



# Opus Support following Failure of the Online Competency Assessment - What Happens Next?



## The Challenge:

During the pandemic we have experienced a number of requests from care staff who have failed the online competency assessment and have asked us to reset their progress so they can take it again.



## What we can do and why:

We understand that when you are taking a competency test, you may feel a bit anxious and make an incorrect selection or press the wrong key on the keyboard or your internet connection may cause you problems-don't worry-we have thought of all of that! You are now able to take the assessment twice without it needing to be reset.



## What you need to be aware of:

**Remember each time you take the assessment:**

- ! Read the scenarios and questions CAREFULLY
- ! Think about what you are being asked
- ! The questions appear in a random order
- ! The answer options appear in a random order



This means the second time you take the competency assessment, it will look different from the first (that is the intention!). The point of this competency assessment is for your employer to be assured you know how to carry out medication-related tasks on a day to day basis in your care setting and you can put your knowledge into practice.



### **What we cannot do and why:**

We cannot keep resetting the assessment so eventually you reach a sufficient score, as this does not prove you are competent. If you are unable to answer the assessment questions and scenarios correctly, this may indicate that you need to refresh your learning. It is important to keep up to date with current best practice guidance with medicines.



### **What action you need to take:**

**If you fail the assessment twice, the first course of action is to:**

- 1** Speak to your line manager, who can review your results and offer you further support e.g. give you some 1:1 help, go over certain topics with you, provide you with a mentor etc
- 2** Then consider whether you need to refresh your knowledge. Is your foundation medicines training certificate still in date? When did you last receive medicines training?

**The following courses are recommended to update your knowledge:**

- [Safe Handling of Medicines Foundation](#)
- [Safe Handling of Medicines Refresher](#)



These training packages provide the knowledge you need and there is an assessment to test your learning at the end of the training. You need an in-date medicines training certificate to administer medicines.

The online competency assessment is **not** designed as a training package but as an assessment of your competence. This means that you already have the up to date knowledge and it is a test of how you put that knowledge into practice. You need evidence of your competence to prove you are carrying out the tasks in the correct way to keep people safe.



### Considerations - think about the following...

- ❓ Is my foundation medicines training up to date?
- ❓ Is my competency assessment up to date?
- ❓ Are there any areas I need to work on?
- ❓ Do I need any further support?

## Contact Us

For further information and support about medicines training or competency assessment, contact one of our friendly Pharmacist team:

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