



Lake Technical College

**Program Requirements and Expectations  
And Master Plan of Instruction**

***Pharmacy Technician***

***Candace Chaklos, Instructor  
Elise Veremakis, Interim HSE Coordinator***

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*The mission of Lake Technical College is to be an integral component of the economic growth and development in our communities by offering a variety of high quality career-education and training opportunities.*

*Lake Technical College does not discriminate on the basis of race, religion, color, national origin, gender, genetic information, age, pregnancy, disability, or marital status in its educational programs, services or activities, or in its hiring or employment practices. The district also provides access to its facilities to the Boy Scouts and other patriotic youth groups, as required by the Boy Scouts of America Equal Access Act, or any other youth group listed in Title 36 of the United States Code as a patriotic society.*

# LAKE TECHNICAL COLLEGE

## Program Requirements and Expectations

### ADMISSION REQUIREMENTS

Applicants must be at least 16 years of age and should be academically, physically, and emotionally capable of meeting the demands of the chosen program. Applicants make initial application through the Admissions Office. A minimum skills evaluation is part of the admission process.

The Career and Technical Education programs have the following minimum admissions requirements:

1. Complete an LTC online application.
2. Take the basic skills examination, if required.
3. Meet with a career advisor.
4. Fulfill additional entry requirements as needed for individual programs.

A high school diploma or GED is not required to enroll in most programs. However, it is **recommended that all students complete either a high school diploma or a GED prior to program completion.**

### TESTING REQUIREMENTS

All applicants for Career and Technical Education (CTE) programs 450 hours or more, with the exception of Florida Law Enforcement Academy and Paramedic applicants, take a state mandated basic skills evaluation prior to enrollment. Basic skills evaluation scores must be valid at the time of enrollment. Testers must be 16 years of age or older.

If a student has met or exceeded standard scores on one area of one test, they may use another test to meet the additional skill area requirements. It is acceptable to combine test scores from more than one test. (Rule 6A-10.315, F.A.C.)

Assessment instruments meeting this requirement include:

Per 2020, FS [1008.30](#) – Common placement testing for public postsecondary education and [Rule 6a-10.040](#) (eff. 2/16/21)

*No expiration date:*

- Tests of Adult Basic Education (TABE), Forms 11 and 12, 2017;
- Comprehensive Adult Student Assessment System (CASAS), GOALS 900 Series, 2019;
- 2014 GED® Tests: Reasoning through Language Arts and Mathematical Reasoning where a minimum score as required in [Rule 6A-6.0201, F.A.C](#) (eff. 3/23/16), has been attained on each test.

*Good for 2 years from the date of testing:*

- A common placement test where a minimum score has been achieved pursuant to [Rule 6A-10.0315, F.A.C.](#)(eff. 9/24/19);
- PERT, SAT, The College Board, ACT, Next Generation, ACCPLACER, The College Board

Per 2020, FS [1004.91](#), FS [1008.30](#), and the [2021 CTE Basic Skills Assessment Technical Assistance Paper](#) – Requirements for career education program basic skills – Programs 450 hours or more

- An adult student with a disability may be exempted. (per [Rule 6a-10.040](#)(eff. 2/16/21), FS [1004.02\(6\)](#)(eff. 2020) – must follow LTC policy and process);
- A student who possesses a college degree at the associate in applied science level or higher;
- Any student who entered 9th grade in a Florida public school in the 2003-2004 school year, or any year thereafter, and earned a Florida standard high school diploma. (*Graduated 2007+*)
- A student who is serving as an active duty member of any branch of the United States Armed Services;
- A student who passes a state or national industry certification or licensure examination that is identified in State Board of Education rules and aligned to the career education program in which the student is enrolled;
- An adult student who is enrolled in an apprenticeship program that is registered with the Department of Education in accordance with chapter 446;

- A student who demonstrates readiness for public postsecondary education pursuant to s. [1008.30](#) (see *testing chart below*) and applicable rules adopted by the State Board of Education. If a student has met or exceeded standard scores in one area of one test, another test may be used to meet the additional skill area requirements. It is acceptable to combine test scores from more than one test;
- A student who was previously tested and referred to developmental education at a Florida College System (FCS) institution college may be reported as meeting basic skills requirements once they successfully complete the required developmental education and will not need to be retested.
- Students enrolled in school district or FCS institution law enforcement training academies are not subject to basic skills exit requirements in s. 1004.91 F.S. or Rule 6A-10.040 F.A.C. The Florida Department of Law Enforcement (FDLE) has designated the Florida Basic Abilities Test (FBAT) for use with these students; please refer to [s. 943.17\(6\), F.S.](#), for more information.

Applicants transferring appropriately leveled TABE, CASAS GOALS, GED® test sections, or other common placement tests must do so by having an official score report sent directly to the Admissions Office prior to enrollment in the program. Scores brought by hand will be accepted only if the document provided by the outside testing center is in a sealed envelope.

### **Remediation of Basic Skills**

According to Florida Department of Education rules, students who do not meet basic skills exit scores may only retest after 60 documented hours of remediation or three months if no documented remediation is available. Students may not retake the same test version for six months. We, therefore, strongly recommend that students test early, especially for licensure programs, in order to allow time for remediation and retesting should the need arise.

Students who do not meet the minimum basic skills exit scores set by the Florida Department of Education for their program may begin attending remediation classes prior to or at the time of enrollment in a Career and Technical Education program and make acceptable progress as determined by the AAAE faculty member. It is highly recommended students meet state mandated basic skills requirements by the time they have completed 50% of their program. Students who do not meet state mandated basic skills exit scores may not receive a certificate of completion as per Florida Department of Education rules.

Some basic skills test scores are only good for two years and must be valid at the start date of the initial enrollment period. Basic skills test scores that expire during continuous enrollment remain valid until the end of such enrollment. Under continuous enrollment, students must be enrolled at least 50% of each semester. Continuous enrollment applies to attendance in a single program.

## **ACCOMMODATIONS**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan to meet individual needs to ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their postsecondary provider.

Students desiring accommodations or updates to their accommodations are encouraged to self-identify before or as soon as possible to the Special Populations Coordinator and provide documentation that clearly shows evidence of a disability and applicable accommodations. The Special Populations Coordinator will schedule a meeting with the student and faculty to discuss the documented disability and applicable accommodations.

Accommodations received in postsecondary education may differ from those received in secondary education and are reasonable as they relate to the industry or field. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments, assessments, time demands, schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodation requested and provided is maintained in a confidential file.

Students in need of academic accommodations for a disability may consult with the Special Populations Coordinator to arrange appropriate accommodations. Students are required to give reasonable notice (typically 5 working days) prior to requesting an accommodation.

## TUITION

Tuition is charged to adult students at a rate established by the State legislature. Current fee information is available in the Admissions Office. Tuition is waived for eligible high school, career dual enrolled students. Tuition is due prior to the first day of each payment period based on the Lake Technical College payment calendar. Failure to pay fees at the time class begins may result in not being able to attend class and/or clinical.

## INSURANCE

Personal injury/school accident insurance is required for all Career and Technical Education students. This insurance is provided through Lake Technical College at the rate of \$1.50 a month. The accident insurance fee will be charged to students per payment period.

Health programs with clinical experiences require liability insurance in conjunction with requirements by the healthcare facilities. The liability insurance fee is charged to students at the time of enrollment.

## ATTENDANCE POLICY

### **Guidelines for All Students**

In an effort to develop professional skills, regular attendance is required of all students. Students are expected to be in their class promptly in the morning, after break, and after lunch. If it is necessary to be absent due to illness or emergencies, all students are to notify the faculty member as soon as possible prior to the start of class, as is expected in the workplace. Students may be eligible to have up to 10% of the hours in a program per pay period as excused absences. LTC employs a Student Retention Specialist who works with students and faculty to track attendance, assists in developing strategies to improve attendance, and coordinates make-up time.

*Enrollment Period* – period of time a student begins his education and training in a CTE program (i.e., August 15<sup>th</sup>, January 3<sup>rd</sup>) through the date of withdrawal or completion.

*Payment Period* – a set block of time in which a student pays for program hours (i.e., 300 hours, 450 hours)

*Excused absence* – one that is unforeseeable, unavoidable, and/or unusual. Examples of excused absences include but are not limited to personal illness, court appearance, medical appointment, insurmountable conditions such as extreme weather conditions, religious observances, communicable disease outbreaks, and local conditions determined by LTC, and death in the immediate family. Documentation may be required. No more than 10% of program hours per payment period may be excused.

*Unexcused absence* – Absences that fall outside of the excused category. Students may make up a maximum of 5% of unexcused absences per payment period. Unexcused absences exceeding this amount will remain unexcused and may result in discipline and/or dismissal from the program. Make-up time must be completed within a reasonable amount of time in order remain in pace with the class and to remain in good standing with Lake Tech.

