



Licensee and Proprietor Education Programs Guide

Updated October 2025



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Licensee and Proprietor Education Programs (LPEP) guide

The Licensee and Proprietor Education Programs (LPEP) include three programs, each created for a specific audience. **Licensee Fundamentals** is designed for new or prospective licensees, **Licensee Development** is for experienced licensees, and the **Proprietor Education Program** is specifically for proprietor's representatives. Each program is designed to ensure licensees and proprietor's representatives learn and review the information required for their specific roles.

The following ACP applications require the licensee applicant or proprietor's representative to take the applicable LPEP course:

- Change of licensee,
- Change of ownership or major shareholder,
- Change of proprietor's representative,
- New pharmacy letter of intent, and
- New pharmacy application.

Overview of programs

Licensee Fundamentals

12.5 CEUs

12 modules

12-13 hours

\$300 + GST

Who must take this course

- Pharmacists who are applying to be the licensee of a **new** pharmacy must take this course, regardless of experience.
- Pharmacists who are applying to be the licensee of an existing pharmacy must take this course if, in the last five years, they have not served as a licensee in Alberta for at least one complete year.

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 facilitates 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.

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 Development

6.25 CEUs

12 modules

6-7 hours

\$200 + GST

Who should take this course

- Pharmacists who are applying to be the licensee of an existing pharmacy may take this course, instead of Licensee Fundamentals, if in the last five years, they have served as a licensee in Alberta for at least one year.

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

The program guides experienced licensees to reflect on their pharmacy operations and leadership using the [Licensee Competencies Framework](#).

Proprietor Education Program (PEP)

Not accredited

(regulated members can use as
non-accredited learning)

5 modules

3-4 hours

\$150 + GST

Who should take this course

- Any individual who is submitting a letter of intent to open a new pharmacy, regardless of experience.
- Any individual who is applying to be the proprietor's representative of a new or existing pharmacy, regardless of experience.

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 Licensee Fundamentals is required for all proprietor's representatives.**



Step-by-step guides

Purchasing access to LPEP in myACP

Before you can get started with the LPEP, you have to purchase access to the program through myACP.

The screenshot shows the myACP website interface. At the top, there's a navigation bar with 'ACP Login' and 'Newsletter' links. Below, a 'Welcome to myACP' banner is followed by a grid of icons. The 'New applications' icon is circled in red. Below this, the 'New applications' section shows a list of categories. The 'Licensee and Proprietor Education Program' application is circled in red. Below the list, there's a 'Next' button circled in red. Below the 'Next' button, the 'Licensee and Proprietor Education Program' details are shown, including a progress bar from 'Requested' to 'Complete'. The 'Payment' section shows a 'Submit Payment' button circled in red.

- Navigate to the ACP website (abpharmacy.ca)
- Click the myACP button on the top right corner.

- Once you are logged in to myACP, click on the “New applications” icon.

- In the New applications section, select the “Licensee and Proprietor Education Program” application.

- Review the application instructions to ensure you select the correct course.
- Answer all required questions and then click “Next.”

- You will be redirected to the second page of the application.
- Review your information and click “Pay.”
- **NOTE:** your application is not complete until payment has been submitted.

- Complete your payment information.
- Once you’ve submitted your payment information, you’re done!
- Check your email inbox, as you will receive an email with a link to get started in Academy.
- Find it in Academy...



Accessing LPEP in Academy

Once you have purchased access to LPEP through myACP, you can access the program through Academy.

Welcome to Academy, ACP's home for online learning and assessment! Below you will find links to all of the program areas applicable to your registration status with the college. If you need assistance in navigating the system, visit the help section via the link in the purple menu above.

Continuing Competence Program (LAA) | **Licensee and Proprietor Education Program** | Continuing Quality Improvement (JLM)

Licensee and Proprietor Education Program

Licensee Fundamentals
Licensee and Proprietor Education Programs

Home • My Courses • Licensee Fundamentals

Licensee Fundamentals

Welcome to Licensee Fundamentals

This mandatory education program is designed to help learners better understand the behaviors, roles, and responsibilities expected of a licensee that support the achievement of consistent, high-quality practice in pharmacies.

By the end of this program, you will be able to:

1. Articulate the licensee's legal responsibilities and ACP expectations when operating a pharmacy, particularly regarding the authority, responsibility and accountability of licensees in relation with the current legislation.

Licensee Fundamentals

Welcome to Licensee Fundamentals

This mandatory education program is designed to help learners better understand the behaviors, roles, and responsibilities expected of a licensee that support the achievement of consistent, high-quality practice in pharmacies.

By the end of this program, you will be able to:

1. Articulate the licensee's legal responsibilities and ACP expectations when operating a pharmacy, particularly regarding the authority, responsibility and accountability of licensees in relation with the current legislation.
2. Use relevant resources to update and maintain knowledge on legislation and the Standards for the Operation of Licensed Pharmacies.
3. Identify the competencies and behaviors that are fundamental to the licensee role and develop a plan to apply these to your professional practice.
4. Demonstrate an understanding about the licensee's role as a professional leader, manager, and clinician.
5. Develop confidence in your ability to lead and manage a pharmacy.

