Pharmacy Technician Program
Student Handbook

March 13, 2025

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 .

Successful completion of this program will earn you 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) and will need to submit your certification to the Virginia Board of Pharmacy to receive your license.

The program prepares students for entry-level pharmacy technician roles in various settings (examples: community, hospital, home care, long-term care) helping students acquire the knowledge, skills, behaviors, and abilities needed for such practice.

Job Outlook https://www.bls.gov/ooh/healthcare/pharmacy-technicians.htm

Accreditation

The program has candidate accreditation status through the American Society of Health-System Pharmacists (ASHP), retroactive to the initial application submitted in September 2024.

Admission Requirements

1. Be at least 18 years of age
2. Have a High School Diploma or GED
3. Pass math and reading proficiency assessments. You have 3 attempts to pass.
4. Clear Background Check and Drug Screen*
5. Complete class registration, including payment to Laurel Ridge
6. Have regular and reliable access to a computer and internet
7. Have transportation to attend clinicals and simulations on campus

NOTE: a clear background check and drug screen are required for admission to the pharmacy technician program.

Illicit drug use, criminal background checks, and immunization status may prevent future employment as a pharmacy technician. Externship sites, employers, and State Boards of Pharmacy have regulations about drug use, criminal backgrounds, and immunization status.

Documentation Required Before the First Class

1. Clear Health Screening with Immunization records

NOTE: Students must complete the health screen with immunizations before the first day of class. Failure to do so may result in dismissal from the program.

Course Costs [Pharmacy Technician Program ‣ Laurel Ridge Community College](#)

Pharmacy Technician Program Pricing:

- Regular/Full Price: $5,799
- FastForward Price: $1,933
- FastForward plus G3 Price: $0

Additional Costs

Drug Screen/Background check through CastleBranch	$85
Health Screening with up-to-date Immunizations	cost varies
Travel to campus/clinical sites	cost varies
Scrubs/Business Casual clothing, impermeable closed toed shoes	cost varies
VA Board of Pharmacy, Pharmacy Technician Trainee application	$25
VA Board of Pharmacy, Pharmacy Technician application	$35

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 the 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, precents and whole numbers

Note: Students who believe they lack one or more of these skills should contact disability services for accommodations. For more information, visit disability services 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.

Students requesting accommodations for the National Certification Exam must **submit documentation directly to the PTCB**. Visit the PTCB website for more details. Credentialing Guidelines and Requirements - Guidebook (ptcb.org)

NOTE: Laurel Ridge staff cannot approve of accommodations for certification exams.

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

Course Structure

This is a 417 hour hybrid program that will be completed in about 18 weeks. The program is divided into 3 components:

- **Didactic (lessons):** Completed online and contains graded quizzes, unit exams, midterm and final exam (first 8 weeks of class)
- **Simulation: In person,** observed and graded by a local instructor. Students must **attend Sim Lab on campus every Thursday from 11 am-2 pm** for 18 weeks
- **Experiential (clinical):** Completed at designated pharmacy sites with an assigned preceptor (last 10 weeks of the program-requiring three 8-hour shifts)

Required:

1. Reliable computer and internet access (**expect to spend a minimum of 25 hours per week on the course**).
2. Strong time management skills are crucial for success.

Class Expectations

1. **Didactic Portion:** Independent online work. Students are expected to keep up with the program's pace and complete weekly assignments.
2. **Simulation Lab:** In-person attendance is required every week.
3. **Clinical Learning:** Participate in clinical rotations at a local pharmacy.
   - Clinical sites will be assigned in the first few weeks of the program.
     a. The clinical site works directly with the student to assign the clinical schedule.
   - Students must travel to clinical sites within the Laurel Ridge service region.
   - Complete clinical shifts under the supervision of a preceptor.

All three components must be completed to successfully finish the program.

High Risk

"This class/program is classified as "High Risk," meaning it involves activities that could potentially cause immediate, serious, and unique bodily harm to students in the learning environment. Before participating in ANY lab work, students must review the High-Risk Student Handbook and pass a safety test. Laurel Ridge Community College, along with your instructor, is dedicated to ensuring your safety. Each program adheres to the safety standards set by relevant governing bodies and organizations.

Safety equipment and Personal Protective Equipment is a required part of curriculum and is therefore required during all lab activities. Here is a list of all safety equipment and PPE included in this program:

- Gowns
- Gloves
- Goggles
- Masks
- Shoe Covers
- Head Covers

Grading System

Students must achieve a minimum 75% cumulative grade average to receive a certificate of completion. Final grades will be issued as a Pass/Fail grade for this course.