*Make-up time* – Students are required to successfully complete hours missed via attendance during designated hours outside of the regularly scheduled program hours. Failure to complete make-up time may result in withdrawal from the program. Make-up hours may not exceed 5% of the scheduled hours in the payment period. There is a \$25.00 make-up time fee per payment period.

Students in non-licensure programs must have achieved a minimum of 85% attendance at the end of each payment period. If the student's attendance does not improve but drops below 75%, the student may be withdrawn unless documentation regarding extenuating circumstances is provided to the Student Retention Specialist. School Intervention Team (SIT) meetings will be held as necessary to attempt to alleviate issues resulting in excessive absences and to counsel the student of possible alternatives and consequences. Students may be placed on attendance contracts. Students on attendance contracts are deemed to be on academic probation.

*\*Note: licensure program attendance policies may be more rigid due to licensure requirements and supersede this policy.*

Regularly scheduled class hours will be reported for attendance. Coursework completed at home will not count toward hours in a program. Students will be enrolled in additional hours if needed. Current tuition and fees will apply.

*Excessive absences* - A student who is absent for six (6) consecutive class sessions will be withdrawn from his/her program. A student must petition and be approved in order to return. Students exhibiting a pattern of consecutive

absences of less than six days will be subject to dismissal as determined by a School Intervention Team. A School Intervention Team will review all petitions for re-enrollment. No additional fees will be charged if the student returns during that current payment period, provided fees have not been refunded.

The excessive absences policy also applies to the adult education student. If the student requests to be re-enrolled during the same enrollment period, he or she will be assessed a \$10.00 re-enrollment fee. This may be waived depending upon mitigating circumstances.

Students with excessive absences will face the possibility of the loss of financial aid, lower professional skills grades and the ability to continue in the program.

### **Leaving Campus During School Hours**

For safety reasons, students will notify their faculty when leaving campus early. Students may leave campus for lunch provided this is done within the allotted time.

## **PLAN OF INSTRUCTIONAL PRACTICES**

### **Teaching Methods**

Lecture, demonstration, discussion, group interaction, verbal and written quizzes, skill practice, individualized instruction, computerized tutorials, interactive learning, web-based learning, textbooks, workbooks, projects, journals, reports, simulations, hands-on computer experience, collaborative learning, video-taped instructions, guest speakers, field trips, customer service projects, program job shadowing, cooperative on-the-job training, interactive learning, and web-based learning are among the teaching methods utilized.

Among the provisions made to allow for individual differences are pre-testing to determine entry level, workbooks and study guides for progress at individual rate, progress grading, individualized instruction, individual project assignments, and referral for basic skills remediation.

### **Online Access**

Technology is an integral part of our daily lives. From smart phones to electronic tablets, these devices are becoming items that many cannot function without. In addition, the Internet is changing the way education is delivered. Lake Technical College strives to ensure that our students are able to compete in this technology driven world. With this in mind, it is recommended that students have an online presence and access to the internet.

It is also important that students have an email address that they check on a regular basis. A lot of information may come to you through your email, so it is important that you check it regularly. If you do not have an email address, there are numerous services that provide FREE email addresses. Please make sure your faculty have a current, working email address for you. See your faculty for more information.

### **Social Media**

The advent of social media has created a world-wide communication medium for persons of all ages. While extremely popular, these websites have also created their own set of "not-so-popular" problems such as cyber-stalking, identity theft, cyber-bullying, cyber-cheating (posting of exam, or other course material), and a host of other nebulous challenges that users may face. Another reality associated with social media is its far-reaching consequences for those who share posts that may be seen by others as inappropriate.

Potential employers, current employers, civic, or educational organizations you may be associated with, and many others are looking at social media sites for information that may tell them things about an individual. Students should also be cautioned on how private their social media content really is – despite the settings on an account. All social media sites are potentially vulnerable. A simple search of how to view pages that are set as "private" for a popular social media website yielded numerous responses for ways to view the content. Everything from blogs to online videos offer to explain how to accomplish this task.

Students in all programs need to be cognizant of the fact that most professions rely on great moral character. It is recommended that when using social media, assume that all posts will be seen/read by everyone with access to the internet.

### **Evaluation**

Class performance, quizzes, tests, attendance, portfolio assessments, completion of project assignments, decision-making, professional skills, achievement of entry-level competencies, and other methods are used for evaluation. See "Grading Procedures".

### **Work Based Activities**

Work-based learning activities play an integral part of the curriculum of LTC's career-technical training programs. These activities are planned with two objectives in mind. First, the activity provides students with the opportunity to develop and apply a "real world" experience using the knowledge and skills attained in the program. Second, the activity provides the faculty with objective input from potential employers or customers of program graduates. Each work-based activity has a written instructional plan outlining objectives, experiences, competencies and evaluation required during the activity.

Work-based activities are program specific and may include:

- Unpaid in-school shop/lab activities to provide customer service opportunities under the direct supervision of the program faculty.
- Unpaid job shadowing experiences that may include in-school or off-campus employer-based experiences under the supervision of a qualified employer representative who is working closely with the program faculty.
- Paid or unpaid cooperative training experiences conducted at the employer's work location under the supervision of a qualified employer representative and under the direction of the program faculty.

### **Cooperative Education**

Cooperative training is available for students and coordinated by the faculty. Cooperative training is for students who have shown competence in program training that indicates readiness for placement in an on-the-job program. High school students participating in the cooperative job placement program must be in at least grade 12. Students must be enrolled in their last course of their program in order to participate in Co-op. In addition, basic skills exit levels must be met and the student can have no outstanding debt with the school. Students must be approved for Co-op prior to beginning, including clearance through financial aid.

Students may be returned to the program for additional training if they do not function satisfactorily on the job or when the cooperative agreement is terminated at the request of the student, parent, employer, or program faculty.

Veterans will be accepted into the program in accordance with the Department of Veterans Affairs approved program.

Additional information regarding co-op opportunities may be obtained from the program faculty.

### **Job Shadowing**

Job shadowing experiences, or volunteer experiences, are available to students as part of their program training. These experiences are designed to give the student actual hands-on experience doing a variety of related tasks. Length and type of experiences will vary. The program faculty determines appropriateness of the experience. Additional information regarding job-shadowing experiences may be obtained from the program faculty.

### **Career Dual Enrollment Students**

All students enrolled in Lake Technical College are expected to function as adults. High school students will be held to the same behavioral and performance standards as adult students.

## **GRADING PROCEDURE**

### **Grading Scale**

The grading policy for this program is as follows:

90-100	Excellent
80- 89	Passing
< 80	Failing

Lake Technical College is a postsecondary institution designed to provide trained individuals to industry. The grading scale for this program reflects industry standards. The approved postsecondary program grading requirements must be met if the student is to receive a certificate.

Program grades are based on the three criteria: Skills, Knowledge, and Professional Skills. Each area counts as one-third of the grade. Students have access to final course grades through the student portal. A minimum grade of 80% in each area is required in order to receive a passing grade. If a student's grade is below 80%, the student will be counseled as to what steps need to be taken to bring the grade to a satisfactory level.

Licensure programs may have a grading scale reflective of their industry that varies from the above.

### **Program Progress**

Students are expected to complete the program of training within the hours allotted by the State of Florida for completion. The student's rate of progress will be closely monitored by the faculty and the Student Retention Specialist to ensure program completion in a timely manner. Most tests, projects, and similar assignments must be completed in class under the direction of the instructor.

### **Requirements for a Certificate**

All competencies specified in the State of Florida Curriculum Framework for the program must be successfully completed with at least an 80 percent in the areas of skills, knowledge, and professional skills. Students must also meet minimum TABE requirements prior to graduation.

### **Professional Skills**

Effective professional skills are the cornerstone to successful employment. Students are expected to demonstrate productive professional skills during all phases of enrollment. Faculty will work with students who need assistance in this area to improve the overall possibility for successful employment.

**Attendance:** Attends class for all scheduled hours assigned, arrives/leaves on time, contribute to class discussion and is actively involved in all activities.

**Character:** Displays academic integrity (inclusive of not committing plagiarism), trustworthiness, dependability, reliability, self-discipline, and self-responsibility.

**Teamwork:** Respects the rights of others; is a team worker; is cooperative; ensures confidentiality in all classroom, clinical and other matters; demonstrates professional behavior in interactions with peers, preceptors, and faculty.

**Appearance:** Displays appropriate dress, grooming, hygiene, and wears full regulation uniform of the day.

**Attitude:** Displays a willingness to cooperate and accept constructive criticism; sets realistic expectations; approaches assignments with interest and initiative.

**Productivity:** Follows safety practices; conserves materials and supplies; maintains equipment; stays on task and utilizes time constructively; demonstrates proactive learning through involvement in activities and contributions to class discussions.

