

Pharmacy Technician Certificate Program Policies

APPROVAL:

1. Next Policy Review:	<u>March 2012</u>
2. Admissions & Standards Committee:	<u>Part I – March 2007; Part II May 2007</u>
3. Education Council Committee:	<u></u>
4. Effective:	<u>March 2007</u>
5. Minor Revisions:	<u>Part II – Feb 2007 (removed ABT 136) & Dec 2009</u>
6. Archive Date:	<u>March 2003</u>

PROGRAM OBJECTIVES

The Pharmacy Technician program is a concentrated eleven-month health career program that is diversified, challenging and demanding. Through the online environment the program is designed to mentor and assist students to develop theory based foundation principles to apply in four on campus Lab classes. Lab classes prepare the student for work experience Practicum and the real world of our profession.

Many subtle qualities besides knowledge and skills are required to complete the program successfully. Employers are looking for exceptional computer skills, work accuracy, time management and a strong work ethic which are qualities that are stressed throughout the program. An important personal quality that will be closely evaluated throughout the educational process is the ability to work as part of a team and the ability to interact successfully with community and hospital personnel as well as pharmacy clients.

Program Goals

1. A primary goal of the program is to graduate competent Pharmacy Technicians that are prepared to work under the supervision of a pharmacist in a community and hospital pharmacy setting to perform technical production oriented tasks.
2. The clinical competency skills of the graduating student will be at an entry-level pharmacy technician as defined by our community and hospital partner pharmacies and national pharmacy technician standards and competencies as set out by the National Association of Pharmacy Regulatory Authorities (NAPRA) and the Canadian Pharmacy Technician Educators Association (CPTEA).

Students in the Pharmacy Technician Program are subject to the overall policies affecting all students at Selkirk College, with the following additions. College policies may be viewed on-line at the College website (www.selkirk.ca).

PART I: ADMISSIONS POLICIES

A. ADMISSION REQUIREMENTS

1. Academic

- a) BC high school graduation or its equivalent plus the following courses with a "C" grade or better: Biology 12, Chemistry 11, English 12, Principles of Math 11 or Applications of Math 12, or their equivalents.
- b) Typing at a speed of 35 words per minute.
- c) Current basic computer skills: Windows, word processing and Internet abilities.
- d) All students are required to complete the Computer Placement Test for assessment of their English and Math skills prior to entry into the program.
- e) Certificates of Standard First Aid, CPR level C and WHMIS training are required prior to entering Lab classes in April and must be valid for the duration of the lab and practicum.

2. General

- a) Criminal Record Check: Applicants must submit an official police criminal record search as part of the application process. The criminal record search will be available, on request, to any hospital, clinic, or community pharmacy receiving students for the Practicum. Certain criminal records may be unacceptable to some placement agencies and facilities. The School of Health and Human Services will not be responsible for seeking alternative placements for students who are denied access to a Practicum because of a criminal record. Students are advised that certain criminal records may prevent completion of Practicum and thus completion of the program graduation requirements.
- b) Immunization: Students entering the Pharmacy Technician Program must meet requirements for immunization established for health care workers by the Ministry of Health prior to entry into Lab classes in April.
- c) Personal Reference: All applicants must submit two personal references as indicated in the application package as part of the formal admission process.
- d) Personal Health Statement: A personal health history document must be submitted prior to acceptance into the program.
- e) Personal Information: All applicants must complete a brief personal history and short essay as to why they wish to become a Pharmacy Technician as part of the admission process.

3. Mature Students

- a) A "mature student" is at least 19 years of age and has been out of the school system for at least one year on or before the first day of classes of the program.
- b) A mature student, with reasonable potential for success on the basis of work experience or other criteria may be admitted, notwithstanding some deficiency in prior formal education.
- c) A mature student shall normally meet the specific program or course prerequisites.
- d) Mature students should apply at least one year in advance of the anticipated start date as academic upgrading may be necessary.

4. Applicants Seeking Specific Upgrading

- a) Individuals seeking a specific skill set through courses that are a part of the Pharmacy Technician Program will be considered on a case by case basis.
- b) In such cases the admissions protocols may be waived by the instructor in consultation with the School Chair.

