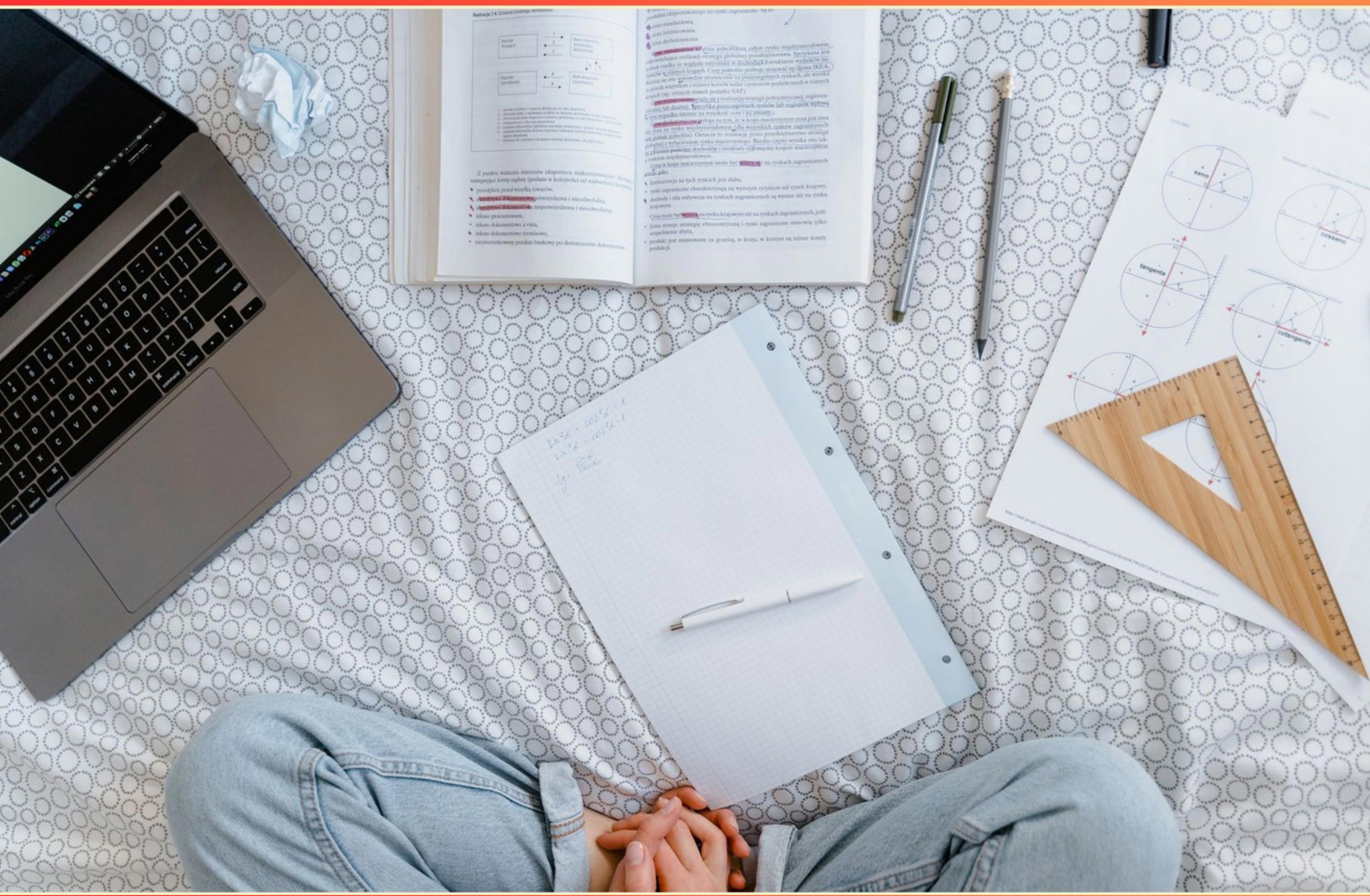
BOOTS PSC PORTAL PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

https://bootspscportal.examzify.com

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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1. When is it appropriate to escalate a customer issue to a supervisor?

A. Immediately on any customer request.

B. After you finish the customer's transaction.

C. When the issue is beyond your control.

D. When the issue cannot be resolved at your level or involves safety, legal, or policy concerns.

2. Which of the following is a Schedule 3 drug?

A. Diazepam

B. Clenbuterol

C. Morphine

D. Tramadol

3. Which statement best demonstrates adherence to standard operating procedures?

A. Follow the Boots healthcare way SOP.

B. Ignore SOPs.

C. Use SOPs only when convenient.

D. Rely on memory.

4. Schedule 3 CDs do not need to be recorded in which registers?

A. Only the Destruction Register

B. CD register and Destruction Register

C. Only the CD register

D. Neither register

5. Which statement best describes the health questions and forms required when a medicine is reclassified (for example sildenafil)?

A. No form is required after reclassification.

B. Health questions are handled only for some patients.

C. A form must be completed and questions about health conditions such as liver or kidney impairment or blood disorders must be asked.