**Organization:** Manifests skill in prioritizing and management of time and stress; demonstrates flexibility in handling change; completes assignments on time; uses work time appropriately.

**Communication:** Contacts faculty to report concerns; notifies faculty of tardy/absence one hour before start of class; seeks clarification and understanding through appropriate, pertinent questions.

**Leadership:** Displays leadership skills; appropriately handles conflict and concerns; demonstrates problem-solving capability; maintains appropriate relationships with supervisors/faculty and peers; follows the chain of command.

**Respect:** Deals appropriately with cultural/racial diversity; does not engage in harassment of any kind to include but not limited to verbal, nonverbal, and written; addresses faculty and peers in appropriate tone and with appropriate language to include but not limited to electronic (email, text, etc.) communications.

### **STUDENT DRESS CODE**

Students who attend Lake Tech shall dress in a manner appropriate for the job in which they are receiving training, including any special protective gear and professional uniforms. All clothing, makeup, and jewelry must be clean, neat, modest, in good repair, appropriately sized, and be neither distracting nor offensive. Students are expected to display their valid student ID, or have on their person when unable to display due to safety in the program, at all times.

The Executive Director or designee has the final authority for determining whether or not a student's apparel conforms to the dress code. If it is determined that it does not, students will be required to change into clothing which will conform to this code or leave campus. Students may return to campus when they have changed into appropriate clothing.

Students will wear the designated program uniform each day to class and while on a Job Shadow experience, Co-op or clinical assignment. Shirts may be worn with pants or skirts. Shorts are not permitted. On designated days, some

programs will required students to dress in business attire suitable for a job interview. This is defined to be clothing that would be acceptable for most job candidates to wear to a standard job interview.

NOTE - Remember that you are preparing for employment in a position in which public relations may be a factor in your success. Individual desires cannot always take precedence.

## **GENERAL SCHOOL INFORMATION**

### **Campus Safety**

Lake Technical College makes every effort to provide a safe environment for all students, visitors, faculty and staff. Basic safety standards, which will include fire drills, weather drills, equipment usage, and traffic regulations, will be covered in the program orientation. These basic safety standards will be reinforced throughout the program enrollment. See the current school catalog for additional campus safety information.

### **Follow Up**

Lake Technical College is proud of its graduates and celebrates the next step graduates take whether it is employment, military or further education. Prior to completing, students may visit the Career Success Center for assistance with employability skills such as resume writing. In addition, faculty may provide students with employment leads. However, it is up to the individual student to actively pursue employment opportunities. We like to hear how our graduates are doing and want to celebrate your successes so be sure to communicate with your faculty any employment, military, or further education you enter. Students are required to participate in an Exit Interview prior to their last day in their program.

### **Food and Drink**

To protect equipment and furnishings in the classroom and laboratory areas, only water, in closed, covered containers, is permitted. No other food or drinks are allowed, unless specific permission is granted by the faculty. However, under no circumstance may food or drinks be in the computer lab areas.

### **Lunch**

Food services are provided on the main campus in the Lake Tech Café and are available during breaks and lunch. Adult students may leave the LTC campus during the scheduled 30-minute lunch break as long as they return to the program on time.

### **Parking Regulations**

Students may park only in the south parking lot in spaces not designated as staff or customer service parking. For safety, loitering in or around vehicles once the vehicle is parked is not allowed, and a 5 mph speed limit is enforced. In consideration of the neighbors and classes in session, loud music in vehicles on campus is prohibited.

### **Smoking**

Lake Tech is a tobacco free institution. The use of tobacco products of any kind, including e-cigarettes, is not permitted at any Lake Tech location. This includes the parking lots.

## **FINANCIAL AID**

Policies and guidelines for the administration of all financial aid are established according to federal and state law. Applicants complete an information form, Free Application for Federal Student Aid, and furnish documentation needed to verify eligibility. More information on the application process may be obtained in the Financial Aid Office.

The Financial Aid Office will assist students, where possible, with access to financial support offered by federal agencies (U.S. Department of Education – Pell Grants, Department of Veterans' Affairs), other state and local agencies and local organizations (scholarships).

## **TEXTBOOKS**

For the most recent book list for any program visit Lake Technical College's bookstore located in the Business Office.



**LAKE TECHNICAL COLLEGE**  
**Pharmacy Technician**

**INTRODUCTION**

The Pharmacy Technician Program is an ASHP-ACPE accredited Advanced Training program that is 1050 hours in length, including a minimum of 100 hours of simulated lab activities with faculty on site and a minimum of 200 experiential hours in at least 2 pharmacy settings under the direction of a site preceptor and delegated trainers. This program is designed to introduce students to the essential skills and knowledge necessary to be a [Registered Pharmacy Technician](#) and take the Pharmacy Technician Certification Exam (PTCE) to become a nationally credentialed [Certified Pharmacy Technician \(CPhT\)](#). This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the health care industry: planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues and health, safety, and environmental issues. For additional information, visit the Florida Department of Education and the [ASHP-ACPE Accreditation Standards for Pharmacy Technician Education and Training Programs](#) . Full Time, Face-to-Face Program hours are from 8:15 am to 4:15 pm Monday through Thursday. Dual Enrollment Program Hours may vary.

**HEALTH SCIENCE EDUCATION MISSION**

The mission of the Health Science Education Department at Lake Technical College is to prepare students to meet the health care needs of a growing and diverse population, while serving as productive members of our local, state, national, and international communities.

**PHARMACY TECHNICIAN PHILOSOPHY**

We believe the dignity and worth of the individual in our democratic and ever-changing society fosters self-reliance. We must acknowledge individual differences and show respect for the right of the individual to seek fulfillment of spiritual, emotional, mental, physical, and socio-economic needs. In addition to the required skills and knowledge, instruction emphasizes good professional skills, desirable personal characteristics, and effective interpersonal relationships, and leads to a productive life as a contributing member of the community.

We believe the Pharmacy Technician is a specialist in stand-alone pharmacies, hospitals and outpatient clinics that performs under the medical authority of a pharmacist to provide pharmacy services to patients in pharmacies, which are under a pharmacist's control.

We believe the Pharmacy Technician curriculum must be competency-based and include formal course work skills, practice laboratories and externship experience. We believe continuous evaluation of a student's progress is necessary in measuring the effectiveness of the instruction and in achieving the stated objectives of the program.

We further believe Pharmacy Technician education is a continuous process, which must persist after completion of the program to keep the practitioner accountable for and alert to current trends and practices in the care of patients.

The program goal is to prepare competent advanced level pharmacy technicians in the following learning domains: Knowledge, Practical Skills, and Professional Skills (Work Habits).

**ESSENTIAL TASKS**

Health related occupations can be demanding, both physically and emotionally. Before entering a program in the health field, it is important to review the following tasks which have been established. Their performance is essential for success in the program.

**Physical Requirements**

- Ability to perform repetitive tasks
- Ability to walk the equivalent of 5 miles per day
- Ability to reach above shoulder level
- Ability to interpret audible sounds of distress
- Ability to project audible verbal communications at a distance of 4 feet
- Ability to demonstrate high degree of manual dexterity
- Ability to work with chemicals and detergents
- Ability to tolerate exposure to dust and/or odors
- Ability to grip
- Ability to distinguish colors

- Ability to lift a minimum of 25 pounds and a maximum of 100 pounds
- Ability to bend a knee
- Ability to sit or stand for long periods
- Ability to perform CPR

### **Mental and Emotional Requirements**

- Ability to cope with a high level of stress
- Ability to make fast decisions under high pressure
- Ability to cope with the anger/fear/hostility of others in a calm manner
- Ability to manage altercations
- Ability to concentrate
- Ability to cope with confrontation
- Ability to handle multiple priorities in a stressful situation
- Ability to assist with problem resolution
- Ability to work alone
- Ability to demonstrate high degree of patience
- Ability to adapt to shift work
- Ability to work in areas that are close and crowded

The basic skills exit scores for this program are: Reading/Language 10; Math 11.

### **Re-admission**

Students in good standing who withdraw from the Pharmacy Technician program prior to program completion may reapply to the subsequent program. Students will be allowed to repeat only one time.

Readmission is contingent upon the following:

1. Applicants for readmission who left prior to successful completion of the 90 hour Core program will be required to start at the beginning of the Pharmacy Technician program.
2. Students in good standing who withdraw after successful completion of the 90 hour core program may apply for re-entry at the beginning of a module not successfully completed, based on instructor consultation and recommendation.
3. Students applying for readmission will be admitted on a space available basis.

