



Pharmacy Technician Program Student Handbook



May 15, 2024

Welcome to the Pharmacy Technician Program at Laurel Ridge Community College!

Please review this Course Specific Handbook, as well as the Laurel Ridge Student Handbook and Student Codes of Conduct. This information can be found at www.laurelridge.edu.

The successful completion of this program will result in a Certificate of Completion, and the opportunity to sit for the national Pharmacy Technician Certification Exam offered through the Pharmacy Technician Certification Board (PTCB). Once certified, you will earn the credential of Certified Pharmacy Technician (CPhT). You will then need to submit this information to the VA Board of Pharmacy to receive your license.

The program prepares students for practice as entry-level pharmacy technicians in a variety of contemporary settings (examples: community, hospital, home care, long-term care) and has students acquire knowledge, skills, behaviors, and abilities needed for such practice.

The program will seek accreditation through the ASHP. Upon obtaining this, it will be retroactive to the initial application submission that will take place at the beginning of this class.

Admission Requirements

1. Be at least 18 years of age
2. Have a High School Diploma or GED
3. Passing score on the math and reading proficiency assessments
4. Complete registration for the class, including payment to Laurel Ridge
5. Have regular access to computer and internet
6. Have transportation to complete clinicals and get to the Laurel Ridge Campus for simulations

*** After registration, students must complete the required paperwork for their background check, drug screen, and physical with immunizations. If this is not completed before the start of the class, students may be dismissed from the program.*

Student Essential Performance Standards

Students are expected to complete course requirements that prepare them to perform essential job functions as a Pharmacy Technician. These functions and/or skills are:

1. **Active Listening:** Giving full attention to what other people are saying, taking the time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
2. **Reading Comprehension:** Understanding written sentences and paragraphs in work-related documents
3. **Speech:** Talking with patients, co-workers and other members of the healthcare team to convey information effectively
4. **Critical Thinking:** Using logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions and approaches to problems
5. **Service Orientation:** Actively looking for ways to help people
6. **Social Perceptiveness:** Being aware of others' reactions and understanding why they react as they do
7. **Time Management:** Managing one's own time and respecting the time of others
8. **Complex Problem Solving:** Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions
9. **Coordination:** Adjusting actions in relation to others' actions
10. **Mathematics:** Working knowledge of fractions, percents and whole numbers

Any student who thinks he/she does not possess one or more of these functions should contact the disability services provider on campus. Provisions for accommodations will be made in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. For more information, please go to <https://laurelridge.edu/disability/>

** Any student who would like to request accommodations for the National Certification Exam will need to submit documentation directly to PTCB for approval. Laurel Ridge staff cannot approve accommodations for certification exams. Please consult the PTCB website for further accommodation instructions.

Student Essential Soft Skills Standards

Students are encouraged to continually develop the following soft skills to be successful in the classroom and beyond. These skills will not only help you to get a job, but also help you to keep the job.

1. Customer Service Skills
2. Written and Verbal Communication Skills
3. Teamwork and Collaboration
4. Adaptability
5. Critical Thinking/Problem Solving Skills
6. Conflict Resolution
7. Time Management

8. Commitment
9. Leadership
10. Strong Work Ethic

Documentation Required Before the First Class

1. Background check
2. Drug Screen
3. Physical including Immunization records

Course Structure

This is a 400+ hour hybrid program that will be completed within about 18 weeks. The program is divided into 3 portions:

- **Didactic:** Completed online and contains graded quizzes, unit exams, midterm and final exam
- **Simulation:** Observed and graded by a local instructor(s) and requires coming to campus weekly. **Students must be available to come to campus on Thursdays for either a mid-morning session or evening session to be evaluated on a weekly basis.**
- **Experiential:** Completed at designated pharmacy sites with an assigned preceptor

Regular computer and internet access are required as most of the components of the course are online. **Students should expect to spend a minimum of 25 hours a week on this course.** There is a lot of information in a short period of time to learn, so time management skills are vital to your success.

Class Expectations

The didactic portion of this program will be done online independently. Each week students will be expected to complete certain modules to keep up with the pace of the program. Students will be expected to manage their time and complete assignments on a weekly basis.

Students will come to campus for the simulation portion of this program. Students are expected to always be present for one of the class sessions offered on Thursdays. The instructor will offer office hours throughout the week and on Thursdays.

Once students have enough knowledge to participate in clinicals, students will be assigned to a clinical site location. Your instructor will make every effort to find a clinical site closest to your home location however, this cannot be guaranteed. This will be determined by the numbers of students in the class and what clinical sites are available at the time of placement. Be prepared to travel within the Laurel Ridge service region.

Once students are assigned to a clinical location, changes cannot be made and clinicals must be completed at that location. Every student will have a preceptor while at their clinicals and may not perform functions outside of this supervision.

All 3 components must be completed to successfully complete the class.

Grading System

Students must achieve a minimum **70%** cumulative grade average to receive a certificate of completion. Students will receive a Pass/Fail grade for this course.

Certification Exam Information

To work as a pharmacy technician in the state of VA, an individual must complete an ASHP-accredited Pharmacy Technician training program approved by the Virginia Board of Pharmacy. In addition, the student must pass one of the national certification exams given by either the Pharmacy Technician Certification Board (PTCB) or the National Healthcare Association (NHA). Our program will focus on the PTCB exam and certification.

Upon earning your national certification, you will need to complete an application with the VA Board of Pharmacy for registration. The application can be found online with the VA Board of Pharmacy.

https://www.dhp.virginia.gov/pharmacy/pharmacy_forms.htm#Technician

** The VA Board of Pharmacy application will be an additional \$25 when you apply.

Textbooks and Supplies

All books, supplies and exam are included in the cost of tuition. Candidates will apply to take their certification exam towards the end of the class. The instructor will give you all information regarding applying to take the exam. Students must follow the directions that are given in the class in order for the student to receive a voucher for the cost of the

exam. *The cost of the exam is included in the tuition and students should not have to pay any fees.* If a student does not pass the exam and they desire to retake it, it will be at the expense of the student. The exam will be about one week after the class has ended.