D. Reclassification removes all health screening.

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6. How should you respond to a customer complaint about an online order?

A. Listen, acknowledge, apologize, investigate, and propose a resolution.

B. Blame the carrier and refuse a refund.

C. Offer a generic apology and close the case.

D. Transfer to social media support.

7. A customer reports a mispriced item at checkout. What is the proper action?

A. Confirm the price, honor the correct price, adjust the system as needed, and apologize.

B. Refuse to change the price and demand the customer pay the shelf price.

C. Remove the item from the register and offer store credit only.

D. Call customer service to handle price adjustment.

8. What sequence of actions best handles a customer complaint about a delayed order?

A. Log the incident, apologize, acknowledge the issue, offer a solution, and follow up.

B. Acknowledge the issue, apologize, provide a clear explanation, offer a solution, log the incident, and follow up.

C. Acknowledge the issue, apologize, and escalate to management immediately.

D. Ignore the issue and ask the customer to wait.

9. Which group is explicitly listed as requiring extra care when using medicines?

A. Elderly patients

B. Athletes

C. Office workers

D. Students

10. Which two patient and public involvement tools are used at Boots?

A. CPPQ and CSat.

B. NPS and CSat.

C. CPPQ and Quality Assurance Report.

D. CPPQ and Meeting Minutes.

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Answers

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1. D
2. D
3. A
4. B
5. C
6. A
7. A
8. B
9. A
10. C

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Explanations

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1. When is it appropriate to escalate a customer issue to a supervisor?

A. Immediately on any customer request.

B. After you finish the customer's transaction.

C. When the issue is beyond your control.

D. When the issue cannot be resolved at your level or involves safety, legal, or policy concerns.

Escalation is about recognizing when a problem needs someone with more authority or different resources to resolve. The best time to involve a supervisor is when the issue is beyond what you can resolve on your own or when it involves safety, legal obligations, or company policy. In these cases, a supervisor can make the right call, apply the correct policy, and ensure a safe, compliant outcome for the customer. Before escalating, gather the essential facts, what you've tried, and any relevant policy references, then explain to the customer what will happen next so they feel informed. Avoid escalating for every request—many issues can be resolved at your level with standard procedures. This approach ensures you handle problems efficiently while protecting both the customer and the business.

2. Which of the following is a Schedule 3 drug?

A. Diazepam

B. Clenbuterol

C. Morphine

D. Tramadol

Drug scheduling weighs medical use against the potential for abuse and dependence. Schedule III is the middle tier: drugs with accepted medical use and a moderate to low potential for physical dependence, though they can still be psychologically addictive. Tramadol fits this balance as an effective analgesic with a real but comparatively lower risk of physical dependence than stronger opioids, so it's placed in Schedule III. This is why it's considered the correct choice for a Schedule III drug. The other options illustrate different levels: morphine has a high abuse potential and is Schedule II, diazepam is typically Schedule IV, and clenbuterol isn't categorized as a Schedule III opioid analgesic in common frameworks.

3. Which statement best demonstrates adherence to standard operating procedures?

A. Follow the Boots healthcare way SOP.

B. Ignore SOPs.

C. Use SOPs only when convenient.

D. Rely on memory.

Adherence to standard operating procedures means performing tasks exactly as they're documented and approved, to ensure consistency, safety, and quality. Following the Boots healthcare way SOP demonstrates this because it shows you are using the official, written steps as your guide, not improvising or guessing. SOPs standardize how work is done, reduce the chance of errors, and help meet safety and regulatory requirements. When you follow the documented procedure, you're aligning your actions with established rules and expectations, which is the essence of adhering to SOPs. Ignoring SOPs, on the other hand, breaks that standard and opens the door to mistakes and safety risks. Using SOPs only when convenient hides a partial commitment that can lead to inconsistent outcomes. Relying on memory bypasses the documented steps entirely, increasing the likelihood of missing critical details.

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4. Schedule 3 CDs do not need to be recorded in which registers?

A. Only the Destruction Register

B. CD register and Destruction Register

C. Only the CD register

D. Neither register

Schedule tracking for controlled drugs varies by schedule. For Schedule 2 drugs, you must keep detailed records in the controlled drugs register and also record disposals or destruction in the destruction register. Schedule 3 drugs are treated more lightly in this respect, so they do not require entries in either of those registers. That's why the best answer is that Schedule 3 CDs do not need to be recorded in the CD register or the destruction register. Recording in one or both would imply requirements that don't apply to Schedule 3, and would contradict the test's stated rule for these drugs.

5. Which statement best describes the health questions and forms required when a medicine is reclassified (for example sildenafil)?

A. No form is required after reclassification.

B. Health questions are handled only for some patients.

C. A form must be completed and questions about health conditions such as liver or kidney impairment or blood disorders must be asked.