### **BACKGROUND SCREENING & DRUG TESTING**

The Agency for Health Care Administration (ACHA) requires all employees and other individuals (students) whose responsibilities may require them to provide personal care or services to clients/residents/patients or has access to their living area or personal property to undergo a background screening. The healthcare profession recognizes that substance abuse among its members is a serious problem that may compromise the ability of the abuser and jeopardize the safety of patients entrusted to their care. The College, in its effort to maintain high standards of education and clinical practice and to comply with requirements mandated by cooperating clinical facilities, has implemented a drug-testing program.

If at any time during a pre-externship screening, random screening or reasonable cause screening, a student refuses to be tested, the student will be withdrawn from the program. If a student has a negative dilute result, they will have to retest at their expense. This fee will be added to their student's account. If at any time the student's drug test is positive and has not been medically approved, the student will be withdrawn from the program.

A criminal background check will need to be completed prior to externship. A conviction of, regardless of adjudication, a plea of guilty to; or a plea of nolo contendere to an offense constitutes a conviction for the program of Pharmacy Technician purposes. Students with convictions are encouraged to contact the Florida Board of Pharmacy to ensure that their background will not prevent them from earning a Pharmacy Technician Registration.

If at any time during the program you are arrested, you must notify the Health Science Education (HSE) Department Chairperson within 72 hours of arrest. A conviction of; a plea of guilty to; or a plea of nolo contendere to an offense would require a meeting with the HSE Department Chairperson to discuss continuing in the program. Failure to disclose this information in a timely manner may also lead to dismissal from the program.

### **PERFORMANCE STANDARDS**

Pharmacy Technician involves the provision of direct care of individuals and is characterized by the application of verified knowledge in the skillful performance of Pharmacy Technician functions. The Pharmacy Technician profession is a practiced discipline with cognitive, sensory, affective, and psychomotor performance requirements. Based on these requirements, a list of Core Performance Standards has been developed.

- Critical Thinking:** Critical thinking ability sufficient for clinical judgment
- Interpersonal:** Interpersonal abilities sufficient to interact with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds
- Communication:** Communication abilities sufficient for interaction with others in verbal and written form
- Mobility:** Physical abilities sufficient to move from room to room, maneuver in small spaces
- Motor Skills:** Gross and fine motor abilities sufficient to provide safe and effective care
- Hearing:** Auditory ability sufficient to monitor and assess health needs
- Visual:** Visual ability sufficient for observation and assessment necessary in care
- Tactile:** Tactile ability sufficient for physical assessment

Students unable to demonstrate the Core Performance Standards must notify the HSE Department Chairperson by the end of the first class day to inquire about reasonable accommodations.

A student who finds it necessary to be tardy and/or absent (including leaving early) MUST notify the Pharmacy Technician program faculty by school email at least one-half hour prior to the start of class that day. Failure of notification will result in a deduction of the student's Professional Skills grade.

Any student whose attendance rate drops below an 80% will be placed on PROBATION. The purpose of probation is to formally notify and appropriately document an existing condition that is jeopardizing the ability of a student to successfully complete the Pharmacy Technician program. Excessive absences may jeopardize enrollment in the class

Probationary status will terminate when the terms of the contract have been satisfied or when the number of hours absent does not exceed the cumulative 20% of the hours to that point in the program.

Students on probation for excessive absences may continue in the program only as long as they are making satisfactory progress in the theory and clinical areas, and the excessive absences are due to extenuating circumstances such as hospitalization, emergency surgery, or extreme personal hardship. Excessive absences will impact the professional skills grade or may result in withdrawal from the program.

### **Tardiness**

As in the workplace, students are expected to be in their seats at the beginning of class, after break, and after lunch. Students are expected to notify the faculty by school email 30 minutes before the start of class of any anticipated tardies and communicate an expected arrival time. In the workplace, if you are not present, you are absent, regardless if it is because you are tardy and/or leave early. Any student that is tardy (absent) and/or leaves early (absent) will affect the student's Professional Skills grade. Students who do not meet attendance requirements may jeopardize their opportunity to complete experiential training at externship sites. Note: Students who do not meet attendance expectations for experiential learning will not be able to complete the program

### **Lab/Clinical skills**

1. Attendance is mandatory at all scheduled labs and practical skills. Absences during clinical skills require make-up work to be done at a time not designated for other studies. It is the responsibility of any student absent during a lab or clinical skill to secure a time with faculty to demonstrate the skills taught during the absence.
2. Make-up: All materials and assignments missed during the student's absence must be made up. It is the student's responsibility to meet with the faculty to get missed assignments and handouts.
3. Breaks, lunch period, and release at the end of the day will be designated by the faculty.

### **Student Responsibilities**

Students are responsible for:

- Attending class four days per week, Monday through Thursday. (Schedule could vary based on clinical availability.)
- Checking email/voicemail messages daily and communicating with the faculty.
- Attending class/lab when scheduled, and discussing scheduling issues with faculty in a timely manner.
- Completing assignments as presented by faculty and provide communication to faculty when behind in pacing.
- Completing and documenting a minimum of 100 hours of simulated learning.
- Completing and documenting a minimum of 200 hours of experiential learning in 2 different sites assigned by faculty.

Professional skills will be evaluated based upon work output so it is important to stay focused. Do not hesitate to contact the faculty for assistance.

## GRADING POLICY

Each course within the Pharmacy Technician Program includes a syllabus and pacing chart which outlines assignments, due dates, and competencies that need to be achieved. It is important that the student understands that submitting completed assignments and participating in classroom discussions/activities will be an expectation of each course.

The grading policy for the Lake Technical College Pharmacy Technician Program is as follows:

90 – 100	Excellent
80 – 89	Average
<80	Failing

Program grades are based on knowledge, practical skills, and professional skills.

**Knowledge Skills** are based on exams, drug card quizzes, and experiential learning assignments.

**Practical Skills** are based on practical examinations inclusive, but not limited to, assignments and skill applications related to the pharmacy practice that must be assessed for understanding of a skill or competency.

**Professional Skills/Work Habits** are evaluated in the classroom and during experiential learning at externship sites. Professional skills are based on professional appearance, professional behavior, attendance, and classroom participation, integrity, empathy, self-motivation, appearance and personal hygiene, self-confidence, communication, time management, teamwork and diplomacy, respect, patient advocacy, and care delivery of service.

For a student to continue in the program:

1. The **Knowledge** grade, consists of three components: Competency Exams, Drug Card Quiz Average, and Special Projects. These three components of the Knowledge grade must average a 80% or higher to successfully complete an OCP.
2. The **Competency (Skills)** grade must be a 80% or higher to successfully complete an OCP.
3. The Knowledge, Professional Skills, and Competency (Skills) grade must average together to be a 80% or higher to successfully complete an OCP.

All students must pass each program competency within the Pharmacy Technician Program with at least a 80%. Should the student need to retake the initial competency assessment, it is the student's responsibility to schedule a remediation with the faculty by the next class day. Should a student not pass the competency the second time, the student must make an appointment with the Student Success Counselor. In the event, that the student does not pass the competency the third time, a SIT meeting will be scheduled and the student will be referred to Student Success Counselor, who must recommend the time to attempt the competency for the fourth time.

In the event, that a test and/or module is re-done, the highest grade the student can earn is a 80%.

If the student scores lower than a 80% on the test on the scheduled testing day, the student must schedule remediation, if desired, prior to re-testing.

There are no retakes allowed on Drug Quizzes. Students who receive below a 80% on any drug card quiz should contact the Student Success Counselor for study strategies or meet with the instructor to discuss progress and strategies to improve.

### **Program Progress**

Students are expected to complete the program of training within the hours allotted by the State of Florida for completion. The student's rate of progress will be closely monitored by the faculty to ensure program completion in a timely manner. Unless in a distance learning program, any time a student completes work at home will not count towards program hours unless an extenuating circumstance allows under the direction of the Executive Director.

### **Job Shadowing Experiences**

For a student to qualify for job shadowing experiences their Professional Skills grade must be a 80% or higher.

## **Pharmacy Technician 2 Pharmacy Experiential**

For a student to qualify for a community pharmacy experiential externship in Pharmacy Tech 2, the student must have successfully completed Pharmacy Tech 1 with a Knowledge grade of a 80% or higher and have a Professional Skills and Competency grade, independent of each other, with a 80% or higher. Student must have all externship requirements met 30 days prior to scheduled date for starting the experiential learning. This includes vaccination records or titers, TB 2-step screening, Level II background screening, and negative urine drug screen. Students must have proof of immunity from varicella, tetanus, MMR, hepatitis B.

## **Pharmacy Tech 3**

For a student to continue to be eligible for experiential externship in Pharmacy Tech 3, the student is required to have completed Pharmacy Tech 1 and Pharmacy Tech 2 with a 80% or greater and classroom portions of Pharmacy Tech 3 with a Knowledge grade of a 80% or higher and a Professional Skills and Competency grade, independent of each other, with a 80% or higher.

