



Licensee and Proprietor Education Programs

Q&A guide



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Program overview

Program	Time	CCCEP	Cost
Licensee Fundamentals 12 modules	12-13 hours	12.5 CEUs	\$300
Licensee Development 12 modules	6-7 hours (plus time for assignment)	6.25 CEUs (the assignment can be used for additional CEUs and implementation record)	\$200
Proprietor Education (PEP) 5 modules	3-4 hours	Not accredited (regulated members can use as non-accredited learning)	\$150

General questions

Do I have to complete all three of the LPEP programs?

No. You only have to complete the program required for your specific role or as required based on the ACP application you plan to submit.

How do I know which program of the LPEP to complete?

Refer to the [Licensee and Proprietor Education Programs webpage](#) for a detailed breakdown of who needs to complete each program.

I already completed the old LEP program, do I have to complete the new LPEP program?

Yes. The content in the LPEP has been updated to reflect recent changes in standards and legislation and incorporates the new [Licensee Competencies Framework](#).

Why do I have to pay for the LPEP program?

There are costs associated with developing quality accredited education. The fees for these programs are consistent with similar accredited learning opportunities.

Do I have to complete the LPEP every year?

No. Once you have completed the applicable program, you do not have to complete the same version of the program again.

What is the difference between Licensee Fundamentals and Licensee Development?

Licensee Fundamentals includes foundational information required by pharmacists without previous licensee experience and any pharmacist applying for a new pharmacy licence.

Licensee Development is a shortened version of Licensee Fundamentals designed for experienced licensees of existing pharmacies who are renewing their pharmacy's licence and for experienced licensees who are applying to be the licensee of an existing pharmacy.

Am I able to access the old LEP?

No. Queens University has removed the old LEP from their website and there is no access to the old program.

How long do I have to keep my LPEP certificate of completion?

To be consistent with the [Standards of Practice for Continuing Competence](#), you must retain your certificate of completion (and assignment submission for Licensee Development) for a period of two years.

Licensee Fundamentals

What is Licensee Fundamentals?

This program outlines the fundamental knowledge needed by licensees to manage the operation of a pharmacy and lead a pharmacy team, emphasizing the authority, responsibility, and accountability of the licensee role. It will facilitate reflection and application of this knowledge to case-based scenarios, modelled on common situations and challenges experienced by licensees.

The program provides an in-depth review of the [Foundational Guidelines](#) and ACP's [standards](#). The information outlined in Licensee Fundamentals is vital for any licensee establishing the operations of a new pharmacy.

How much time should I allocate to complete Licensee Fundamentals?

Licensee Fundamentals includes a 12-13-hour program, including time allocated for module quizzes.

Does Licensee Fundamentals have a quiz or assignment?

Licensee Fundamentals has a graded quiz at the end of each of the 12 modules. The multiple choice questions are based on the information included in each module. Learners are given three attempts to achieve 100% on each quiz. Licensee Fundamentals does not include a required assignment.

What happens if I do not achieve 100% on one of the module quizzes by the third attempt?

ACP will be notified and will review your progress and will follow up accordingly. In the meantime, you may proceed to the next module of the program.

Note that you will not be issued a certificate of completion until the required marks are achieved on all quizzes.

Why did I not receive a certificate of completion when I completed the Licensee Fundamentals program?

A certificate will not be issued unless you achieve 100% on all quizzes. If you did not receive your certificate after achieving the required marks, please send an email to LPEP@abpharmacy.ca.

I am an experienced licensee applying to open a new pharmacy. Why must I complete Licensee Fundamentals?

Licensee Fundamentals is a comprehensive program that includes a important information about the foundational guidelines that must be followed when designing the floorplan of a new pharmacy.

The program will also help you prepare for the application process and pre-opening inspection and will provide up-to-date knowledge of relevant standards and guidelines.

Licensee Development

What is Licensee Development?