D. Reclassification removes all health screening.

Reclassification still requires safety checks before a medicine can be sold. When a medicine is reclassified to a wider access level, a form and health questions are typically required to assess whether it's appropriate for the individual. This is especially important for sildenafil, because certain health conditions can affect safety and how the medicine works. Asking about liver or kidney impairment helps identify potential metabolism or clearance issues, and questions about blood disorders catch conditions that could raise risk or interact with the drug's effects. The information gathered allows the pharmacist to decide if the medicine can be provided, to give appropriate guidance, or to refer the patient for medical advice. Skipping the form or screening, or limiting questions to only some patients, would miss crucial safety checks and could put people at risk.

6. How should you respond to a customer complaint about an online order?

A. Listen, acknowledge, apologize, investigate, and propose a resolution.

B. Blame the carrier and refuse a refund.

C. Offer a generic apology and close the case.

D. Transfer to social media support.

When a customer files a complaint about an online order, the strongest approach is to handle it through a clear recovery process that centers on the customer's experience. Start by listening carefully to what happened and how it affected them, so you can understand the issue and show you care. Acknowledge their feelings and apologize sincerely, which communicates responsibility and empathy. Then investigate to gather the facts—check the order details, tracking information, and any relevant policy constraints—to determine what went wrong and what can be done. Finally, propose a fair resolution that fits policy and meets the customer's needs, such as a refund, a replacement, a discount, or expedited shipping, and clearly explain what will happen next and when. Following up afterward reinforces the customer's trust and shows you're committed to their satisfaction. Blaming the carrier and refusing a refund misses an opportunity to restore trust and can violate service standards. A generic apology and closing the case provides no remedy, leaving the customer dissatisfied. Transferring to social media support bypasses proper channels and doesn't address the immediate issue.

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7. A customer reports a mispriced item at checkout. What is the proper action?

A. Confirm the price, honor the correct price, adjust the system as needed, and apologize.

B. Refuse to change the price and demand the customer pay the shelf price.

C. Remove the item from the register and offer store credit only.

D. Call customer service to handle price adjustment.

When a price is mispriced, the immediate goal is to maintain trust with the customer while keeping the sale fair. The right move is to verify the price, then complete the checkout at the correct price, and fix the system so the price reflects accurately in the future, all while apologizing for the confusion. This approach demonstrates accountability, prevents a negative customer experience, and protects pricing integrity for future transactions. Other options miss the mark by causing unnecessary friction, denying the customer a fair price, or delaying resolution, which can erode trust and hurt the store's reputation.

8. What sequence of actions best handles a customer complaint about a delayed order?

A. Log the incident, apologize, acknowledge the issue, offer a solution, and follow up.

B. Acknowledge the issue, apologize, provide a clear explanation, offer a solution, log the incident, and follow up.

C. Acknowledge the issue, apologize, and escalate to management immediately.

D. Ignore the issue and ask the customer to wait.

Handling a delayed order well comes down to couples empathy with clear steps that move toward resolution. The best sequence is to acknowledge the issue, apologize, provide a clear explanation, offer a solution, log the incident, and follow up. Acknowledging and apologizing first shows you own the problem and care about its impact on the customer. Providing a clear explanation helps the customer understand what happened and what to expect next. Offering a concrete solution then shifts the focus from the problem to a remedy. Logging the incident creates a record for accountability and future improvement, while following up closes the loop and confirms the customer is satisfied or addresses any remaining concerns. Other approaches miss one or more of these elements or rush to escalation without first offering a remedy, leaving the customer uncertain, or skip logging and follow-up, which can lead to repeated issues and lost trust.

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9. Which group is explicitly listed as requiring extra care when using medicines?

A. Elderly patients

B. Athletes

C. Office workers

D. Students

The main idea is that older adults are more vulnerable to medicines, so extra care is explicitly recommended for them. As people age, how their bodies handle drugs changes: kidney and liver function often decline, body fat increases and total water decreases, and muscle mass may shrink. These shifts can slow drug clearance and increase both the intensity and duration of effects, raising the risk of side effects and interactions. Many elderly also take multiple medicines—polypharmacy—which further raises the chance of drug–drug interactions and dosing challenges. Because of these heightened risks, medicines are managed more carefully in older adults: start low, go slow, review regularly, and monitor closely for adverse effects, confusion, dizziness, or falls. The other groups listed aren't singled out in standard guidance for needing extra care in medication use, though individual medicines may affect them in particular situations.

10. Which two patient and public involvement tools are used at Boots?

A. CPPQ and CSat.

B. NPS and CSat.

C. CPPQ and Quality Assurance Report.

D. CPPQ and Meeting Minutes.

In Boots, patient and public involvement is built on collecting direct input from patients and the public and then showing that this input leads to action. The first tool is a structured feedback questionnaire that gathers experiences, needs, and opinions from patients and the public. This gives Boots concrete data on what is working well and what needs changing from the people it serves. The second tool is a Quality Assurance Report, which documents QA activities, audit results, and the actions taken in response to feedback. This provides formal oversight and a record that patient and public input is being reviewed, acted on, and tracked over time. Using both tools together ensures that patient voices are actively collected and then linked to transparent, accountable improvements. Other options focus more on generic satisfaction metrics or meeting records, which don't directly fulfill the same purpose of structured input plus formal follow-through.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://bootspscportal.examzify.com

We wish you the very best on your exam journey. You've got this!

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