Hospital and Specialty Pharmacy externships will require a student to have successfully completed Pharmacy Tech 1, Pharmacy Tech 2 and classroom portions of Pharmacy Tech 3 with a Knowledge, Professional Skills, and Competencies independent of each other with an 80% or greater. Hospital externship opportunities are offered to students who demonstrate the highest professionalism and academic performance, and are limited to availability and faculty's recommendation. Additional training and documentation may be requested from the hospital facility, which may include proof of immunity from COVID-19 and influenza, respirator mask fitting, physician's attestation that student is "Free from communicable disease." Many of the experiential learning facilities have onboarding documentation that has to be completed 30 days in advance.

## **Testing Policy**

1. Dates and times will be determined by the program faculty, and will generally be at 10:45am on scheduled days per each cohort's pacing calendar. Student must meet with instructor at minimum ONE day before the assessment so that the instructor has reviewed that the student has met all competency requirements and completed a study review session. Testing dates may change at the faculty's discretion. Should testing date(s) need to be rescheduled, it is the student's responsibility to contact the faculty or the scheduler to reschedule the testing date(s). If a student is absent on a test date, the student must discuss a reschedule date with the faculty upon return to the classroom.
2. If the student scores lower than a 80% on the test on the scheduled testing day, the student is recommended to schedule remediation with the instructor prior to re-testing.

## **Simulated Activities (Practical Skills)**

The sequence of activities to transition from simulated to experiential is:

- (a) observation (student observes expert performing task)
- (b) simulation (including observation, feedback, and evaluation by an expert)
- (c) experiential performance under supervision of a preceptor or delegated training in a real-world setting.

All students must have documentation of 100 hours of simulated with the instructor to meet the ASHP requirements for completion of this program.

## **Externship**

### **Please refer to the Rules and Guidelines in the Externship Packet**

The externship consists a minimum of 200 hours that the student will work with site preceptors and delegated trainers in a pharmaceutical setting of the externship coordinator's recommendation and Advisory Board approval. [ASHP Accreditation Standards](#) require that all students provide documentation that they have completed a minimum of 200 hours of experiential learning in at least two practice settings, in both an entry-level community pharmacy and an advanced experiential rotation. The advanced experiential rotation takes place in a facility where the student will utilize skills learned during the Advanced-level curriculum. The pharmaceutical sites and preceptors of the Pharmacy Technician program are to be treated with the upmost courtesy and respect. Students will adhere to the Pharmacy Technician program dress code policy during this time, with any additional experiential guidelines. Students are responsible for own transportation to and from the externship site. The experiential learning hours may vary based on operating hours and workflow of the facility, but could vary between 7am and 9 am start time. Communication for tardiness and absences to the experiential site are mandatory and follow the Pharmacy Technician attendance policy timeframes. The Pharmacy Technician program faculty will communicate regularly with preceptors to determine student progression in the program. Any time missed will extend the externship until the hours have been completed. Students shall not perform any skill outside the Pharmacy Technician scope of practice. Failure to comply with this mandate may result in disciplinary action, up to and including, probation or dismissal from the Pharmacy Technician program.

Students who are currently employed in a Pharmacy Technician position may not complete their experiential hours at his or her place of employment for the first 100 hour experiential and will be assigned to another facility based on instructor discretion. The student can complete one rotation at their place of pharmacy employment ONLY if the site preceptor agrees to have the program faculty schedule a site inspection, verify the staff's professional record and licensure status for all delegated trainers at the site, and receives Advisory Committee approval. Recommendation must be made by the faculty to the Advisory Committee for approval. All externships requirements must be met including student evaluations and time logs. **All students must have documentation of 200 hours of experiential learning in a minimum of 2 different facilities to meet the ASHP requirements for completion of this program.**

Students shall be objectively evaluated by the preceptors using a standardized form (see Clinical Skills Documentation). The student is responsible for listing time in and time out, and skills **successfully and unsuccessfully** attempted. The preceptor is responsible for verifying time in and out, evaluating skills performance and writing comments about student performance and progression.

Directions on all externship forms are to be followed. If an area of evaluation is not applicable to the student or the situation, the area should be marked N/A. An evaluation addendum should be attached to the evaluation form if space does not permit listing of information. Completed externship documentation must be given to the Pharmacy Technical program faculty at the exit interview. Student is accountable for all information and completion of all externship paperwork.

Under no circumstances is the student to alter any preceptor information. ***Falsification of documentation will lead to disciplinary action, which may include probation and/or immediate dismissal from the Pharmacy Technician program.***

### **LAKE TECH REQUIREMENTS FOR PROGRAM COMPLETION – CERTIFICATION**

Students must meet the following program requirements for certification:

- Meet minimum TABE recommendation prior to graduation.
- Successfully complete all competencies specified in the program State of Florida curriculum framework.
- Satisfactory completion of a minimum of 200 hours of experiential learning in at least 2 pharmacy practice settings.
- Pharmacy Technician Faculty sign off of student externship packet.

### **CLASSROOM, LAB, CLINICAL AND EXTERNSHIP UNIFORM CODE**

Students who attend Lake Tech shall dress in a manner appropriate for the job in which they are receiving training, including any special protective gear and professional uniforms. All clothing, makeup, and jewelry must be clean, neat, modest, in good repair, appropriately sized, and be neither distracting nor offensive.

A uniform identifies you to the public and pharmacy/hospital staff as a Pharmacy Technician student and presents a professional appearance. In addition, it prevents the possibility of cross contamination by separating street clothes from work clothes.

Professionalism is important in health careers and is reflected in one's appearance, behavior, and work ethic. The following rules are in place to prepare students for the professional healthcare environment.

**All Pharmacy Technician students will strictly follow the uniform code while attending classroom, clinical, or externship. Failure to present a professional appearance will result in dismissal from the day's activity and an unexcused absence.**

#### **Uniform Code**

1. **Program-approved scrub top with monogram:** The faculty will provide students with specific information regarding the program scrub top.
2. **Program- approved black medical uniform scrub pants: Scrub pants cannot have flare at bottom. Jeans are not permitted.**
3. It is a requirement that both the scrub top and the uniform pants be clean and neat at all times. Ironing is recommended. You are representing yourself, your faculty, and your school.

4. **Black shoes**, Closed-toe, closed-heel and hard-soled, made of material that will not absorb fluids. If ankles are exposed, solid black or white socks must be worn, covering ankles. White soles are permitted. High heels, platforms, clogs, cowboy boots or high-top work boots are unacceptable.
5. **A Lake Technical College student picture I.D.** must be worn at all times when the student is on campus or in the clinical setting.
6. **Jewelry:** Must be confined to a watch, wedding or engagement rings. Special rings for right hand will be allowed in the classroom and externship, however, only one ring per hand (exception: wedding ring and engagement ring may be worn together). **The only acceptable body piercing is one small post earring in each ear, and one small post nose ring. No other visible body piercing is acceptable.** One thin chain necklace with adornment no larger than 1/2" is permitted. Necklace must be tucked into shirt. **STUDENTS CANNOT WEAR ANY JEWELRY OR WATCHES DURING STERILE COMPOUNDING LAB ACTIVITIES OR HOSPITAL EXPERIENTIAL LEARNING.**
7. **Make-up:** Will be moderately applied. Make-up should be consistent with the professional nature of Pharmacy Technicians. **STUDENTS CANNOT WEAR ANY MAKEUP DURING STERILE COMPOUNDING LAB ACTIVITIES OR DURING HOSPITAL EXPERIENTIAL LEARNING.**
8. **Hair** will be:
  - A natural hair color only.
  - Neatly combed, brushed or styled.
  - Out of the eyes and restrained with clips or bands that blend with hair color or match the uniform.
  - Hair must be worn above the collar and away from the face at all times when in uniform.
  - Beards and moustaches must be neatly groomed.
9. All visible body art (tattoos, Henna, etc.) must be in good taste and not offensive and must abide by Lake Technical College and Experiential learning uniform policy.
10. No nail polish allowed. Nails should be no longer than end of fingertip. Artificial nails (to include, but not limited to, gel finish, silk tips, Gel finish, shellac) are not permitted. **STUDENTS CANNOT HAVE NAILS LONGER THAN 1/4" DURING STERILE COMPOUNDING LAB ACTIVITIES OR HOSPITAL EXPERIENTIAL LEARNING.**
11. Eyelashes are to be natural in color and, as with nails, artificial eyelashes are prohibited.
12. **No** offensive or strong odors (i.e., body, breath, shampoo, perfume, etc.) are acceptable. **Please remember that strong perfume, hair spray, coffee, cologne, or cigarette smoke may be offensive to patients and co-workers.** These odors **could trigger an acute respiratory episode in patients with respiratory ailments.**
13. **Equipment:** A calculator and a pen should be with the student at all times.