B. ADMISSION SELECTION

Applications will be separated into two levels as identified in Selkirk College Policy B3002.1 (Admissions and Standards), namely "fully qualified" and "partially qualified".

1. Fully Qualified

The applicant meets all of the requirements stated in Part I, A, above.

2. Partially Qualified

The applicant is deficient in meeting some or all of the admission requirements stated in Part I, A, above.

3. Order of Selection

Selection and acceptance of applicants will proceed in the following order:

- a) Within the fully-qualified level, preference shall be given to those with earlier-completed applications.
- b) Within the partially-qualified level, preference shall be given to those considered best qualified.

C. APPLICATION PROCEDURE

1. Before an applicant's file is completed, the following must be received BY THE Admissions Office:

- a) completed application form
- b) official *transcripts of high school grades (an interim statement of grades is acceptable if applicant is still attending school)
- c) official *transcripts of all post secondary education grades
- d) completed Personal Health Statement form
- e) two completed personal reference forms (to be completed by a current or previous teacher, counsellor or employer, e.g., supervisor or manager). Personal references should be submitted directly by the referee to the Admissions Office. (Xerox copies are not acceptable.)
- f) applicant information questionnaire
- g) criminal record search form

Note: Xerox copies of transcripts are not acceptable unless notarized or submitted directly from the school.

2. Initial applications to the Registration/Admissions should be submitted by March 1, prior to the

commencement of the Program.

3. Deadline for receiving completed applications (see point 1 above) is normally April 1 prior to the commencement of the Program.
4. Late applications will be accepted only if space is available.
5. All costs related to the application process will be borne by the applicant.

D. ADVANCE CREDIT

1. To transfer credit from another institution, application must be made to and approval obtained from the Registrar.
2. Course equivalency will be determined by the Registrar in accordance with Selkirk College Policy B3002.1 (Admissions & Standards), part 1, section 4.0. Course equivalency will be based upon assessment by the department concerned.
3. A student who applies for advanced standing from another Pharmacy Technician Program will be considered on an individual basis.
4. Application for advanced credit is to be made prior to entry into the Pharmacy Technician Program.

E. PRIOR LEARNING ASSESSMENT (PLA) POLICY

1. A student who wishes to prove mastery of part or all of the course content without taking that course must submit an application for a Prior Learning Assessment to the Registrar (ref. Prior Learning Assessment Policy B3002.3).
2. The School Director, in consultation with the assigned instructor, will determine whether the Prior Learning Assessment & Recognition (PLAR) credit is assigned.

PART II: PROMOTION POLICIES

Students in the Pharmacy Technician Certificate Program are subject to the overall policies affecting all students at Selkirk College, with the following additions:

A. DEFINITIONS

1. Theory Based Course: The course is delivered exclusively on line and emphasizes the learning of the required theoretical content required to do the work of a Pharmacy Technician.
2. Laboratory or "Lab" Course: Applications of required theory for the program are presented in a face to face lab setting that simulates the workplace of the Pharmacy Technician.
3. Practicum Course: The student does the work of a Pharmacy Technician in both a community-based pharmacy and a hospital-based pharmacy under the supervision of an instructor and an assigned practicum supervisor/workplace preceptor.

B. EVALUATION

1. Grading

- a) Grading will be based on the categories defined in the table below:

%	Letter Grade	Grade Point Average
96 - 100	A+	4.0
92 - 95	A	4.0
89 - 91	B+	3.33
86 - 88	B	3.0
83 - 85	C+	2.33
80 - 82	C	2.0
76 -79	P	1.0
75 & lower	F	0.00

- b) PTEC 100, Pharmacy Seminar, PTEC 120 Hospital Preceptorship and PTEC 129 Practicum will each be graded as CRG/NCG as described in Policy 8610 Part II, Section 8.5. These statuses are recorded on the transcript, but are not calculated in the grade point average.
- c) In PTEC 105, Pharmacy Calculations, a letter grade of “B” (86%) or better is required to pass the course. For quizzes an 86% or better average is required. For the midterm and final examinations 86% or better accuracy is required. One rewrite, within one week of the original test date will be allowed for the midterm and the final tests. The maximum grade that can be attained on a rewrite is 86%.
- d) In semester two, quizzes involving mathematical calculations require an accuracy of 90% or higher. This requirement will be stated on the course outline. One rewrite per quiz will be allowed within one week of the original quiz date. The maximum grade that can be attained on a rewrite is 90%.