This program is designed for experienced licensees and provides up-to-date information to ensure compliance with ACP programs and standards, as well as relevant legislation.

The program guides experienced licensees to reflect on their pharmacy operations and leadership using the recently developed [Licensee Competencies Framework](#). Activities in the program will help licensees identify areas for improvement and create realistic action plans targeting these areas.

Does Licensee Development have a quiz or assignment?

Learners must submit one assignment to receive a certificate of completion. For example, you could complete the following assignment: Identify an area where a policy and procedure is missing or in need of review. Licensee Development does not include quizzes.

How much time should I allocate to complete Licensee Development?

Licensee Development includes a six-to-seven-hour program plus an assignment based on application of the knowledge acquired during the program. The assignment will require extra time.

Licensees must allocate sufficient time to complete the modules and reflect on and incorporate their learning to complete the assignment.

What is an experienced licensee?

Experienced licensees include licensees who, in the past five years, have served as a licensee or equivalent in a Canadian jurisdiction for at least one complete year without being subject to discipline proceedings.

I have experience as a licensee. Why do I have to complete Licensee Development to renew my pharmacy licence?

Licensee Development offers valuable information for current licensees and includes timely professional development related to the roles and responsibilities of a licensee.

Do I have to do all of the assignments?

No. You are only required to submit one assignment of your choosing but are encouraged to complete as many assignments as you would like.

Can I choose my assignment?

Yes. There are seven assignments to choose from.

Licensees are encouraged to choose an assignment that applies to their practice.

Can I use the Licensee Development assignment as part of my non-accredited learning?

Yes. In addition to the CEUs assigned to Licensee Development, you can record the assignment as non-accredited learning.

You are encouraged to record the completion of this accredited program in a Learning Record and document your application of this learning in a Continuing Competence Program Implementation Record.

You can use the submission provided for the Licensee Development assignment as evidence of implementation (i.e., evidence uploaded in your implementation record).

Will the Licensee Development assignment be graded?

The assignment is not graded, and a certificate of completion will be issued when the assignment is submitted.

However, ACP may choose to randomly select and review assignments to ensure completion and verify that content submitted matches and addresses what was outlined in the assignment.

If chosen, these learners will receive feedback and could be asked to resubmit if required.

How long will it take me to complete the assignment?

This will vary. Licensees are encouraged to take their time, consider the assignment, and engage other pharmacy team members.

The purpose of the assignment is to demonstrate your application of the knowledge gained from completing the program, including how to apply the [Licensee Competencies Framework](#) into practice.

Can I complete Licensee Development and submit the assignment later?

A certificate of completion will not be issued until the assignment is submitted. Licensees must allow themselves sufficient time to complete the program and the assignment prior to renewing their 2025-26 pharmacy licence.

Why did I not receive a certificate of completion when I completed Licensee Development?

You must submit the assignment before the certificate will be issued. Pharmacy renewals or change of licensee applications will not be processed without a certificate of completion.

Can I resubmit my assignment once I have received my certificate?

No. Assignments may only be submitted one time. Assignments must be complete and must fully address any questions asked or deliverables outlined in the program description.

Proprietor Education Program (PEP)

What is the Proprietor Education Program (PEP)?

The PEP is designed for a diverse audience that includes non-pharmacists and includes information required for the role of proprietor's representative.

Proprietor's representatives who are pharmacists are encouraged to complete Licensee Fundamentals. Completion of either the PEP or Fundamentals is required for all proprietor's representatives, regardless of if they are also regulated healthcare professionals.

Does the PEP have a quiz or assignment?

There are no quizzes or assignments. A certificate of completion will be issued once all modules are complete.

How much time should I allocate to complete the PEP?

The PEP will take roughly 3-4 hours to complete.

Is the PEP accredited?

No, however regulated members who complete the PEP may submit it for non-accredited learning.

I am a proprietor's representative and a regulated member, do I have to take the PEP?