All aspects of personal hygiene, including the individual, uniform and undergarments represent one's professional image. Cleanliness and appropriate use of personal hygiene products are important components of professionalism and are expected of all students.

## PHARMACY TECHNICIAN POLICIES AND PROCEDURES

### General Rules for Students\*\*

1. To protect equipment and furnishings in the classroom and laboratory areas, only water, in closed, covered containers, is permitted. No other food or drinks are allowed, unless specific permission is granted by the faculty. However, under no circumstance may food or drinks be in the laboratory areas.
2. Students are to be in proper uniform for any class, lab, clinical, externship, or other related school activity unless assigned otherwise.
3. All laboratory equipment should be returned to its proper place after use. Any broken equipment must be reported to the faculty for repairs.
4. The refrigerator in the pharmacy technician lab is for specific medications only. No personal food or drink is permitted to be store there.

5. Students will not use electronic devices for personal needs while in classroom. No cell phones are allowed for personal use in the externship settings.
6. No student is allowed in the faculty's office without permission.
7. Students are responsible for keeping their individual desk areas policed of trash and in order. Chairs are to be returned to place at the end of each class.
8. If at any time a conflict arises, for any reason, during class time or clinical the student is to avoid a serious confrontation at all costs. Right or wrong, students should avoid being part of a bad scenario that would have an impact on the program and jeopardize their place in the program. Students should report to the faculty or department chairperson immediately and allow them to disarm the situation.
9. All injuries and/or illnesses must be reported immediately to the faculty.
10. Students who become ill during class must notify the faculty before leaving the classroom.
11. Lake Tech is a tobacco free institution. The use of tobacco products of any kind, including e-cigarettes, is not permitted at any Lake Tech or externship location.
12. A student will be asked to leave the classroom, clinical, or externship if there is any reasonable cause that they are under the influence of drugs or alcohol. The student will be immediately sent for drug screening in this situation, with the cost of testing, the students responsibility.
13. Each student is expected to behave in a dignified manner at all times – a manner which conforms to the ethics of the profession and which instills patient confidence in the Pharmacy Technician's abilities. Irresponsible, unprofessional, or unethical behavior may result in termination from the program.

#### **Classroom Rules\*\***

Students will:

1. Maintain a neat, clean, appropriate appearance.
  - When in uniform, be dressed according to the dress code.
  - Notify a faculty 1 hour prior to expected arrival time regarding tardiness or absences.
  - Seek permission and follow procedure to leave early when necessary.
  - Return from breaks and meal times at the specified time.
2. Respect the rights of others.
  - Be attentive and polite.
  - Do not talk to neighbors thus preventing others from learning.
  - Respect the property of others.
  - Be patient and considerate of others.
  - Pay attention.
  - Do not make fun of others when they ask a question.
  - Think before speaking to avoid misunderstanding.
  - Do not talk while others are talking.
3. Demonstrate good interpersonal relationships with peers and faculty.
  - Exhibit a congenial and cooperative attitude with others.
  - Show respect for faculty and peers.
  - Accept others for themselves.
4. Contribute to a learning atmosphere.
  - Wait for recognition before speaking.
  - Do not interrupt class.
  - Assist classmates if able and time is appropriate.
  - Contribute new or pertinent material on topic when appropriate.
  - Do reading or assignments when no lecture or formal class is in progress.
  - Practice procedures and be prepared for requested sign-off on procedures.
  - Make good use of classroom/laboratory time.
5. Take responsibility for own learning.
  - Come to class prepared by bringing pen, pencil, paper, and books.
  - Submit work missed during absence in a timely manner without prompting.
  - Complete reading assignments and participate in class discussions.
  - Be responsible for all assigned books and equipment.



6. Attempt to do the best possible.
  - Try to achieve full potential.
  - Make an effort to answer questions when called upon. The faculty will recognize students before answering a question.
  - Use time wisely.
  - Make an appointment to see the teacher privately to clarify any unclear material.
7. Respect school and clinical facility/property.
  - Always leave the classroom, laboratory and conference areas neater than found.
  - Do not eat, drink, or smoke except in designated areas.
  - Do not deface property of others.
  - Be proud of your school and remember to be an ambassador to the public.

### Externship Rules\*\*

1. Students are to abide by the policies and procedures of Lake Technical College and the facilities utilized by the Pharmacy Technician Program for externship. Any student not in compliance with the set guidelines may be asked by the externship coordinator/faculty to leave the externship facility. The student will not be allowed to return to that externship site. The faculty will notify the HSE Department Chair who will schedule a SIT meeting with the student.
2. Students will observe pharmacy practice activities and assist only as directed by the externship coordinator/faculty or preceptor in charge. Students will perform only pharmaceutical duties that have been covered and completed in his/her present program.
3. Remember to protect patient privacy and confidential information. What a student hears and sees is not for general discussion. Any violation of this policy will be considered a serious breach of professional ethics and could lead to disciplinary action to include, but not limited to, dismissal from the program. A Confidentiality Statement with each student's signature is kept on file.
4. Students will attend externship according to the externship schedule. The externship coordinator will do all scheduling. If there is a scheduling conflict, the student must contact the externship coordinator/faculty, who will discuss issues with the HSE Chair.
5. Students are authorized to be at the externship sites only for scheduled times. Please do not arrive early or stay late unless permitted to do so in order to complete pharmacy duties. **IF AN INCIDENT OCCURS WHILE AT AN EXTERNSHIP SITE, THE FACULTY MUST BE CONTACTED IMMEDIATELY.**
6. Unauthorized hours or shifts at an externship site are not allowed. Hours for students attending any externship site (including scheduled dates but not scheduled sites) without prior approval from the faculty will not be counted toward clinical hours and will be reported to the HSE Department Chair.
7. Students are expected to utilize their time productively (i.e., no watching television, no sleeping, no phone calls or texting, eating during unauthorized times, etc.) Students are expected to study or practice with equipment in order to maximize externship experience.
8. Any student not in a proper, professional, maintained uniform will be sent home and he/she will have to reschedule missed hours.
9. Proper and appropriate personal protective equipment shall be worn during all skills activities.
10. Certain records must be maintained in order to document clinical experiences and skill performance at the externship site. **It is the responsibility of the student to adequately and accurately maintain these records.**
11. Student must be in communication with the school faculty daily and complete a daily log of tasks and hours.
12. Additional policies and regulations may be established by the school, the Pharmacy Technician program faculty, or the HSE Department Chair during the course of the program. After due and proper notification, students will be expected to comply fully with all regulations.

**\*\* Violation of any of the above may result in disciplinary action up to and including dismissal from the program.**

### REASONS FOR DISMISSAL FROM PROGRAM

1. Unsatisfactory academic, lab or externship work.
2. Demonstration of unsafe performance and poor professional judgment in the externship area such as, but not limited to, endangering a patient's safety by:
  - a. Violating standard safety practices in carrying out pharmacy duties.
  - b. Delaying care that is within the student's realm of ability and/or knowledge.
  - c. Performing skills or procedures beyond the realm of the student's ability and/or knowledge.
3. Being found in any restricted or unauthorized area.
4. Unethical conduct such as fraud, drug abuse, alcohol abuse, breach of confidentiality (HIPAA violation); inappropriate student/patient interaction or interpersonal relation; or aggressive or dishonest behavior to any school or externship site staff member, physician, pharmacist, customer, or other student, defined as follows:

- a. Aggressive behavior is defined as a forceful, self-assertive action or attitude that is expressed physically, verbally, or symbolically and is manifested by abusive or destructive acts towards oneself or others.
  - b. Dishonest behavior is defined as an untruthful, untrustworthy or unreliable action.
5. Cheating in any manner.
  6. Withdrawal from externship clinical site or participating agency as the result of due process proceedings based upon a written request from the agency that the student be withdrawn.
  7. Violations of the attendance policy.
  8. Failure to satisfy identified probationary requirements within the stated time.
  9. Failure to comply with requirements as stated in the Master Plan of Instruction.
  10. Failure to complete required simulation and experiential learning requirements for ASHP-ACPE accreditation.

## **DESCRIPTION OF THE PROFESSION JOB DESCRIPTION**

### **Main Function**

Pharmacy Technicians work in hospitals, clinics, retail pharmacies and in various health care settings under the supervision of a pharmacist. Pharmacy Technicians who work in smaller facilities often act as generalists, engaging in a wide range of functions and duties, defined by the pharmacist or Pharmacy Technician preceptor. Those who work in larger facilities may focus on one or two specific duties.

### **Duties and Responsibilities**

#### Administrative duties

Pharmacy Technicians handle important clerical tasks that enable facilities to operate efficiently. They enter medication order data, fill prescriptions, collect insurance information, complete insurance paperwork and maintain pharmaceutical records. When dealing with records, Pharmacy Technicians must ensure that the information remains confidential at all times. Pharmacy Technicians answer phones, receive and direct incoming customers. They also participate in coordinating prescription drug refills with physicians' offices, hospitals, clinics and other pharmacies. Pharmacy Technicians also monitor pharmacy supply and equipment levels.

