



**Pharmacy Technician**  
**Structured Practical Training Program**



**Manual**

**Last Updated June 2019**

## **Introduction**

The Alberta College of Pharmacy's (ACP) Pharmacy Technician Structured Practical Training (SPT) program is based on the [Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice](#). This document was developed by the National Association of Pharmacy Regulatory Authorities (NAPRA).

The competencies are often described as significant job-related knowledge, skills, abilities, attitudes and judgements required for competent performance by members of a profession. The ACP Structured Practical Training Program is intended to develop and allow demonstration of these competencies by individuals enrolled in the program.

Preceptors and provisional pharmacy technicians should take time to acquaint themselves with the SPT program by reviewing this manual as well as the NAPRA Professional Competencies for Canadian Pharmacy Technicians.

## **SPT Program Hours**

The [Pharmacists and Pharmacy Technicians Profession Regulation](#) pursuant to the [Health Professions Act](#), requires that applicants for the pharmacy technician register successfully complete a structured practical training program. The ACP Pharmacy Technician SPT program is a learning experience of a minimum of 800 hours divided into three levels as below. The hours listed are minimums. Successful completion of each level depends on demonstration of the required competencies. Individual learners may require additional time to demonstrate competencies.

### **Level I – Minimum of 320 Hours**

- If the provisional pharmacy technician has completed a pharmacy technician program accredited by the [Canadian Council for Accreditation of Pharmacy Programs \(CCAPP\)](#) within 2 years of beginning the SPT program; practicum hours completed as part of the pharmacy technician program may be deemed equivalent to level 1 of the SPT program. The provisional pharmacy technician would proceed directly to level 2 of the SPT program.
- If the provisional pharmacy technician graduated greater than 2 years ago from a CCAPP accredited pharmacy technician program, or is internationally trained, level I is mandatory.
- The focus of level I is the provision of **drug distribution**.
- In level I the provisional pharmacy technician is required to demonstrate competencies at an acceptable level.

### **Level II – Minimum of 320 hours**

- In Level II the provisional pharmacy technician is required to demonstrate competencies proficiently. Expectations regarding the demonstration of professionalism, management knowledge, skills, and quality assurance are increased.

### **Level III – minimum 160 hours**

- Level III is intended to confirm proficiency in all entry-to-practice competencies. Provisional pharmacy technicians are expected to work independently acting as a pharmacy technician.
- Successful completion of Level III requires demonstration of proficiency of product release by completing a minimum of 100 final checks in accordance with the program requirements.

### **Demonstration of Proficiency of Product Release (100 check program)**

- This program is addition to the SPT program. A separate package is available on the ACP website outlining the requirements of this the program
- The Demonstration of Proficiency of Product Release can be completed concurrently with level III of the SPT program or separately after completion of level III

### **Post Completion of SPT Program**

- Provisional pharmacy technicians who have successfully completed Level III but are not yet ready or able to register on the pharmacy technician register will remain enrolled in the SPT program in a post-Level III status for the purposes of completing additional hours as a provisional pharmacy technician.
- Candidates who will continue to complete hours in the SPT program following successful completion of Level III must submit a Pharmacy Technician Post SPT Work Experience Form
- Provisional pharmacy technicians who apply to register on the pharmacy technician register more than two years after completion of Level III will be required to successfully repeat Level II and Level III of the program unless they have completed a minimum of 480 hours in a post Level III status in the year immediately prior to registration on the pharmacy technician register. A Pharmacy Technician SPT Assessment Form signed by the post Level III preceptor and the provisional pharmacy technician must be submitted to the Registrar for review.

### **Program Rules**

Candidates who wish to enroll in the SPT program must be registered on ACP's provisional pharmacy technician register.

Before beginning each level of the SPT program, a provisional pharmacy technician must:

- find a site and a preceptor
- submit a completed Pharmacy Technician SPT Notification Form to ACP

SPT hours must be completed in a normal work week pattern which is not less than 20 hours and not more than 44 hours per week.

Once enrolled, a provisional pharmacy technician will remain in the SPT program until he/she ceases to be registered on the provisional pharmacy technician register.

### **Training Sites**

Provisional pharmacy technicians must complete their SPT hours at a licensed community pharmacy or institution (hospital) pharmacy in Alberta.