Completion requirements

- Module 1 Introduction to the Ten...
- Module 1 Quiz
- Module 2 Competency Guide
- Module 2 Introduction to the Ten...
- Module 2 Quiz
- Module 3 Competency Guide
- Module 3
- Module 3 Pharmacy License Act...
- Module 3 Quiz

Post-Program Survey

Thank you for completing the ACP Licensee Fundamentals Program.

Please complete the following survey to share your valuable feedback. It should take about 5-10 minutes to complete. There are no right or wrong answers - we are interested in your actual thoughts and experiences. All responses will remain completely anonymous. Your consent is implied through your participation in the survey. Responses will be analyzed in aggregate form and used for evaluation of the program as well as to inform the development of future education and support for licensees.

Note: Completing the post-program survey is optional. The survey is anonymous and will become available on this page upon completion of all twelve modules and corresponding quizzes.

Licensee Fundamentals Post-Program Survey

Not available unless: The activity Module 12 - Leadership is marked complete

- Once you have paid for your LPEP courses in myACP, navigate to Academy using the link on the myACP homepage.
- In Academy, click on the "Licensee and Proprietor Education Programs" icon.

- Click on the course icon.

- Once you enter the course, click on the grey menu icon in the top righthand corner of the page.
- This will display an important course navigation menu.

- The navigation menu on the righthand side will help you keep track of your progress through the course.

- Once you complete the course, you are encouraged to complete an optional survey.



Accessing your LPEP receipt in myACP

Once you have paid for the LPEP, you can access your receipt in myACP.

Hello

In-progress applications

How can we help?

☐ Open ☒ Closed ☐ All

Application	Created date	Requestor	Amount owing	Status	View details
Licensee and Proprietor Education Program	2025-09-25 19:20:34		0.00	Complete	View details (circled in red)
New pharmacy Letter of Intent (Step 1)	2024-06-11 19:44:54		0.00	Complete	View details
Registrant change of address	2024-06-10 19:40:23		0.00	Complete	View details

Home > Request Details

Licensee and Proprietor Education Program

Type	Date	Requestor	Order Amount
Licensee and Proprietor Education Program	Sep 25, 2025		

Requested

Pending payment

Complete

[Receipt](#) (circled in red)

- Once you are logged in to myACP, click on the “In-progress applications” icon.

- On the “In-progress applications” page, select “Closed” on the right side of the webpage to see your completed applications.
- Once you select your closed applications, your LPEP application will appear.
- Click “View details” for your LPEP application.

- You will be redirected to a new page with a summary of your LPEP application.
- Click on the “Receipt” button in the bottom right corner of the summary.

Accessing your LPEP certificate in Academy

Once you have completed the LPEP, you can access your certificate in Academy.

Home Course Catalogue My Courses Help Back to myACP

Home > My courses > PEP

Proprietor education program

Proprietor Education Program

Welcome to the Proprietor Education Program

The educational program outlines the legislative responsibilities of a proprietor's representative and is tailored for non-pharmacist learners. The program focuses on the role of the proprietor's representative in the oversight of the pharmacy and describes how they can collaborate with the licensee to manage their individual and joint responsibilities for the operation of the pharmacy.

[View my certificate](#) (circled in red)

- Once you complete your course, you will receive an email confirming your course completion.
- Once you receive the email, you can access the certificate in Academy directly from the program.
- Navigate to the “My courses” section, select the program you completed, and click “View my certificate” in the green banner at the top of the page to view or download your certificate.



LPEP Q&A

When LPEP is required

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).

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 all associated documentation) for at least two years.

Which courses to complete

Which program 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. To be considered an experienced licensee, you must have served as a licensee in Alberta for at least one year in the past five years.

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).

New standards came into effect in February 2025 and all licensees, including those with previous experience, must build their pharmacy operations in compliance with the current standards.

I am applying to be a proprietor's representative and I have completed Licensee Fundamentals or Licensee Development, do I have to take the PEP?

To become a proprietor's representative

- You **do not** have to complete PEP if you have completed Licensee Fundamentals.
- You **must** complete PEP if you have only completed Licensee Development.

Licensee Fundamentals may be substituted for PEP. Licensee Development cannot be substituted for PEP.



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

You may not be automatically issued a certificate of completion if you did not achieve 100% on all module quizzes. If you would like ACP to reconsider your eligibility for a certificate, contact ACP at LPEP@abpharmacy.ca. ACP will review your results and contact you within 15 business days to follow up and discuss next steps accordingly.

Accessing LPEP

Where can I access the LPEP courses?

You must purchase access to the LPEP courses in myACP and then access the course in Academy. Refer to the “LPEP step-by-step guide” section of this guide for a detailed overview of the process.

Which internet browser should I use?

Google Chrome is the web standard and will offer the best experience. If you have encountered an error message while using Mozilla Firefox, Apple Safari, Microsoft Edge, or Microsoft Internet Explorer, please switch to Chrome and try again.

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

No. If you are attempting to complete this process on a mobile device (e.g., iPhone, Android phone, iPad, Android tablet), please switch to a desktop or laptop computer.

Navigating Academy

How do I reprint my certificate or receipt?

Refer to the “LPEP step-by-step guide” section of this guide for detailed instructions overviewing how to print your certificate or receipt.

Note: If you completed the course prior to November 4, 2025, reach out to LPEP@abpharmacy.ca for information about accessing your certificate.

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 or questions about the LPEP, reach out to us by emailing LPEP@abpharmacy.ca.