#### Patient Care

Pharmacy Technicians often aid the treating provider in patient care by assisting with processing provided medication orders and dispensing them to patients under the direction of a licensed pharmacist. Pharmacy technicians also coordinate with pharmacist and prescribers in identifying any discrepancies that need clarification. They process orders, prepare medications (including sterile and non-sterile compounded product preparations), and collect payment for pharmaceutical services. Pharmacy technicians in the community setting also administer vaccinations under pharmacist supervision.

#### Patient Counseling Referral

Pharmacy technicians refer patients for pharmacist counseling and education. Pharmacy Technicians will provide patients with important information regarding refill requests, third party payment, and medication reminders. They will refer patients to a pharmacist to supply medication instructions, treatments and procedures. Pharmacy Technicians may also answer triage patient phone calls and requests, and help the pharmacist identify potential drug utilization issues with their medications.

#### Facility Maintenance

Many medical facilities require Pharmacy Technicians to participate in the general maintenance and appearance of the pharmacy. Pharmacy Technicians will making sure that the pharmacy is properly stocked with the necessary equipment and supplies. Pharmacy Technicians are responsible for gathering and properly disposing of expired or contaminated items. Pharmacy Technicians may also be required to ensure that all instruments used in the pharmacy are properly sanitized. Pharmacy technicians are involved with quality assurance and assist with drug recall and compliance with agencies such as The Joint Commission, The Board of Pharmacy, United States Pharmacopeia, NIOSH, EPA, FDA, and the DEA.

## PLAN OF INSTRUCTIONAL PRACTICES

### **Methods of Teaching Safety**

A basic outline of safety standards and practices is covered along with continuous implementation of safety principles. The student demonstrates skills in the lab environment and must meet competency standards prior to performance in the clinical setting. This includes blood borne pathogen training, OSHA requirements, and United States Pharmacopeia guidelines for preparing sterile and non-sterile products and how to prepare hazardous drugs.

### **Evaluation**

Class performance, skills performance, pre- and post-testing, practical test evaluation (labs), required written and workbook assignments, clinical observation of performance objectives during clinical experiences, decision-making, attendance, and professional skills are included in a student's evaluation.

### **Externship**

Students will receive a 300 hour unpaid externship hours under the direct supervision of their preceptor and/or faculty.

## PHARMACY TECHNICIAN COURSE INFORMATION

### **Schedule**

This program offers students flexibility to learn course material and complete assignments with their student cohort under the direct supervision and monitoring of the faculty in a cohesive learning environment. The student's learning experience will be enriched through discussion and peer interaction with other class members. This interaction is a primary component of any educational experience.

### **Required Fees and Supplies**

- Criminal background check
- Complete drug screening
- Approved uniform
- 3 inch Binder, calculator, pens, pencils, highlights, flash drive
- Course Textbooks and Workbook

**Experiential learning Requirements:** Vaccination Record (MMR/Tetanus/Influenza/Hepatitis B/Varicella/COVID 19, Flu), TB screen. Additional requirements may vary per site and may include respirator mask fitting and a Physician Statement: "Free of Communicable Disease."

*\*\*Current tuition and fee information is available from the Admissions Office.*

### **Faculty Information**

On campus:

Monday – Thursday (Holidays excluded) 8:00 am to 4:30 pm; Friday 8:00 am to 11:30 am.

Program Faculty     Candace Chaklos, BS, CPhT, RPt  
                                 Amber Gamble, CPhT, RPt

## PROGRAM OBJECTIVES

See the attached [Florida State Department of Education Curriculum Framework](#) and [ASHP Pharmacy Technician Accreditation Standards](#) for program objectives and desired competencies.

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Pharmacy Technician  
**Program Type:** Career Preparatory  
**Career Cluster:** Health Science

Career Certificate Program		
Program Number	H170500	
CIP Number	0351080506	
Grade Level	30, 31	
Standard Length	1050 hours	
Teacher Certification	Refer to the <b>Program Structure</b> section.	
CTSO	HOSA, SkillsUSA	
SOC Codes (all applicable)	Assignment pending.	
CTE Program Resources	<a href="http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml">http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml</a>	
Basic Skills Level	Computation (Mathematics): 11	Communications (Reading and Language Arts): 10

### **Purpose**

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Health Science career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of Health Science career cluster.

This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the health care industry; planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues and health, safety, and environmental issues.

The content includes but is not limited to metric system, medical terminology, medicinal drugs, pharmaceutical compounding, USP 795 standards, sterile techniques, USP 797 and USP 800 standards, maintenance of inventory, IV preparation, receiving and handling of hazardous materials, preparing purchase orders, receiving and checking supplies purchased, printing labels, typing prescription labels, delivering medications, pricing prescription drug orders and supplies, prepackaging unit dose packages, patient record systems, control records, data processing automation in pharmacy, computer application, employability skills, leadership and human relations skills, health and safety, including CPR.

**Additional Information** relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

### **Program Structure**

This program is a planned sequence of instruction consisting of 2 occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3) (b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length	SOC Code
A	HSC0003	Basic Healthcare Worker	PHARMACY 7G	90 hours	
B	PTN0084	Pharmacy Technician 1		360 hours	
	PTN0085	Pharmacy Technician 2		300 hours	
	PTN0086	Pharmacy Technician 3		300 hours	

### **Regulated Programs**

**This program is regulated by the Department of Health; Florida Board of Pharmacy.**

This program must be approved by the Board of Pharmacy. Program completers who wish to work as Pharmacy Technicians in the State of Florida must register with the Board of Pharmacy (465.014, F.S.).

### **Common Career Technical Core – Career Ready Practices**

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.
2. Apply appropriate academic and technical skills.
3. Attend to personal health and financial well-being.
4. Communicate clearly, effectively and with reason.
5. Consider the environmental, social and economic impacts of decisions.
6. Demonstrate creativity and innovation.
7. Employ valid and reliable research strategies.
8. Utilize critical thinking to make sense of problems and persevere in solving them.
9. Model integrity, ethical leadership and effective management.
10. Plan education and career path aligned to personal goals.
11. Use technology to enhance productivity.
12. Work productively in teams while using cultural/global competence.

### **Standards**

After successfully completing this program, the student will be able to perform the following:

- 01.0 Demonstrate knowledge of the healthcare delivery system and health occupations.
- 02.0 Demonstrate the ability to communicate and use interpersonal skills effectively.

- 03.0 Demonstrate legal and ethical responsibilities.
- 04.0 Demonstrate an understanding of and apply wellness and disease concepts.
- 05.0 Recognize and practice safety and security procedures.
- 06.0 Recognize and respond to emergency situations.
- 07.0 Recognize and practice infection control procedures.
- 08.0 Demonstrate an understanding of information technology applications in healthcare.
- 09.0 Demonstrate employability skills.
- 10.0 Demonstrate knowledge of blood borne diseases, including HIV/AIDS.
- 11.0 Apply basic math and science skills.
- 12.0 Practice personal relation skills.
- 13.0 Identify pharmaceutical abbreviations and terminology as related to Community Pharmacy Practice.
- 14.0 Identify medical and legal considerations in various pharmacy settings.
- 15.0 Perform clerical duties as related to Pharmacy Practice.
- 16.0 Demonstrate knowledge of basic pharmaceutical chemistry and drug classification.
- 17.0 Demonstrate knowledge of inventory management.
- 18.0 Initiate measurement and calculating techniques as it relates to United States Pharmacopeia (USP) 795 (non-sterile) compounding in pharmacy practice.
- 19.0 Demonstrate a basic knowledge and skills in areas of science relevant to pharmacy technicians including anatomy/physiology and pharmacology.
- 20.0 Prepare and deliver medications.
- 21.0 Repackage unit dose medications.
- 22.0 Prepare United States Pharmacopeia (USP) 797 and USP 800 sterile products.



## ASHP-ACPE Accreditation Standards for Pharmacy Technician Training Programs

In addition to the FLDOE Curriculum Framework, this program is nationally accredited by ASHP-ACPE. Additional Standards are required as part of the Pharmacy Technician program curriculum.

