

**Pharmacy Technician  
Program**  
Student Handbook  
2022-2023

Approved by Cabinet April 2022.



This document is intended to provide students with policies and procedures that apply specifically to the Pharmacy Technician Program at Western Dakota Technical College (WDTC).

An acknowledgement form appears at the end of this document that states you agree to the policies within during the time you are enrolled as a student in the Pharmacy Technician Program. Prior to signing, it is expected you read this document thoroughly and ask your academic advisor for clarification of any policies that are unclear before you sign. The signed form must be returned to the Program Director upon enrollment in the program.

The Pharmacy Technician Program reserves the right to make changes to policies and procedures to adhere to accreditation standards and industry best practices. Students will receive written notice of revisions. The policies and procedures in this document are in *addition* to the policies and procedures outlined by WDTC's Student Handbook (<https://www.wdt.edu/current-students/student-handbook>).

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### **Western Dakota Technical College Mission Statement**

Western Dakota Technical College prepares students to be highly-skilled professionals through accessible, career-focused programs to improve their lives, while adapting to community workforce needs and positively impacting our economy.

### **Goal of Pharmacy Technician Program**

The goal of the Pharmacy Technician Program at WDTC is to educate and train students for professional positions in hospitals, retail pharmacies, and other medical facilities, to assist registered pharmacists in all aspects of pharmaceutical care.

### **Intended Program Outcomes**

Refer to the Program Learning Outcomes on [www.wdt.edu](http://www.wdt.edu) under the Degree Programs link.

## Essential Functions

The U.S. Equal Employment Opportunity Commission defines an essential function as the basic job duties that an employee must be able to perform with or without reasonable accommodation.

Essential functions refer to those physical, behavioral, and emotional demands and abilities that are necessary for satisfactory completion of the program.

The Pharmacy Technician Program has established the following list of minimum essential requirements according to industry standards:

### Gross Motor Skills:

- Move within confined spaces (storage bins and shelving areas)
- Maintain balance in multiple positions (high and low shelving)
- Reach above shoulders (IV poles, top shelves)
- Reach below waist (lowest shelving)
- Reach out in front

### Fine Motor Skills:

- Pick up objects with hands
- Grasp small objects with hands (tablets, syringes, pen)
- Write with a pen or pencil
- Key/type at a computer
- Pinch/pick or otherwise work with fingers (manipulate syringe)
- Twist (turn objects, knobs, bottle caps using hands)
- Squeeze with finger (ointment tubes, droppers)
- Turn wrist while applying pressure (open bottles caps)

### Physical Endurance:

- Stand (at prescription work counter)
- Sustain repetitive motions with hands, fingers, wrists, arms (keyboarding, opening bottles, reaching for products, using counting trays, filling syringes, etc.)
- Maintain physical tolerance (work on your feet a minimum of 8 hours)

### Physical Strength:

- Push and pull 10 – 20 pounds daily frequently, 25 – 50 pounds sometimes (pushing medication carts to nursing units for exchange)
- Lift 10 – 20 pounds daily frequently, 25 – 50 pounds sometimes (cases of IV solutions, cases of OTC liquids, alcohol, cough syrups, antacids, etc.)
- Carry supplies
- Squeeze with hands and fingers (empty syringes, ointment tubes, etc.)
- Turn wrists forcefully to open bottles and containers

### Mobility:

- Twist
- Bend
- Stoop/squat
- Climb stairs
- Walk (move about facility)
- Crouch
- Kneel stand
- Climb stairs
- Climb step stools

- Reach overhead, in front of body and down
- Grasp overhead, in front of body and down
- Sit

**Hearing:**

- Hear normal speaking level sounds (person-to-person conversation)
- Hear telephone ring
- Hear customer requests over the telephone
- Hear alarm sounds (pharmacy pump alarm)

**Visual:**

- See objects up to 20 inches away (computer screen)
- See objects up to 20 feet away (patient waiting)
- Use depth perception (compounding, use of needles)
- Use peripheral vision (patients waiting and documentation)
- Distinguish color and intensity (medication color)

**Smell:**

- Detect odors (medications, outdated medications)

**Environment:**

- Tolerate exposure to allergens (latex gloves, chemical substances) dust, fumes, smoke, gases, odors, mists, irritating particles (aerosol spray, alcohol, et. al), toxic or caustic chemicals (chemotherapy), solvents (alcohols in laminar flow hoods)
- Work indoors
- Work around machinery
- Work in sterile preparation areas with gloves, gown, and mask (10/06)
- Work in confined spaces
- Use a computer monitor
- Work around and with others or alone

**Reading:**

- Read and understand written documents (prescriptions, insurance information, invoices)
  - Read digital displays
  - Comprehend simple instructions
  - Comprehend newspapers, manuals, journals, instructions in use and maintenance of equipment, safety rules, procedures, and drawings

**Math:**

- Tell military time and calculate time
- Read and interpret measurement marks (volume, balance, temperature)
- Perform simple mathematical skills (add, subtract, multiply, divide whole numbers)
- Compute fractions and decimals (medication dosages)
- Document numbers (inventory, patient profiles)
- Convert numbers to and from the metric, apothecary, and avoirdupois systems and be able to apply formulas