2. Frequency of Evaluations

- a) Evaluative events will occur as specified in course outlines and will normally be more than two events per course.
- b) In PTEC129 Practicum, evaluation occurs on a continual basis. All activities in which students participate may be considered evaluative events. Informal verbal and/or written feedback is regularly provided by the instructor or preceptor. Formal, written performance appraisals are summaries of all evaluative events to date. Depending on the length of the course, there may be one or more performance appraisals.

3. Types of Evaluation

- a) In Pharmacy Technician theory courses, evaluative events will normally include assignments, examinations, tests, and quizzes. These will be specified in course outlines.
- b) In PTEC 114, 115, 116 and 119, evaluative events may also include demonstrating skills in the laboratory setting. Such testing will also be specified in the course outlines.
- c) In PTEC 129 Practicum, formal written appraisals will be given using an instrument which is based entirely on the stated performance criteria for the program.
- d) No single evaluative event can be worth more than 50% of the final grade of any course.

4. Examination Policy (Selkirk College Policy 8320 Evaluation of Student Learning)

- a) The schedule for examinations will be published on the program Information Centre website (e campus).

- b) Regarding regulations for invigilated examinations that are established at Selkirk College sites or other designated sites:
 - (i) tests, quizzes, exams must be written at the scheduled appointment time when invigilation services are available.
 - (ii) students leaving the exam room before the conclusion of the exam without the permission of the invigilator may forfeit their right to return and complete the exam.
 - (iii) no books or other material may be brought into the examination room unless consent of the invigilator has been given.
 - (iv) no material relating to the examination may be removed from the examination room. Under no circumstances may materials upon which answers are written be removed.
 - (v) making use of materials, books or notes without the approval of the invigilator, speaking or communicating in other ways with other students, or exposing written papers to the view of other students is not permitted.
 - (vi) students who do or attempt to do any of items c) to e) above will be required to leave the examination room immediately and will forfeit the right to have the examination evaluated.
 - (vii) any questions must be directed to the invigilator.
 - (viii) all completed tests will be kept on electronic file for the required time period.
- c) Regulations pertinent to face to face laboratory and Practicum testing will be according to course outline details and as previously described under Part II, Promotions Policies, Items B.2, 3, and 4.
- d) Off-site invigilation services:
 - (i) These may be organized by students with the prior agreement of the instructor that the arrangements are in keeping with those cited in b) to d) below:
 - (ii) Students may have an offsite invigilator who is a teacher in the K 12 or the post secondary system, minister/priest, or other approved professional who is not a friend or relative.
 - (iii) The instructor must approve the offsite invigilator at least 10 days prior to the administration of the examination.
 - (iv) The instructor will be responsible for ensuring that the invigilator is apprised of the time frame for the test and for ensuring confidentiality requirements by the invigilator.
- e) Supplemental Final Examinations
 - (i) Supplemental examinations may be considered under extenuating circumstances upon email or written request by the student to the instructor teaching the course.
 - (ii) At no time will the mark on a supplemental examination be able to exceed the equivalent of a "C" grade except for the provision for PTEC 105 requirement of 86% (B grade) minimum.
 - (iii) Normally, during the course of the Pharmacy Technician Program, only one supplemental

final examination per course will be allowed per student.