Additional Costs outside of tuition

- Drug Screen
- Background check
- Physical
- Immunizations
- Travel to campus/clinical sites
- Scrubs
- VA Board of Pharmacy application – about \$25

*The Drug Screen and Background check will be completed through Castle Branch and is approximately \$85. The rest of the items listed above will be different for each student depending on personal variables.

Attendance Policy

Students are expected to be present, on time, and ready to participate at all regularly scheduled classes. All classroom attendance is MANDATORY in order for you to meet course requirements and receive a certificate of completion. This is a rigorous program and attendance is vital to success.

- Being tardy more than **10 minutes** to class (or leaving early) will count as an absence.
- In case of an emergency or illness, which results in time being missed, students are to contact the instructor immediately before the start of class.
 - *One of the top reasons why people are fired from employment is because of tardiness or not showing up at all for their scheduled time. Workforce Solutions facilitates learning opportunities and connections that empower individuals, organizations and communities. By meeting these expectations, students will be prepared for solid attendance at their externships and for their future workplace.*
- **Students will only be allowed to miss 2 Simulation Lab days** throughout the entire program. If a date is going to be missed, it is the student's responsibility to notify the instructor in advance and work out a plan to make up the time and any assignments that are missed.

- **Students may miss 1 clinical date** throughout the program. The preceptor must be notified in advance. Preceptors are giving up their time for you, you need to respect that.

Grounds for Dismissal from the Program

Include but are not limited to:

- Failure to complete all paperwork and pass a background check
- Disrupting the learning environment including at clinicals
- Failure to comply with safety standards
- Significant absences and/or tardiness
- Any form of cheating or plagiarism
- Low grades/not completing assignments
- Stealing

** No refunds will be given upon dismissal from the program and will be responsible for any additional costs due to not completing the program if Fast Forward funds were used. Students may follow the college's grievance process if they wish to have their decision reviewed.

Cancelled Classes/Emergency Alert

If for any reason the instructor needs to cancel a class, students will receive an email or phone call as soon as Workforce Solutions is notified. ***It is your responsibility to keep your contact information current so that we can reach you.*** Cancellations are not always system wide. Please check cancellation notices for specific campus details. **Laurel Ridge Community College uses Laurel Ridge Alert to immediately contact you during a major crisis or emergency. All weather-related cancellations will also be relayed through Laurel Ridge Alert.**

Sign up for Laurel Ridge Alert to receive emergency messages, weather-related notifications, and other important messages from Laurel Ridge Community College!

Sign up here: <https://laurelridge.edu/emergency-alerts/> or text the word "Laurelalert" to 226787.

Cell Phone/Electronics Policy

Cell phones may not be used during class. Students are not to take or place calls, send or receive text messages, or use social media applications during class. All cell phones are to be turned to silent, not vibrate, while in class. Students are permitted to bring laptops/tablets to class to be used only for class-related material.

Dress Code & Personal Hygiene

A student's personal presentation is important in the healthcare field both to find employment and to maintain it. Students are encouraged to present themselves for class in the same manner as they would need to within the workplace. Personal hygiene is an important part of personal presentation within any healthcare field.

Students will be required to wear scrubs for their Sim Lab days on campus. They will also be required to wear them during experiential learning portions at clinical sites. Costs of scrubs/shoes are at the expense of the student.

See Something, Say Something

If you have a concern about something you've observed or heard that may give you concern about another student, impact the safety of our environment, or disrupt the delivery of our educational process, we encourage you to [fill out the See Something, Say Something report form](#). This link can be found at <https://laurelridge.edu/see-something-say-something/>

Community Resources

If you find yourself in need of additional support throughout your course, please check out our www.laurelridge.edu/wecare website for more information. We offer food assistance, financial assistance, mental health resources and much more! Don't wait to reach out if you need help.

**** This document is subject to change based on the needs of the program ****

STATEMENT OF UNDERSTANDING

I have read, understand, and agree to abide by the requirements of the Pharmacy Technician program as stated in The Pharmacy Technician Student's Handbook.

I have read, understand, and agree to abide by the general policies of the College as stated in the College Catalog.

I understand and can commit 25 hours minimum each week to this program.

As I complete the Pharmacy Technician course, it is my responsibility to clarify what I do not understand regarding the requirements of the course with the instructor, in a proactive and professional manner.

Date: _____

Student's Printed Name: _____

Student's Signature: _____

Sample Self-Test of Basic Math Skills

1. Express 0.4 as a fraction
2. Express 0.005 as a percent
3. Which decimal has the least value: 0.012 0.12 0.0125

4. Change $\frac{3}{4}$ to a percentage

5. Change $3\frac{1}{2}$ to a decimal

6. How many kilograms are in 88 pounds if 1 kg = 2.2 lbs?

7. Solve for x:

$$\frac{25}{75} = \frac{x}{15}$$

8. Solve and reduce to lowest terms:

$$1\frac{1}{3} \times \frac{4}{5} =$$

9. A prescription is written for 3 capsules a day for 1 week. How many capsules are needed to fill the entire prescription?
10. There are 400 prescriptions to fill on one shift, and you have completed 25% of them. How many prescriptions are left to fill?

Answers:

1. $\frac{2}{5}$

2. 0.5%

3. 0.012

4. 75%

5. 3.5

6. 40 kg

7. 5

8. $1\frac{1}{15}$

9. 21

10. 300