**Emotional Stability:**

- Adapt to stress
- Focus attention on task
- Cope with own emotions
- Perform multiple responsibilities concurrently
- Cope with emotions of others
- Accept and carry out responsibility

**Analytical Thinking:**

- Use long-term memory

- Use short-term memory
- Prioritize tasks
- Problem-solve
- Deal with abstract and concrete variables, define problems, collect data, establish facts, and draw valid conclusions
- Synthesize, coordinate, analyze, compile, compute, copy, compare data
- Perceive pertinent detail in verbal or tabular material
- Observe differences in copy, proofread words and numbers, and to avoid perceptual errors in arithmetic computations
- Comprehend forms in space and understand relationships of plane and solid objects
- Perceive pertinent details in objects or in pictorial or graphic material
- Make visual comparisons and discriminations and see slight differences in shapes and shading of figures and widths and lengths of time

#### **Critical Thinking:**

- Comprehend and follow instructions
- Perform simple and repetitive tasks
- Maintain a work pace appropriate to a given workload
- Relate to other people beyond giving and receiving instructions
- Influence people
- Perform complex or varied tasks
- Make generalizations, evaluations, or decisions without immediate supervision
- Deal with problems from standard situations
- Carry out detailed but uninvolved written or oral instructions
- Carry out one- or two-step instructions
- Synthesize knowledge and skills
- Sequence information

#### **Interpersonal Skills:**

- Establish rapport with individuals
- Work as a team member

#### **Soft Skills:**

- **Ability to apply the following soft skills:**
  - Communication
  - Self-motivation
  - Leadership
  - Responsibility
  - Teamwork
  - Problem solving
  - Decisiveness
  - Ability to work under pressure
  - Time management
  - Flexibility
  - Negotiation and conflict resolution

This list is not necessarily all-inclusive.

**ADA/504 Accommodations:** Students Rights to Assistance or Accommodations: Western Dakota Technical College (hereinafter WDTC) does not discriminate on the basis of disability. If you have a disability as defined by federal or state law, including a temporary disability related to pregnancy and/or parenting as a result of a medical necessity due to childbirth, WDTC will provide reasonable accommodations including but not limited to architectural access, aids and services necessary for effective communication, and modification of its policies and procedures. To request ADA/504 accommodations, students must contact the Student Resource Coordinator who serves as the Disability Services Coordinator. The Student Resource Coordinator will work with the student and the student's instructor(s) to establish approved accommodations. For a full list of WDTC ADA/504 guidelines, see the [WDTC Disability Services Handbook](#).

### **Western Dakota Technical College’s Diversity, Equity, Inclusion, and Belonging Definition**

Western Dakota Technical College (WDTC) respects the uniqueness of every individual who works at, attends, or visits WDTC and is committed to diversity, equity, inclusion, and belonging. We know and acknowledge all of us have different strengths and backgrounds that contribute to the success of us as individuals and WDTC as a whole. We believe everyone should have equitable access to technical education and the professional career pathways it provides. Thus, WDTC strives to provide a supportive and inclusive environment for all employees and students, regardless of areas of difference, so individuals can find both personal and professional success at WDTC.

### **DISCRIMINATION AND HARASSMENT**

All employees, non-employees, and students have a responsibility to maintain a positive learning, work and school activity environment by reporting all incidents or suspected incidents of discrimination and/or harassment involving themselves or others.

#### **Notice of Non-Discrimination:**

WDTC will not tolerate racism, discrimination, harassment, exploitation or victimization of students, school employees, non-employees, or any person who is an invitee of WDTC for any reason, including but not limited to race, color, ethnic background, national origin, pregnancy, marital status, religion, creed, age, sex, citizenship, political affiliation, mental and/or physical challenge, disability, sexual orientation, genetic information, gender identity, gender expression, status as a veteran, or any other status protected under applicable federal, state or local law. WDTC is committed to providing an environment free from harassment and other forms of discrimination for students, employees, non-employees and its invitees. The following person has been designated to handle inquiries or complaints regarding the non-discrimination policies: Director of Student Success who serves as the Title IX Coordinator.

#### **Title IX at Western Dakota Technical College:**

Title IX of the U.S. Education Amendments of 1972 (“Title IX”) is a federal civil rights law that prohibits discrimination on the basis of sex in education programs and activities. Western Dakota Technical College (WDTC) does not discriminate on the basis of sex in the education programs or activities that it operates including admissions and employment.

Under Title IX, discrimination on the basis of sex can also include sexual harassment which is defined as conduct on the basis of sex that satisfies one or more of the following:

1. An employee of the College conditioning the provision of education benefits on participation in unwelcome sexual conduct (i.e., quid pro quo); or
2. Unwelcome conduct that a reasonable person would determine is so severe, pervasive, and objectively offensive that it effectively denies a person equal access to the institution's education program or activity; or
3. Sexual assault (as defined in the Clery Act), dating violence, domestic violence, or stalking as defined in the Violence Against Women Act (VAWA).