You must complete either Licensee Fundamentals or PEP, regardless of prior proprietor representative or pharmacist/pharmacy technician experience.

NOTE: Licensee Fundamentals may be substituted for PEP.

2025-26 pharmacy licence renewal

I am the licensee of a pharmacy. Which program of the LPEP do I need to complete to renew my pharmacy licence?

Existing licensees can complete Licensee Development or Licensee Fundamentals.

Note: pharmacists applying for a new pharmacy licence will be required to complete Licensee Fundamentals, regardless of licensee experience.

I am the licensee and proprietor's representative at a pharmacy. Which program of the LPEP do I need to complete to renew my pharmacy licence?

Individuals who are both a licensee and a proprietor's representative must complete

- Licensee Fundamentals, or
- **both** Licensee Development and PEP.

I am a regulated member who is a proprietor's representative, but I am not a licensee. Which program of the LPEP do I need to complete before the pharmacy's licence can be renewed?

All proprietors' representatives must complete the PEP or Licensee Fundamentals (recommended) before the pharmacy's licence can be renewed.

Submitting pharmacy licence applications in myACP

This applies to the following applications: Change of licensee, Change of ownership, Change of proprietor's representative, New pharmacy letter of intent, and New pharmacy application.

Can I use my evidence of completion of the old Licensee Education Program for ACP applications?

Until December 31, 2024, ACP will accept completion of Level A, B, and PSA certificates completed between July-October 2024 for all relevant applications.

Starting January 1, 2025, all ACP applications will require completion of the new LPEP program.

Why does ACP not accept Licensee Development for experienced licensees who are applying for a new pharmacy licence?

When applying for a new pharmacy licence, licensees are starting from scratch with both the bricks and mortar (floorplan and construction) and pharmacy-specific operational requirements (e.g., security protocol, policies and procedures).

With the new standards coming into effect, all licensees, including those with previous experience, must build their pharmacy operations in compliance with the new standards.

What do I need to complete before submitting a change of licensee application?

Pharmacists with no or limited licensee experience must complete Licensee Fundamentals.

ACP will accept Licensee Development or Licensee Fundamentals for experienced licensees.

Do I have to repeat the LPEP programs for new ACP applications?

No. Once you have completed the applicable program, you do not have to complete the same version of the program again and you can use the same certificate of completion for other ACP applications in the future.

Do I have to complete the LPEP every time I change licensee positions?

No. Once you have completed the applicable program, you do not have to complete the same version of the program again. Depending on the application you intend to submit, you may need to complete a different program (e.g., you completed Licensee Development but are now applying to open a new pharmacy so you will need to complete Licensee Fundamentals).

Technical questions

Where can I access the LPEP courses?

Refer to the [Licensee and Proprietor Education Programs webpage](#) for a detailed breakdown of who needs to complete each course and corresponding links.

Can I use my smartphone or tablet to access LPEP courses?

No. We recommend accessing the learning modules on a laptop or desktop computer as other devices are not compatible.

Which internet browser should I use?

The learning modules should be accessed on Google Chrome.

How do I log in to access the LPEP courses?

Once you access the relevant course via the the [Licensee and Proprietor Education Programs webpage](#), you will need to log in to your Queens University account.

For issues accessing your Queens University account, please email OPDES.eLearningHelp@queens.ca.

How do I reprint my certificate or receipt?

If you require a reprint of your certificate or receipt email OPDES.eLearningHelp@queens.ca.

How do I scan/upload documents?

Refer to the [Scanning guidelines and checklist for document submissions](#) resource.

Who can I contact if I am having technical difficulties?

For technical difficulties, email OPDES.eLearningHelp@queens.ca.

Still have questions?

For technical issues, please reach out to Queens University at OPDES.eLearningHelp@queens.ca.

For questions about the LPEP programs, please reach out to ACP at LPEP@abpharmacy.ca.