### **SECTION I: COMPETENCY EXPECTATIONS**

- Standard 1: Personal/Interpersonal Knowledge and Skills
- Standard 2: Foundational Professional Knowledge and Skills
- Standard 3: Processing and Handling of Medications and Medication Orders
- Standard 4: Patient Care, Quality and Safety Knowledge and Skills
- Standard 5: Regulatory and Compliance Knowledge and Skills

### **SECTION II: STRUCTURE AND PROCESS TO PROMOTE ACHIEVEMENT OF COMPETENCY EXPECTATIONS**

- Standard 6: Authority and Responsibility provided to Program Director
- Standard 7: Strategic Plan
- Standard 8: Advisory Committee
- Standard 9: Curricular Length
- Standard 10: Curricular Composition and Delivery
- Standard 11: Student Recruitment, Acceptance, Enrollment, and Representation
- Standard 12: Faculty/Instructors
- Standard 13: Documentation

### **SECTION III: ASSESSMENTS OF STANDARDS AND KEY ELEMENTS**

- Standard 14: Assessment of Competency Expectations
- Standard 15: Assessments of Structure and Process

**PLEASE PRINT AND COMPLETE THE FOLLOWING PAGES. SUBMIT TO YOUR PROGRAM INSTRUCTOR.**

**LAKE TECHNICAL COLLEGE**  
**Health Science Education**  
**DRUG TESTING POLICY**

The Health Science Education Department of Lake Technical College and its Board of Directors recognizes that substance abuse on our community exacts staggering costs in both human and economic terms. The College is responsible for the instruction and well-being of its students. The use of illicit drugs, the abuse of alcohol or the misuse of prescription drugs is unacceptable. Substance abuse can be reasonably expected to produce impaired performance, absenteeism, accidents and diminished interpersonal relationship skills. The College is committed to maintaining high standards of education and practice. Safe practice requires the efficient and reliable functioning of students in clinical and training areas. In an effort to provide a safe environment for students, to maintain high standards of health science education and practice, and to comply with requirements mandated by the clinical facilities our programs are partnered with, Lake Technical College has implemented a drug testing program for the purpose of identification and referral of students who may be chemically impaired (chemical impairment includes alcohol and drug abuse).

Lake Technical College complies with all drug testing policies and procedures of the clinical sites and facilities in which the Colleges' students obtain clinical and training experience. The College recognizes that chemical impairment is a growing problem and is committed to assisting these students with chemical impairments and addictions by accessing available treatment resources.

**IF AT ANY TIME DURING PRE-CLINICAL SCREENING, RANDOM SCREENING OR REASONABLE CAUSE SCREENING, A STUDENT REFUSES TO BE TESTED OR DOES NOT COMPLETE TESTING WITHIN THE 24-HOUR TIME FRAME, THE STUDENT WILL BE WITHDRAWN FROM THE PROGRAM IMMEDIATELY.**

**SUBSTANCE ABUSE STATEMENT**

I have read the information on the drug testing and chemical impairment provided to me by the Health Science Education Department of Lake Technical College. I understand the policies and procedures and agree to abide by the requirements. I consent to routine, random, and reasonable cause drug testing and reasonable cause alcohol testing as a condition of my participation in the Pharmacy Technician program. I understand and agree that any student in possession of, using, or under the influence of alcoholic beverages, any illegal substances or drugs, or any prescription drugs that are not prescribed for that individual on the school grounds or at any assigned clinical facility, will be subject to immediate dismissal from the program or any other disciplinary action that is deemed appropriate by administration. I also understand that any student convicted of, pleading no contest, or entering into any form of pre-trial program for the use, possession, manufacture, distribution or being under the influence of any of the above listed items or substances, regardless of where the alleged offense occurs, will be subject to immediate dismissal from the program.

As outlined in the *Policies and Procedures* manual of Lake Technical College, law enforcement agencies will be notified of any illegal activity.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Student Name



**STATEMENT OF RECEIPT AND UNDERSTANDING OF POLICIES**

I have reviewed the **Pharmacy Technician Master Plan of Instruction** on the Lake Technical College Pharmacy Technician Program website and have completed the mandatory LTC Online Student Orientation. I also understand that I must complete a Level II Background Screening, Drug Screening, TB Screening, and provide documentation of immunity from MMR, Tetanus, Hepatitis, and Varicella in order to be assigned to any experiential learning site. I also understand that some facilities will have additional requirements, which may include proof of Flu and COVID-19 vaccinations and physician statement that I am free from communicable disease. I understand that if I do not complete experiential learning, I cannot complete this program. I also understand that I must be in proper uniform, dress code, and display proper hygiene as outlined in the master plan. My Professional Skills grade will be deducted accordingly any deviations.

I have read, **asked for clarification if needed**, understand, and agree to comply with all policies contained therein.

I understand that failure to comply with these policies may result in the **termination** of my program.

Print Name: \_\_\_\_\_ DATE: \_\_\_\_\_

Signature: \_\_\_\_\_

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**Student Confidentiality Statement**

I, \_\_\_\_\_ (PRINT), understand that as a student of a Lake Technical College Health Sciences Program, I will have access to private, confidential information regarding the patients at the experiential learning sites at which I will be practicing and/ or job shadowing. I also understand that according to the law (HIPPA), this information is to be held in strict confidence and not discussed with anyone who does not have a legal right to know. This includes, but is not limited to, friends or relatives of mine, former employees of the practice and friends or relatives of the patient.

Information pertaining to a patient’s health status can only be released upon the written authorization of the patient or patient’s legal representative. Failure to comply is a violation of Federal Law and grounds for immediate dismissal from the program of study.

Date: \_\_\_\_\_ Signature \_\_\_\_\_



## CRIMINAL BACKGROUND CHECK

- Health Science students are required to complete a **Level 2 Background Check** prior to experiential learning

**You must use the following Health Science Department’s ORI number when completing a background check: **V35020011****

- This is a courtesy list and other businesses not listed may offer this service.

<b>BACKGROUND CHECK LOCATIONS</b>	
<p style="text-align: center;"><b>Lake County Sheriff’s Office</b></p> <p style="text-align: center;">317 W. Main Street Tavares, FL 32778 (352) 343-9885</p> <p style="text-align: center;"><b>By Appointment Only Monday – Friday</b> <b>LAKE COUNTY RESIDENTS ONLY</b></p> <p style="text-align: center; color: blue; font-size: small;">Per Lake County Sheriff’s Office, fingerprint services are <b>FREE</b> to residents of Lake County. Any State Fee will still apply. Students must present your state issued picture ID with current Lake County address.</p>	<p style="text-align: center;"><b>MobileElectronicFingerprinting.Net</b></p> <p style="text-align: center;">Brian Cox (407) 492-8270</p> <hr/> <p style="text-align: center;"><b>U.S. Pak-N-Ship</b></p> <p style="text-align: center;">252 W Ardice Ave Eustis, FL 32726 (352) 483-0405</p>
<p><b>UPS</b> Various locations</p>	
<p><b>Note:</b> Costs may vary from location to location and are subject to change without notification. LTC does not negotiate costs or fees.</p>	

- Non Lake County residents may check with their local County Sheriff’s office for an offer of fee waiver for students.
- LiveScan - once you have been electronically fingerprinted you will go online to the Florida Department of Law Enforcement (FDLE) Civil Applicant Payment System (CAPS) and register using the Transaction Control Number (TCN) provided to you by the fingerprinting entity.
- When registering for your background check it is **IMPORTANT YOUR NAME IS ENTERED EXACTLY AS IT IS STATED ON YOUR FINGERPRINT CARD.**
- Results are sent directly to the Health Science Coordinator at LTC.
- Submit the fingerprint card (if received) to the Health Science office at LTC. **NOTIFY YOUR INSTRUCTOR THAT YOU HAVE COMPLETED YOUR BACKGROUND SCREEN AND PROVIDE THE DATE YOU COMPLETED.**



**APPLICANT WAIVER AGREEMENT AND STATEMENT**  
For Criminal Background Checks

This form shall be completed and signed by every applicant for non-criminal justice purposes.

I hereby authorize Lake Technical College to submit a set of my fingerprints to the Florida Department of Law Enforcement (FDLE) for the purpose of accessing and reviewing Florida and national criminal history records that may pertain to me.

I understand that I would be able to receive any national criminal history record that may pertain to me directly from the Federal Bureau of Investigation (FBI). Pursuant to Title 28, Code of Federal Regulations (CFR), Sections 16.30-16.34 and that I could then freely disclose any such information to whomever I chose.

I understand that, my fingerprints may be retained at FDLE and the FBI for the purpose of providing any subsequent arrest notifications, upon request you may provide me a copy of the criminal history record report if any, you receive on me and that I am entitled to challenge the accuracy and completeness of any information contained in any such report.

I am aware that procedures for obtaining a change, correction, or updating of the FDLE or FBI criminal history are set forth in F.S. 943.056 and Title 28, CFR, Section 16.34. I may obtain a prompt determination as to the validity of my challenge before you make a final decision about my status as an employee, volunteer, contractor, or subcontractor.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

ORIGINAL- MUST BE RETAINED BY NON-CRIMINAL JUSTICE AGENCY—Lake Technical College