Any person may report sex discrimination, including sexual harassment (whether or not the person reporting is the person alleged to be the victim of conduct that could constitute sex discrimination or sexual harassment), in person, by mail, by telephone, or by electronic mail, using the contact information listed for the WDC Title IX Coordinator, or by any other means that results in the WDC Title IX Coordinator receiving the person's verbal or written report. Such a report may be made at any time (including during non-business hours) by using the telephone number, electronic mail address, or by mail to the office address listed for the WDC Title IX Coordinator. The following person has been designated to handle inquiries regarding the non-discrimination policies and/or laws: Whitney Bischoff, Title IX Coordinator; 800 Mickelson Drive, Office D160A, Rapid City, SD, 57703; 605-718-2965; [Whitney.Bischoff@wdt.edu](mailto:Whitney.Bischoff@wdt.edu).

WDC Policies 2001/4001, 2001/4001.Procedure.001, and 2001/4001.Procedure. 002 provide information on WDC's grievance procedures and grievance processes, including how to report or file a complaint of sex discrimination, how to report or file a formal complaint of sexual harassment, and how WDC will respond.

Policy - <https://www.wdt.edu/assets/docs/uploads/about/policies/4001.pdf>

Procedure. 001 <https://www.wdt.edu/assets/docs/uploads/about/policies/4001procedure001.pdf>

Procedure. 002 <https://www.wdt.edu/assets/docs/uploads/about/policies/4001procedure002.pdf>

Inquiries about the application of Title IX may be referred to the WDC Title IX Coordinator, to the Assistant Secretary, or to both. The Assistant Secretary contact information is U.S. Department of Education, Office of Postsecondary Education, 400 Maryland Avenue, S.W., Washington, DC 20202, Main Telephone: 202-453-6914.

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## Pharmacy Technician Program Information

The following are informational items that are to be used in your decision to register for the Pharmacy Technician Program.

### Enrollment Qualifications



WESTERN  
DAKOTA  
TECHNICAL COLLEGE  
Pharmacy Technician Application Process

#### **To gain acceptance into the WDTC Pharmacy Technician Program, applicants must:**

- \_\_\_\_\_ 1. Complete WDTC Application online at [www.wdt.edu](http://www.wdt.edu)
- \_\_\_\_\_ 2. Submit High School transcript or GED scores.
- \_\_\_\_\_ 3. Submit Immunization Records verifying two doses of MMR vaccinations.
- \_\_\_\_\_ 4. Submit official college transcripts if you have previously attended a post-secondary institution.
- \_\_\_\_\_ 5. Complete the ACCUPLACER test (\$15.00 fee).  
(The ACCUPLACER test will be waived if you have an ACT sub score of 18 or better in English, Math, and Reading, or a SAT sub score of at least 440 in Verbal and Math. The scores must be within the last five years.)  
\*The ACCUPLACER test is offered Monday – Friday at 8:00 a.m. or 12:00 p.m.  
Please call 605-718-2565 to make an appointment.
- \_\_\_\_\_ 6. Complete a background check through [www.castlebranch.com](http://www.castlebranch.com) using “WJ54” for the package code. There is a \$50.00 fee to submit your background request. Results will be sent directly to WDTC. (The background check is for WDTC purposes only. WDTC does not interpret background checks on behalf of the SD Board of Pharmacy, the Pharmacy Technician Certification Board, or any Clinical site or employer, therefore, cannot guarantee students that they will meet the standards required to obtain registration, certification, Clinical placement, or employment.)
- \_\_\_\_\_ 7. Submit the Pharmacy Technician Handbook Acknowledgement.
- \_\_\_\_\_ 8. Schedule an Admissions Advising Session (can be completed on campus or by phone).

#### **Requirements for Pharmacy Technician students by October, will be as follows:**

- \_\_\_\_\_ 1. Register as a Technician in Training with South Dakota Board of Pharmacy

#### **To continue into Pharmacy Technician clinical, students may have to provide the following:**

- \_\_\_\_\_ 1. Complete a drug test\*
- \_\_\_\_\_ 2. Provide a copy of current American Heart Association Healthcare Provider BLS CPR certification\*
- \_\_\_\_\_ 3. Provide a copy of current vehicle insurance and current vehicle registration, as well as a current driver's license
- \_\_\_\_\_ 4. Provide proof of the following vaccinations\*: Influenza, Hep B, Tdap /Td, MMR, TB, Varicella

\*Students are responsible for additional costs.

The Program Director will assist students with any clinical or internship site requirements.

**Note:** If you are or have been convicted, pleaded guilty or no contest to, or received a suspended imposition of sentence for a felony or certain misdemeanors, you are advised that you may not be able to complete all course requirements for your chosen program, you may be prevented from taking required certification/licensure examinations in your chosen program field, and you may be prevented from gaining employment in your program field.

Students who sit out for a spring or fall semester or longer, will return under a new Catalog and may be required to repeat courses or successfully complete new or revised skills or competency assessments. Before readmittance, the program may need to determine if a student is eligible to continue in technical courses. Program sequencing and cohort size may prevent enrollment in technical courses.

Clinicals, practicums, and internships may include, but are not limited to, differential shifts (evenings, nights, weekends, and holidays) to meet industry expectations. This may require travel outside the Rapid City Area.

### **Program of Study**

Refer to the current WDC Course Catalog for Program Academic Requirements.