Provisional pharmacy technicians may only complete SPT hours at sites that

- a. operate a minimum of 20 hours per week
- b. have had an ACP pharmacy assessment within the past three years and have no outstanding deficiencies as a result of that assessment
- c. have no restrictions on the pharmacy license that will impact ability to provide a good learning environment
- d. have no outstanding complaints that have been referred to a hearing tribunal

### **Preceptors**

Each SPT rotation must be supervised by a pharmacist registered on the clinical register or a pharmacy technician registered on the pharmacy technician register who meet the following requirements:

- a. has been registered on the ACP clinical register or ACP pharmacy technician register for a minimum of two (2) years
- b. has no restrictions on his/her practice permit that will impact ability to provide a good learning experience
- c. has no outstanding complaints that have been referred to a hearing tribunal
- d. is not in a close personal relationship with the provisional pharmacy technician being precepted

### **Change Preceptor/Site Prior to Completion of SPT Level**

A provisional pharmacy technician may have a maximum of two preceptors for each level of the program. A change in preceptor is only allowed after

- a. the completion of an evaluation by the first preceptor, this includes completion and assessment forms for hours complete with the initial preceptor
- b. the completion of a [Pharmacy Technician SPT Notification Form](#) is signed by the provisional pharmacy technician and the new preceptor
- c. the forms completed by the initial preceptor and the new preceptor are forwarded to the ACP office

### **Supervision**

- Direct supervision by a clinical pharmacist, courtesy pharmacist, or pharmacy technician is required for all SPT hours completed in Level I of the SPT program.
- At the discretion of the supervising pharmacist or pharmacy technician, SPT hours completed as part of Level II or Level III of the SPT program may be under indirect supervision if the provisional pharmacy technician has successfully completed the ACP ethics and jurisprudence exam.

### **Program Activities**

Demonstration of competencies is accomplished through the completion of program activities based on the following nine competency categories, which are derived from NAPRA's [Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice](#).

- |  |   |
|--|---|
| 1. Legal, Ethical and Professional Responsibility  | 2. Professional Collaboration and Team Work       |
| 3. Drug Distribution-Prescription and Patient Info | 4. Drug Distribution-Product Preparation          |
| 5. Drug Distribution-Product Release               | 6. Drug Distribution-System and Inventory Control |
| 7. Communication and Education                     | 8. Management Knowledge and Skills                |
| 9. Quality Assurance                               |   |

Program activities are outlined in ACP's Pharmacy Technician SPT Logbook. Provisional pharmacy technicians must complete all activities in accordance with the Standards of Practice for Pharmacists and Pharmacy Technicians, the Standards for the Operation of Licensed Pharmacies, and all other applicable legislation. Provisional pharmacy technicians and preceptors should familiarize themselves with the [standards](#) prior to beginning the program.

### **How to use the Logbook**

The Pharmacy Technician SPT Logbook should be used to document completion of each activity and record approval of completion of the activity by the preceptor or the preceptor's delegate. Provisional pharmacy technicians are not required to submit the completed logbook to ACP, but it must be made available upon request. Therefore, provisional pharmacy technicians must retain the logbook for two years following completion.

ACP recommends that provisional pharmacy technicians print the logbook and put it into a binder with dividers for each of the nine competencies. When an activity is completed, it should be recorded in the logbook and signed off (initialed) by the preceptor. If there is not adequate room on the logbook to document or summarize the activity, provisional pharmacy technicians should make a note in the logbook and insert additional documentation, labeled with the activity number, into the binder in the appropriate section.

If approved by the preceptor, another pharmacist on the clinical pharmacist register or the courtesy pharmacist register or a pharmacy technician on the pharmacy technician register may sign off completed activities on behalf of the preceptor. Only the preceptor can complete the Pharmacy Technician SPT Assessment Form and sign the Completion Form.

### **Demonstration of Proficiency of Product Release**

One of the activities that must be completed in order to successfully complete the SPT program is a demonstration of proficiency of product release. The provisional pharmacy technician must demonstrate proficiency in completing a final check to the satisfaction of the preceptor by completing **a minimum** of 100 final checks with 100% accuracy. Final checks must be performed completed as outlined in Standard 7.14 of the Standards of Practice for Pharmacists and Pharmacy Technicians.

### **Assessments and Level Completion**

#### Provisional Pharmacy Technician

- The provisional pharmacy technician must complete a Pre-rotation Self-Assessment Form to assess their knowledge, skills and abilities before beginning each level of the program. This form must be shared with the preceptor and should be used as a tool to plan the SPT hours in a way that will provide the provisional pharmacy technician opportunities to develop additional knowledge, skills and abilities to demonstrate the competencies required to successfully complete the program.

#### Preceptor

- The preceptor is responsible for evaluating the provisional pharmacy technician using the Pharmacy Technician SPT Assessment Form.
- The preceptor must discuss each completed Assessment Form with the provisional pharmacy technician.
- The preceptor and the provisional pharmacy technician must complete and sign the Assessment Form and the Completion Form and submit to ACP within 30 days of the completion of each level and prior to the beginning of the next level of the program.

