervision activities
- Improve the training experiences of your learners
- Enhance your contribution to the development of a highly skilled pharmacy workforce



Register and access the module at [supervisor-training.articulate-online.com/6188233026](https://supervisor-training.articulate-online.com/6188233026)

This module will take approx.90 minutes to complete. For more information please contact Rina Matala at [r.matala@uea.ac.uk](mailto:r.matala@uea.ac.uk)

### Other resources

#### The Educators Hub – E-Learning for Healthcare

[www.e-lfh.org.uk/programmes/educator-hub/](http://www.e-lfh.org.uk/programmes/educator-hub/)

The Educator Hub is a web-based multi-professional e-learning resource for clinical educators. Educator Training Resources (ETR) modules are linked to the Professional Development Framework for Educators

The framework areas are:

- Ensuring safe and effective patient care through training
- Establishing and maintaining an environment for learning
- Teaching and facilitating learning
- Enhancing learning through assessment
- Supporting and monitoring educational progress
- Guiding personal and professional development
- Continuing professional development as an educator



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