### **Purpose of the Training Program**

WDC's Pharmacy Technician Program educates and trains students for positions in hospitals, retail pharmacies, and other medical facilities. WDC offers a Pharmacy Technician Diploma with the option of continuing to an Associate of Applied Science degree in Allied Health.

The WDC Pharmacy Technician standards are based on the objectives found in the American Society of Health System Pharmacists (ASHP)/Accreditation Council for Pharmacy Education (ACPE) *Model Curriculum for Pharmacy Technician Education and Training*. This model is utilized as a framework to provide detail and guidance on the instructional goals, objectives, learning activities, didactic education, laboratory simulation, and experiential training components upon which an ASHP-Accredited Pharmacy Technician Programs are based. WDC's Pharmacy Technician Program is an Advanced ASHP/ACPE-accredited program.

*Model Curriculum for Pharmacy Technician Education and Training Programs, ASHP, 5th Edition*

Standard 1: Personal/Interpersonal Knowledge and Skills

#### ENTRY-LEVEL

- 1.1 Demonstrate ethical conduct.
- 1.2 Present an image appropriate for the profession of pharmacy in appearance and behavior.
- 1.3 Demonstrate active and engaged listening skills.
- 1.4 Communicate clearly and effectively, both verbally and in writing.
- 1.5 Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals.
- 1.6 Apply self-management skills, including time, stress, and change management.
- 1.7 Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork.
- 1.8 Demonstrate problem solving skills.

#### ADVANCED-LEVEL

- 1.9 Demonstrate capability to manage or supervise pharmacy technicians in matters such as conflict resolution, teamwork, and customer service.
- 1.10 Apply critical thinking skills, creativity, and innovation.
- 1.11 Apply supervisory skills related to human resource policies and procedures.

1.12 Demonstrate the ability to effectively and professionally communicate with other healthcare professionals, payors and other individuals necessary to serve the needs of patients and practice.

## Standard 2: Foundational Professional Knowledge and Skills

### ENTRY-LEVEL

- 2.1 Explain the importance of maintaining competency through continuing education and continuing professional development.
- 2.2 Demonstrate ability to maintain confidentiality of patient information and understand applicable state and federal laws.
- 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.
- 2.4 Describe wellness promotion and disease prevention concepts.
- 2.5 Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician's role.
- 2.6 Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings.
- 2.7 Explain the pharmacy technician's role in the medication-use process.
- 2.8 Practice and adhere to effective infection control procedures.

### ADVANCED-LEVEL

- 2.9 Describe investigational drug process, medications being used in off-label indications, and emerging drug therapies.
- 2.10 Describe further knowledge and skills required for achieving advanced competencies.
- 2.11 Support wellness promotion and disease prevention programs.

## Standard 3: Processing and Handling of Medications and Medication Orders

### ENTRY-LEVEL

- 3.1 Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the Pharmacists' Patient Care Process.
- 3.2 Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.
- 3.3 Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
- 3.4 Prepare patient-specific medications for distribution.
- 3.5 Prepare non-patient-specific medications for distribution.
- 3.6 Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation.
- 3.7 Assist pharmacists in the monitoring of medication therapy.
- 3.8 Maintain pharmacy facilities and equipment.
- 3.9 Use information from Safety Data Sheets (SDS), National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.
- 3.10 Describe Food and Drug Administration product tracking, tracing and handling requirements.
- 3.11 Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
- 3.12 Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.
- 3.13 Use current technology to ensure the safety and accuracy of medication dispensing.
- 3.14 Collect payment for medications, pharmacy services, and devices.

- 3.15 Describe basic concepts related to preparation for sterile and non-sterile compounding.
- 3.16 Prepare simple non-sterile medications per applicable USP chapters (e.g., reconstitution, basic ointments and creams).
- 3.17 Assist pharmacists in preparing medications requiring compounding of non-sterile products.
- 3.18 Explain accepted procedures in purchasing pharmaceuticals, devices, and supplies.
- 3.19 Explain accepted procedures in inventory control of medications, equipment, and devices.
- 3.20 Explain accepted procedures utilized in identifying and disposing of expired medications.
- 3.21 Explain accepted procedures in delivery and documentation of immunizations.
- 3.22 Prepare, store, and deliver medication products requiring special handling and documentation.

#### ADVANCED-LEVEL

- 3.23 Prepare compounded sterile preparations per applicable, current USP Chapters.
- 3.24 Prepare medications requiring moderate and high level non-sterile compounding as defined by USP (e.g., suppositories, tablets, complex creams).
- 3.25 Prepare or simulate chemotherapy/hazardous drug preparations per applicable, current USP Chapters.
- 3.26 Initiate, verify, and manage the adjudication of billing for complex and/or specialized pharmacy services and goods.
- 3.27 Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.
- 3.28 Apply accepted procedures in inventory control of medications, equipment, and devices.
- 3.29 Process, handle, and demonstrate administration techniques and document administration of immunizations and other injectable medications.
- 3.30 Apply the appropriate medication use process to investigational drugs, medications being used in off-label indications, and emerging drug therapies as required.
- 3.31 Manage drug product inventory stored in equipment or devices used to ensure the safety and accuracy of medication dispensing.