5. Plagiarism and Cheating (*Selkirk College Policy 8610, Part II, Section 15.0*)

15.1 *Honesty is expected and required of all students. The purpose of this section of the policy is to deal with honesty in the conduct of all examinations, essays, reports, and other assignments prepared or completed by students pursuant to the requirements of a Selkirk College program or course.*

15.2 *Cheating is defined as dishonest or deceptive conduct or attempted conduct by which individuals or groups of individuals use or attempt to use unauthorized aids, assistance, materials and methods to represent others' academic work, training and standards as their own.*

15.3 *Plagiarism is defined as the presentation or submission of work or data (published or unpublished in any form), done in whole or in part by other persons, without citation or credit, as the student's own work i.e., a group project, book, journal, electronic media, etc.*

15.4 *The submission of one's own work for credit in more than one course without the express knowledge of the instructors involved is forbidden.*

15.5 *Selkirk College will not condone nor will it accept work submitted to obtain credit which was produced through cheating or plagiarism.*

- a) *For a first offence the assignment, test, exam, paper, project or other work involved will be awarded a grade of zero to be incorporated into the calculation of the final grade.*
- b) *For a second offence, the student will be required to withdraw from the course.*
- c) *For any further offence, the student will be required to withdraw from the college.*
- d) *A record of the foregoing will be kept in the student's official record.*
- e) *Depending on the nature of the offence, steps (a) and/or (b) above may be by-passed, following consultation of instructor, School Chair, and/or Registrar.*

C. PROMOTION

To qualify for admission into a course which stipulates a pre requisite a minimum grade of "C" must be achieved in the prerequisite course.

D. PROBATION (See Policy 8610 Part II, Section 14.0)

1. Purpose

Students may be placed on probation by the School Chair in consultation with the program instructor(s). Probation is intended to provide a mechanism to assist students with unsatisfactory or marginal performance to improve their status in the program/course. It must be noted that it is the student's responsibility to seek the required counselling or assistance to improve.

2. Criteria for Placement on Academic Probation

A student may be assigned probationary status for unsatisfactory performance at any time during the first 2/3rds of the course, under the following circumstance:

- a) Poor academic performance (failing to maintain a 2.00 GPA or failing course[s]).

3. Criteria for Placement on Behavioural Probation

- a) A student may be placed on behavioural probation at any time during a term.
- b) Criteria for placement on behavioural probation are:
 - (i) unsatisfactory classroom behaviour (behaviour which disrupts classes and impedes the progress of fellow students),
 - (ii) cheating and plagiarism,
 - (iii) absenteeism over 15 percent, and continued after a preliminary warning.

(Note: Further detail on conduct is described under Promotion Policies, Section "H".)

4. Criteria for Removal from Probation

- a) Conditions for removal from probation will be specified in the written notification of probation.
- b) Removal from probation will be achieved academically when the student's performance reaches a GPA of 2.0 and behaviourally as per the terms of the probationary letter.

5. Failure to Meet Conditions of Probation

Students who fail to meet the specified conditions or stipulated standards, as outlined in their probation letter, will be required to withdraw from the Pharmacy Technician Program.

6. Number of Probationary Periods Allowed

Students will normally be limited to two (2) probationary periods while enrolled in the Pharmacy Technician Program. If a third probationary period should be recommended by the School Chair, the student will be required to withdraw. Exceptional cases will be considered on an individual basis.

E. EXCLUSION / DISMISSAL

- 1. A student may be required to withdraw (i.e., excluded from a class, a course or a program as specified in Policy 8610, (Part II, Section 16) as written below:
 - a) The Registrar may exclude from the College a student who has failed to complete the applicable registration requirements.
 - b) An instructor may exclude a student from participating in a class, lab, field trip, etc., due to lateness, prior absences, inadequate preparation, failure to complete prerequisite assignments, or lack of participation in corequisite courses.
 - c) An instructor, the Registrar or a Campus Administrator may exclude a student from participating in a class, lab, field trip, etc., if the student compromises the safety of others, if he/she assaults or abuses others, if he/she is destructive to property, if he/she disrupts the learning opportunities of others or if he/she behaves in a threatening or blatantly uncooperative manner towards students, College employees or other College members. The instructor shall report in writing to the School Chair the circumstances giving rise to the exclusion. All others should report in writing the incident(s) to their appropriate supervisor.
 - d) An instructor or other employee may recommend to his/her School Chair/ Supervisor that a student be completely excluded from a course/program if that student has missed instructional

times, or failed to complete assigned work to such a degree that he/she could not compensate sufficiently to pass the course in the time available, or if the student has compromised the safety of others, assaults or abuses others, has been destructive to property, has disrupted the learning opportunities of others or has behaved in a threatening or blatantly uncooperative manner towards the instructor.