Students have 3 attempts for most exams. If further attempts are needed, students who have good attendance, are up-to date on their online work and have a cumulative passing grade may work with the instructor to unlock additional opportunities (up to 3 more attempts).

Certification Exam Information

[Pharmacy Technician Program ‣ Laurel Ridge Community College](#)

To work as a pharmacy technician in the state of VA, an individual must

1. Complete an ASHP-accredited Pharmacy Technician training program approved by the Virginia Board of Pharmacy.
2. pass the PTCE national certification exam through PTCB
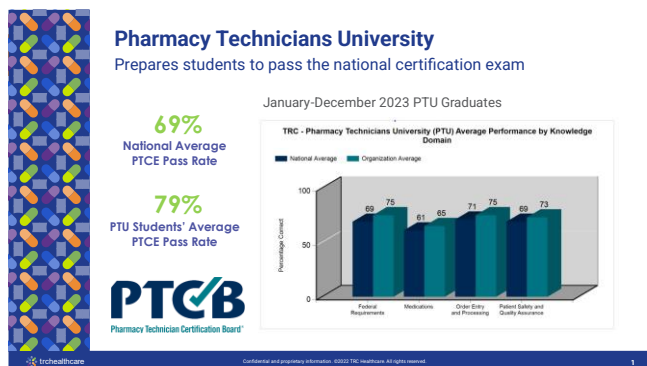
3. After certification, apply with the VA Board of Pharmacy to register as a PharmacyTechnician.https://www.dhp.virginia.gov/pharmacy/pharmacy_forms.htm#Technician

Textbooks and Supplies

All course materials, supplies, and the certification exam are included in the tuition cost. Exam registration details will be provided by the instructor toward the end of the program. Retakes of the certification exam are at the student's expense and must be scheduled at a testing center.

Attendance Policy

Attendance is mandatory. Tardiness or absence will impact your success.

- Tardiness over 10 minutes will count as an absence.

- For emergencies or illness, notify the instructor before class starts.

- You may miss up to 2 Simulation Lab days. Notify the instructor in advance and make up any missed work.

- You may miss 1 clinical day. Notify the preceptor and instructor in advance and arrange to make up the time.

A top reason people are fired is tardiness or absence. Workforce Solutions course attendance expectations prepare students for their externships and future workplaces.

Grounds for Dismissal from the Program

Include but are not limited to:

- Failure to complete all paperwork (background check/drug screen and health screen with up-to-date immunizations) **NOTE:** must have a clear background check, drug screen and health screen.
- Disruption of the learning environment.
- Failure to comply with safety standards.
- Excessive absences or tardiness.
- Theft, cheating or plagiarism.
- Not passing exams after 6 attempts.
- Being more than 2-3 weeks behind in coursework.

Students are subject to drug screening at any time. Failure to pass will result in dismissal.

Note: No refunds will be issued if dismissed from the program.

Cancelled Classes/Emergency Alert

- If a class is canceled, you will be notified via email, Canvas notification or phone.
- Please keep your contact information up to date.
- For weather-related or emergency cancellations, sign up for Laurel Ridge Alerts.
  a. *Sign up here to receive messages from Laurel Ridge including emergency alert messages: or text the word "Laurelalert" to 226787.*

NOTE: Cancellations are not always system wide. Please check cancellation notices for specific campus details. Also check Canvas for messages from your instructor.

Cell Phone/Electronics Policy

Cell phones should not be used during class for calls, texts, or social media. Keep phones silent. Laptops/tablets may be used for class-related material only.

Dress Code & Personal Hygiene

Present yourself professionally in class and clinical settings. For Sim Lab and clinical days, wear scrubs or business casual attire (at your own cost). Students are required to wear scrubs or business casual for their Sim Lab days on campus and at clinical sites.

Good personal hygiene is essential.

See Something, Say Something

If you observe something concerning that impacts 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 at https://laurelridge.edu/see-something-say-something/

Community Resources

If you need additional support, visit Laurel Ridge We Care at www.laurelridge.edu/wecare for resources like food assistance, financial help, and mental health support. 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 this program requires a minimum of 25 hours each week

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 $\dfrac{3}{4}$ to a percentage

5. Change $3\dfrac{1}{2}$ 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

Appendix 10G
Technology Resource Plan

Laurel Ridge uses a combination of technology solutions to provide and support the various methods of learning covered in a technician training program.

Didactic learning

Presented through self-study online multimedia courses with automated grading.

Simulations learning

Presented through videos and online documents. Instructors utilize online grading rubrics and comments for feedback.