### Standard 4: Patient Care, Quality and Safety Knowledge and Skills

#### ENTRY-LEVEL

- 4.1 Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.
- 4.2 Apply patient- and medication-safety practices in aspects of the pharmacy technician's roles.
- 4.3 Explain how pharmacy technicians assist pharmacists in responding to emergent patient situations, safely and legally.
- 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.
- 4.5 Assist pharmacist in the medication reconciliation process.
- 4.6 Explain point of care testing.
- 4.7 Explain pharmacist and pharmacy technician roles in medication management services.
- 4.8 Describe best practices regarding quality assurance measures according to leading quality organizations.

#### ADVANCED-LEVEL

- 4.9 Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
- 4.10 Perform point-of-care testing to assist pharmacist in assessing patient's clinical status.
- 4.11 Participate in the operations of medication management services.
- 4.12 Participate in technical and operational activities to support the Pharmacists' Patient Care Process as assigned.
- 4.13 Obtain certification as a Basic Life Support Healthcare Provider.

Standard 5: Regulatory and Compliance Knowledge and Skills

ENTRY-LEVEL

- 5.1 Describe and apply state and federal laws pertaining to processing, handling and dispensing of medications including controlled substances.
- 5.2 Describe state and federal laws and regulations pertaining to pharmacy technicians.
- 5.3 Explain that differences exist between states regarding state regulations, pertaining to pharmacy technicians, and the processing, handling and dispensing of medications.
- 5.4 Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician.
- 5.5 Describe pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- 5.6 Describe Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances (e.g., risk assessment, personal protective equipment, eyewash, spill kit).
- 5.7 Describe OSHA requirements for prevention and response to blood-borne pathogen exposure (e.g., accidental needle stick, postexposure prophylaxis).
- 5.8 Describe OSHA Hazard Communication Standard (i.e., “Employee Right to Know”).

ADVANCED-LEVEL

- 5.9 Participate in pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- 5.10 Describe major trends, issues, goals, and initiatives taking place in the pharmacy profession.

**Pharmacy Technician Program Outcomes**

<b><i>WDTC Institutional Learning Outcome</i></b>	<b><i>Program Learning Outcomes</i></b>
<i>Critical Thinking</i>	Students will be able to: Utilize the <i>P.O.W.E.R. Learning</i> strategy to systematically process pharmacy information and make relevant decisions per best practices
<i>Technical Knowledge and Skills</i>	Students will be able to: Demonstrate technical skills by processing prescriptions, preparing and dispensing drugs in a safe manner, and performing pharmacy inventory management
<i>Communication</i>	Students will be able to: Demonstrate professional communication skills by using industry appropriate terminology and modeling appropriate communication with the pharmacist, other healthcare providers, and patients
<i>Professionalism</i>	Students will be able to: Exhibit professionalism by demonstrating competency through compliance with industry standards, conducting oneself ethically, and modeling reliability

### **Prospects for Employment and Realistic Salary Expectations**

According to the Department of Labor, pharmacy technicians held about 420,400 jobs in 2018. Retail pharmacies, either independently owned or part of a drugstore chain, grocery store, department store, or mass retailer, employ about 51% of pharmacy technicians. Hospitals employ about 17% of pharmacy technicians. Mail-order and internet pharmacies, offices of physicians, and pharmaceutical wholesalers, are growing sectors for employment within the field. Employment is expected to increase faster than the average through 2028.

According to salary.com, as of 2020, the median annual Pharmacy Technician I (entry-level) salary the Rapid City, SD is \$30,316, with a range of \$24,629-\$37,012, not including bonus and benefit information and other factors that impact base pay. Salary is usually commensurate with industry demand, company size, location, years of experience and level of education. Area employers have various pay-scales for continuing education and training within the field, and some local pharmacy technicians have the potential to make \$35-\$40/hour at the top end of the scale.

### **Total Program Cost**

The total program cost of the Pharmacy Technician Program can be accessed on Western Dakota Tech's website at <https://www.wdt.edu/paying-for-school/cost>. While WDTTC strives for accuracy, the cost sheet may not reflect the exact costs for any program.

### **Requirements for State Registration as a Pharmacy Technician**

South Dakota State Board of Pharmacy Requirements for Pharmacy Technicians are as follows:

A pharmacy technician is an individual registered by the board who is in a technician training program or who is employed by a licensed pharmacy located in South Dakota. The pharmacy technician assists in the technical functions of the practice of pharmacy, enabling the pharmacist to provide pharmaceutical care to the patient. The supervising pharmacist is responsible for the actions of a pharmacy technician.

The registration program for pharmacy technicians was established for the purposes of identification, tracking, and disciplinary action. The registration does not include any determination by the board of the competency of the registered individual.

A pharmacy technician is required to register with the board by completing and submitting an application within 30 days of accepting employment as a pharmacy technician in a South Dakota pharmacy. An individual who fails to register as a pharmacy technician may be subject to disciplinary sanctions. A person who is in a college-based technician training program is required to obtain a pharmacy technician registration prior to beginning on-site practical experience.

Registrations expire on October 31 each year. Renewal applications are sent to each pharmacy approximately one month prior to expiration. If you do not receive a renewal application at your place of employment, please contact the Board of Pharmacy office at 605-362-2737.