Regardless of the number of hours completed in the program, the provisional pharmacy technician must demonstrate each required competency with confidence and a limited amount of support in order to proceed to the next level of the program. If the preceptor does not feel the competencies have been demonstrated at an acceptable level, additional time and learning should be planned.

- Provisional pharmacy technicians must adequately demonstrate a majority of Drug Distribution competencies to move from Level I to Level II of the program.
- Provisional pharmacy technicians must adequately demonstrate a majority of all competencies to move from Level II to Level III of the program.
- Provisional pharmacy technicians must adequately demonstrate all competencies, including successful completion of the Demonstration of Proficiency of Product Release activity, to complete the program.
- A provisional pharmacy technician who disagrees with an assessment must discuss his/her concerns with the preceptor:
  - ✓ If the disagreement cannot be resolved, it must be brought to the attention of the Registrar within 30 days of the assessment.
  - ✓ The Registrar may appoint an arbitrator to assist in resolution of the disagreement and, if necessary, may appoint an alternate preceptor to reassess the student.

## **Forms**

The following outlines the forms that must be used in the Pharmacy Technician SPT Program. All forms are available on the ACP website. Forms can be submitted to the ACP office via email ([registrationinfo@abpharmacy.ca](mailto:registrationinfo@abpharmacy.ca)).

- Level I Forms
  - ✓ SPT Pre-rotation self assessment form (do not submit to ACP)
  - ✓ SPT Notification Form
  - ✓ SPT Completion Form
  - ✓ SPT Assessment Form
- Level II Forms
  - ✓ SPT Pre-rotation self assessment form (do not submit to ACP)
  - ✓ SPT Notification Form
  - ✓ SPT Completion Form
  - ✓ SPT Assessment Form
- Level III Forms
  - ✓ SPT Pre-rotation self assessment form (do not submit to ACP)
  - ✓ SPT Notification Form
  - ✓ SPT Completion Form
  - ✓ SPT Assessment Form
- Demonstration of Product Release Proficiency (100 check program)
  - ✓ Notification Form
  - ✓ Completion Form
- Post SPT
  - ✓ Work Experience Form

### **Pre-rotation Self-Assessment Form**

- Completed by the provisional pharmacy technician to assess knowledge, skills and abilities before each level of the SPT program.
- Must be shared with the preceptor at the beginning of the level to be used as a tool to plan the practicum in a way that will provide the provisional pharmacy technician opportunities to develop additional knowledge, skills and abilities to demonstrate the competencies required to successfully complete the program.
- Does not have to be submitted to ACP.

### **Notification Form**

- Completed by the provisional pharmacy technician to apply to begin each level of the SPT program or to notify ACP of a change in preceptor or site.
- Must be signed by both the provisional pharmacy technician and the preceptor.
- Must be submitted before completion of any SPT hours for each level of the program.

### **Completion Form**

- Completed by the preceptor to indicate when the provisional pharmacy technician has successfully completed a level of the program.
- Must be signed by both the provisional pharmacy technician and the preceptor.
- Must be submitted to ACP within 30 days of the completion of the level.

### **Assessment Form**

- Completed by the preceptor at the completion of each level of the program to provide the provisional pharmacy technician with information on their performance in the program, areas of strength and areas for improvement.
- Must be signed by both the provisional pharmacy technician and the preceptor.
- Must be submitted to ACP within 30 days of the completion of the level.

### **SPT Logbook**

- Completed by the provisional pharmacy technician and initialed by the preceptor or the preceptor's designate to record completion of program activities.
- Does not need to be submitted to ACP; however, must be retained by the provisional pharmacy technician for two years following completion of the SPT program and submitted to ACP upon request.

### **Demonstration of Proficiency of Product Release**

- Notification form to be completed by the provisional pharmacy technician and the preceptor.
- Completion form to be completed by the preceptor to indicate that the provisional pharmacy technician has successfully demonstrated proficiency in completing a final check for the release of products as per the process approved by ACP council.
- Submit the completed forms to ACP via email ([registrationinfo@abpharmacy.ca](mailto:registrationinfo@abpharmacy.ca)).

### **Demonstration of Proficiency of Product Release Daily Tracking Log**

- A new Daily Tracking Log must be used each day to record items checked and any errors identified.
- The Daily Tracking Logs are not submitted to ACP, but must be made available upon request. Therefore provisional pharmacy technicians must retain these forms for two years after completion.

### **Work Experience Form**

- This form should be used after all requirements for the SPT program have been successfully completed.
- This form, completed by the provisional pharmacy technician and preceptor, is for notification of intent to continue working under the SPT program until all requirements to move to the pharmacy technician register have been met.