Experiential training

Activities for evaluation are provided in text, online. Hours completed are logged on the platform. Activities are graded and tracked online using preceptor evaluation.

Technology Outages

Our policy is to provide adequate time, support, and solutions to accommodate for unexpected technology outages. In the event an outage isn't resolved automatically, students contact their supervisor or TRC's customer support team for assistance.

Technology outage during a quiz

If a sudden connectivity outage occurs while attempting an online quiz, our system logs the aborted attempt with a zero score, but the student is able to reattempt the quiz when their connection is restored. The technology-related failure is not counted against them.

Technology outage during presentation materials

Presentation materials, which are closed prior to completion, will ask the learner if they wish to resume where they left-off, rather than start from the beginning.

Technology Resource Plan

HIGH AVAILABILITY

Laurel Ridge Community College is configured in such a manner as to support a very high level of availability. The cloud configuration provides redundant services in multiple availability zones such that if the servers in one zone become unavailable, the servers in the other zones can pick up the load allowing for continuous operation even in the event of catastrophic failure in one or more zones. As long as one zone remains operational, the system can function.
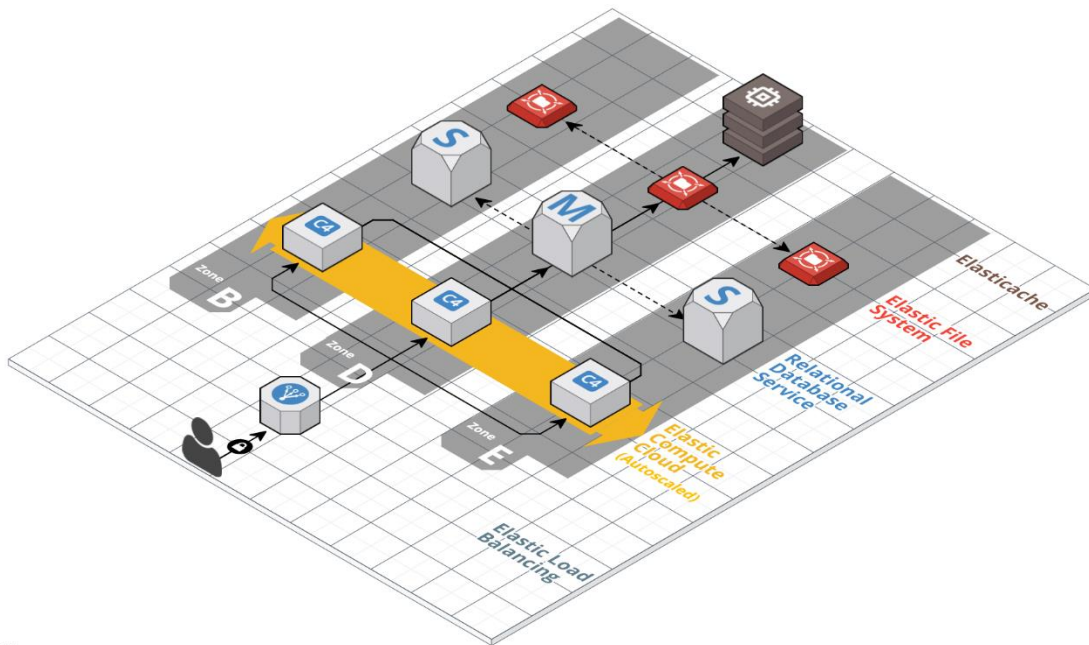
SCHEDULED BACKUPS

Data is backed up on a continual basis to minimize data loss in the event of a database issue. We have the ability to restore data from any backup-restore point as needed.

DISASTER RECOVERY

In the event of a complete disaster that takes down all redundant servers across all availability zones, the system can be restored to a new cloud environment from system backups within 24 hours.

Disaster Recovery processes are tested and confirmed on an annual basis to ensure they remain effective.

SYSTEM UPDATES WITHOUT DOWNTIME

The system is designed in such a manner that most production updates do not require down-time. End-users may continue to have uninterrupted access to the platform during the update process.

In the event that a code release does require service interruption, these operations are performed during specifically scheduled downtimes.

SCHEDULED DOWNTIME

In the event that it becomes necessary to interrupt end-user services in order to perform maintenance, downtime is scheduled in advance for off-hours (after 5:00pm Pacific time) and end-user notification is provided.

Scheduled downtime happens very infrequently and is typically <2 hours with a maximum of 4 hours.

DATA RETENTION

Student records including enrollment and course completion data shall be retained for a minimum of 8 years.

After 5 years the information may be retained in an Archived format that requires manual intervention to access,