Pharmacy technicians are required to report to the board, within 10 days, a change of name, address, or pharmacy employment.

<https://doh.sd.gov/boards/pharmacy/technicianreqs.aspx>

## Legal Restrictions of State Registration

1. Any person initially applying for a certificate of registration as a pharmacy technician or pharmacy technician-in-training shall submit an application to the board within 30 days of accepting employment in a South Dakota pharmacy as a pharmacy technician or as a pharmacy technician-in-training.
2. Effective July 1, 2014, the board shall not issue an initial pharmacy technician registration or pharmacy technician-in-training registration to any individual who does not present the board with evidence of high school graduation or possession of a general educational development certificate equivalent. An individual who was registered by the board prior to July 1, 2011, may renew the individual's registration provided that all other requirements for renewal are met and provided that the individual maintains a pharmacy technician registration or national certification on an uninterrupted basis. Any individual whose registration or national certification lapses for a period of one year must meet the registration requirements in effect at the time the individual applies for reinstatement of registration.  
<http://sdlegislature.gov/Rules/DisplayRule.aspx?Rule=20:51:29:03>
3. Any person who is enrolled in a college or vocational-based technician training program is required to obtain a pharmacy technician-in-training registration prior to beginning on-site practical experience. The length of technician-in-training program may not exceed a period of more than two years.  
<http://sdlegislature.gov/Rules/DisplayRule.aspx?Rule=20:51:29:04>
4. The board may deny an application for registration as a pharmacy technician for any violation of the laws of this state, another state, or the United States relating to prescription drugs, controlled substances, or nonprescription drugs (or for any violation of this chapter).  
<http://sdlegislature.gov/Rules/DisplayRule.aspx?Rule=20:51:29:26>
5. Effective July 1, 2014, the board shall not renew the registration of a pharmacy technician who was initially registered after July 1, 2011, or who was initially registered prior to that date but did not maintain continuous registration, unless the individual provides the board with evidence of completion of one of the following:
  - a. A pharmacy technician training program offered by a board-approved, accredited vocational/technical institution or college;
  - b. A pharmacy technician training program accredited by a board-approved, national organization that accredits pharmacy technician training programs;
  - c. A pharmacy technician training program provided by a branch of the United States armed forces or Public Health Service; or
  - d. An employer-based pharmacy technician training program that includes a minimum total of 480 hours in a one-year period to include both theoretical and practical instruction. An employer utilizing such a program must develop and regularly update a technician training manual that must be available for board inspection upon request. The employer must also supply a pharmacy technician who completes the training program with evidence of completion. The employer-based pharmacy technician training program must include written guidelines, policies, and procedures that define the specific tasks the technician will be expected to perform.
  - e. <http://sdlegislature.gov/Rules/DisplayRule.aspx?Rule=20:51:29:11>
6. The national certification of pharmacy technicians is required. Effective July 1, 2014, the board shall not renew the registration of a pharmacy technician who was initially registered after July 1, 2011, unless the pharmacy technician is nationally certified and has passed a board-approved pharmacy technician certification examination that is accredited by the National Commission for Certifying Agencies (NCCA).  
<http://sdlegislature.gov/Rules/DisplayRule.aspx?Rule=20:51:29:06>

### National Certification Exam Eligibility

Upon completion of the technical requirements of Pharmacy Technician program, the student may be eligible to apply to the PTCB to take the certification examination. The examination is designed to test the knowledge, skills, and abilities essential to the safe and effective practice of the Pharmacy Technician at entry level. Upon successful completion of the examination, the student becomes registered to practice as a Certified Pharmacy Technician. Some States may require national certification prior to employment.

Required Steps to Obtain Your Credential	<p>1. Register with the South Dakota Board of Pharmacy as a technician in training. Students must complete this South Dakota state registration within 30 days of starting the program. <a href="https://doh.sd.gov/boards/pharmacy/">https://doh.sd.gov/boards/pharmacy/</a></p> <p><i>NOTE: Applicants must declare all previous felony and/or misdemeanor crimes. Students who fail to be approved by the South Dakota Board of Pharmacy may not progress to lab or to the clinical phase of their training. Renewal of South Dakota registration is October 31<sup>st</sup> of every year.</i></p>
	<p>2. Successfully complete all requirements for WDTC's Pharmacy Technician Program.</p>
	<p>3. Complete the application for the Pharmacy Technician Certification Exam (PTCE) with the Pharmacy Technician Certification Board (PTCB).</p>
	<p>4. Once an application is approved, the candidate will be authorized to schedule and take the PTCB exam.</p> <p><i>NOTE: Notice of authorization to schedule will arrive via email and is valid for 90 days.</i></p>
	<p>5. Schedule the exam with a Pearson Professional Center or military testing center.</p>
	<p>6. Exam results are posted to your PTCB Account within 2 to 3 weeks.</p> <p><i>NOTE: A candidate may be disqualified for PTCB Certification upon the disclosure or discovery of:</i></p> <ul style="list-style-type: none"> <li>• <i>Criminal conduct involving the candidate</i></li> <li>• <i>State Board of Pharmacy registration or licensure action involving the candidate</i></li> <li>• <i>Violation of a PTCB Certification policy, including but not limited to the Code of Conduct</i></li> </ul> <p><i>PTCB reserves the right to investigate criminal background, verify candidate eligibility and deny certification to an individual.</i></p> <p><i>Once certified, CPhT's must report any felony conviction, drug or pharmacy-related violations, or State Board of Pharmacy action taken against their license or registration at the occurrence and at the time of recertification, to PTCB for review. Disqualification determinations are made on a case-by-case basis.</i></p> <p><i>NOTE: If you plan to work outside of South Dakota, you will be required to apply for registration and/or licensure within that state. Each state may have different requirements for this process.</i></p>



## Student Policies and Procedures

The Pharmacy Technician program has established the following policies and procedures in addition to the policies in the Western Dakota Technical College Student Handbook.

### A. Student Advising

Students will meet with their assigned academic advisor at the start of each semester, at mid-semester, and as needed throughout the course of the program. The advisor will have posted office hours for each semester and will assist in the following areas:

- a. Registration, scheduling, and general record keeping
- b. Referrals to student resources (counseling, financial aid, disability services, learning resources, tutoring, Student Success Coaches, placement, and career services)
- c. Student questions or concerns
- d. Degree requirement and graduation procedures

### B. Student Liability

Each student is provided professional liability insurance through Western Dakota Technical College. These coverages are up to \$1,000,000 for each claim and up to \$3,000,000 total. The proof of insurance will be provided to the clinical site if requested. No cost is incurred by the student.

### C. Background Screening

Students are required to complete a criminal background check prior to their acceptance into the Pharmacy Technician Program at WDTC. This background check is conducted by an external company utilized by WDTC.

If the background check results in findings, it is the student's responsibility to share this information with the South Dakota Board of Pharmacy and prospective clinical sites upon request. Students with findings must be aware that, even though they may be admitted to the Pharmacy Tech program at WDTC, they may be denied registration, certification, or employment based on the policies and procedures of the South Dakota Board of Pharmacy or employers. Students who incur criminal infractions between acceptance into the Pharmacy Technician Program and clinical rotations must disclose the infraction(s) to their assigned clinical site prior to the first day of the clinical rotation.

Please note that clinical sites reserve the right to refuse students based on the results of students' criminal background checks. Therefore, students who have been convicted, pleaded guilty or no contest to, or received a suspended imposition of sentence for a felony or certain misdemeanors may not be able to complete all course requirements for the Pharmacy Technician Program, may be prevented from taking required certification examinations, and may be unable to gain employment in the field.

Students with questions or concerns regarding criminal background restrictions should contact the national certification board, the South Dakota Board of Pharmacy, or a potential employer for more specific information.

### D. State Registration

Each student is required to register with the South Dakota Board of Pharmacy as a technician in training. All applicants will be required to declare all previous felony and/or misdemeanor crimes. Students who fail to be approved by the South Dakota Board of Pharmacy may not progress to lab or to the clinical phase of their training.

- a. Students must complete their South Dakota state registration within 30 days from the first day of the fall semester.
- b. The cost is \$25 per year. Forms are filled out on the South Dakota Board of Pharmacy website.
- c. Renewal of South Dakota registration is Oct. 31 of every year.

#### **E. Drug Testing**

Drug Testing will be based on clinical and laboratory site policies. If a student is placed at a site that requires drug screenings, they will notify the student and guide the student through the process. This cost may be incurred by the student. Refusal of consent to drug screening may result in dismissal from the Pharmacy Technician Program. All positive drug tests will be kept confidential but will be forwarded to the Program Director and Student Success Director for review.

#### **F. Load/Study Time**

The Pharmacy Technician Program is fast-paced and covers a large amount of course material in a short period of time. Students may need to allot more time to outside study.

#### **G. Transportation**

Clinical and lab practice experiences will require the student to travel both within Rapid City and the regional area. Lab classes will be held on campus or within the Rapid City area. **Clinical experiences may be scheduled in areas as far away as 200 miles.** Clinical hours are scheduled according to the preceptor's needs and may include days, nights, weekends, and some holidays. Transportation and lodging are the responsibility of each student. The student must allow sufficient time for commuting and must have reliable transportation.

#### **H. Attendance Policy**

Western Dakota Technical College is an attendance-mandatory institution as attendance is a significant factor that promotes success in coursework. Regular attendance is required for all classroom, laboratory, and clinical experiences and students must adhere to the attendance policies stated in each course syllabus.

Students must notify the instructor as early as possible prior to any known absences from class or clinical (weddings, funerals). They must also notify the clinical site as soon as reasonably possible in the event of an unexpected absence (illness, transportation issues, weather conditions). The instructor and/or preceptors should receive notification prior to the starting time of a missed class or clinical. Make-up work may be allowed at the discretion of the instructor and/or clinical preceptor. Promptness is expected. Students should arrive on time and prepared for classes, laboratory activities, and clinical rotations.

#### **I. Uniforms and Appearance**

Students will be required to purchase and wear scrubs during all classroom and laboratory activities, and wear site-mandated uniforms for clinical rotations. Students must wear their name tag when at clinical or lab sites (according to South Dakota law) and when requested by an instructor.

Workplace requirements are adopted by the Pharmacy Technician Program for class, laboratory, and clinical rotations, and are as follows:

- Proper personal hygiene—personal cleanliness, use of deodorant, and good oral hygiene
- Hair should be clean, neatly combed, and styled so it does not fall forward
- Long hair must be pulled back
- Perfumes and colognes are not to be worn
- Jewelry is limited to a watch, wedding band and/or engagement ring, and small stud earrings that do not dangle, except during IV room education and practical experience

- Students with pierced areas that are visible to the public are to cover these areas during lab or clinical experiences or remove jewelry
    - You may be requested by a clinical affiliate to remove jewelry that is not considered acceptable professional attire
  - Closed-toe and closed-heel shoes only
  - A professional appearance is expected at all times
- Additional dress code and appearance requirements may be mandated by individual clinical sites.

## J. Student Conduct

Students are expected to follow the conduct policies in the WDC Student Handbook.

Students are expected to adhere to the American Association of Pharmacy Technicians:

### *Preamble*

Pharmacy Technicians are healthcare professionals who assist pharmacists in providing the best possible care for patients. The principles of this code, which apply to pharmacy technicians working in any and all settings, are based on the application and support of the moral obligations that, guide the pharmacy profession in relationships with patients, healthcare professionals and society.

### *Principles*

- A pharmacy technician's first consideration is to ensure the health and safety of the patient, and to use knowledge and skills to the best of his/her ability in serving others.
- A pharmacy technician supports and promotes honesty and integrity in the profession, which includes a duty to observe the law, maintain the highest moral and ethical conduct at all times and uphold the ethical principles of the profession.
- A pharmacy technician assists and supports the pharmacist in the safe, efficacious and cost-effective distribution of health services and healthcare resources.
- A pharmacy technician respects and values the abilities of pharmacists, colleagues and other healthcare professionals.
- A pharmacy technician maintains competency in his/her practice, and continually enhances his/her professional knowledge and expertise.
- A pharmacy technician respects and supports the patient's individuality, dignity and confidentiality.
- A pharmacy technician respects the confidentiality of a patient's records and discloses pertinent information only with proper authorization.
- A pharmacy technician never assists in the dispensing, promoting or distribution of medications or medical devices that are not of good quality or do not meet the standards required by law.
- A pharmacy technician does not engage in any activity that will discredit the profession, and will expose, without fear or favor, illegal or unethical conduct in the profession.
- A pharmacy technician associates with and engages in the support of organizations which promote the profession of pharmacy through the utilization and enhancement of pharmacy technicians.

Students will abide by the Health Insurance Portability and Accountability Act of 1996 (Public Law 104-91) which protects the privacy and identification of clients in a health care organization

Confidentiality regarding patient information is required by federal law and students must agree to and sign confidentiality policies of their clinical affiliates. Students will be provided HIPAA training prior to any clinical practice. Students are not to have a sexual relationship with patients and/or clinical preceptors.

**K. Progression Policy**

A letter grade of C or higher must be achieved in each required technical pharmacy core course to progress through the program. If a student fails to meet the letter grade requirement, continuation in the program will be at the discretion of the Program Director and appropriate WDTC staff in accordance with WDTC policy. All required technical courses must be successfully completed prior to entering the clinical phase of training.

**L. Service Work and Compensation**

Students may not be compensated for procedures performed during scheduled clinical/lab practice hours in accordance with ASHP guidelines.

**M. Discipline Policy**

Refer to the Student Code of Conduct as found in the WDTC Student Handbook.

A student who is acting in an unsafe or unprofessional manner may be dismissed from the program and reported to the South Dakota State Board of Pharmacy. Examples may include, but are not limited to:

- Violations of patient confidentiality
- Academic dishonesty
- Falsification of documentation
- Unprofessional behavior/unsafe behavior that seriously jeopardizes patient, student, staff, or preceptor safety
- Unprofessional behavior that seriously jeopardizes clinical affiliations.

**N. Additional Policies**

Students must abide by clinical site policies and procedures when applicable.

**Western Dakota Technical College  
Pharmacy Technician Program  
Student Handbook Acknowledgement**

I, \_\_\_\_\_ have received a copy of the Pharmacy Technician Program Student Handbook.  
(Printed name of student)

Additionally, (initial below)

1. \_\_\_\_\_ I have read and fully understand the curriculum plan for the program.
2. \_\_\_\_\_ I promise to put in the effort required to be successful in the program.
3. \_\_\_\_\_ I understand that if I do not take the full load of courses offered each semester it will take me longer to complete the program.
4. \_\_\_\_\_ I understand that if I do not successfully complete all the courses for which I am registered in a given semester, I will have to retake those courses before I can continue the program. This may mean waiting more than one semester until the courses I need to repeat are offered again.
5. \_\_\_\_\_ If I am in the final semester of the program, I will not be allowed to graduate until I have successfully completed all required course work. This includes any required Clinical Externship hours that I have missed.
6. \_\_\_\_\_ If I am removed from a clinical site because of inappropriate behavior, I will be terminated from the program.

By signing below, I certify that I have read, understand, and agree to abide by the policies and procedures of the program.

\_\_\_\_\_  
Student Signature, Date

\_\_\_\_\_  
Program Director Signature, Date

A completed copy of this form must be placed in the student academic record folder.