- e) A student recommended for exclusion from a course/program will receive notification from and will be excluded by the Registrar on the written recommendation of the School Chair/Supervisor concerned. The student shall be notified of the appeal process by the Registrar.
- f) A student may appeal his/her exclusion by following the appeals procedure specified by Selkirk College.
- g) If in the opinion of the Registrar, School Chair, or Campus Administrator, the seriousness of the situation merits suspension or dismissal from the College, a recommendation will be forwarded to the President. The President shall act in accordance with the College and Institute Act. If the President suspends or dismisses the student from the College, the student shall be advised of his/her rights under Policy B3007 B Student Appeals Policy of the College.

2. In addition:

- a) Any student who uses their email inappropriately in a way that violates the rights of others will be denied College email privileges. Should a student make inappropriate use of the Pharmacy Technician web based materials, including theft of copyrighted materials or vandalism, they will be required to withdraw from the program.
- b) A student denied Practicum placement by a pharmacy agency because of a criminal record deemed unacceptable, will be required to withdraw from the Pharmacy Technician Program. The School will not seek an alternative Practicum placement.
- c) There will be immediate dismissal from the program of any student who IN ANY WAY breaks confidentiality by allowing information regarding persons with whom he/she is in contact in his/her role as a Pharmacy Technician student to be known to others outside the professional sphere.
- d) A Pharmacy Technician student for whom a third probationary period is recommended by the School Chair (see D.4, above) will be required to withdraw from the Pharmacy Technician Program.
- e) Students caught stealing will immediately be dismissed from the program.
- f) A student recommended for exclusion from a course will receive notification from and will be excluded by the Registrar on the written recommendation of the School Chair concerned.

F. APPEAL (see College Policy B3007)

All appeals must be in writing.

- 1. A student dissatisfied with a final grade or program decision (e.g., probation, compulsory withdrawal) may appeal the College's action by following this sequence:
 - a) Contact the course instructor.
 - b) Contact the School Chair.
 - c) Contact the appropriate Dean.

If the student has not resolved the issue after following the above three steps, the student may then choose to:

- d) Appeal to the Student Appeals Committee by contacting the College Registrar (College Policy B3007).
2. Students have 20 working days from the time they are notified of their final grades to appeal a grade.
3. Students have two working days from the time of official College notification to appeal probationary status or compulsory withdrawal.

NOTE: A student ombudsperson may be available to assist students in this process.

G. ATTENDANCE

1. Face-to-Face Instruction: Classroom, Lab, Practicum
 - a) Attendance at all scheduled laboratories, Practicum experiences, examinations and other learning experiences is mandatory.
 - b) Students absent from any Pharmacy Technician course, for any reason, are responsible for the work they have missed. They must make up assignments as required.
 - c) Absences from learning experiences, described in a) above, for any reason, may preclude the student being able to meet the requirements for that course.
 - d) Students claiming illness or compassionate reasons for absence from learning experiences must contact the instructor concerned directly.
 - e) Students may be required to supply a doctor's certificate to substantiate claims of illness.
 - f) A student who must be absent from a Practicum experience is responsible for notifying the agency and instructor at least one hour prior to the scheduled time for the experience to begin.
 - g) The School of Health and Human Services cannot undertake to provide substitute learning experiences in Pharmacy Technician/laboratory and Practicum courses when students have been absent for any reason.
2. On-line Instruction
 - a) Course completion times are clearly stated on the course completion guide as are scheduled contact times for on line contact with students.
 - b) Students are on their own recognizance as to whether they take advantage of these scheduled contact times.
 - c) Further to a) and b) above, students must request alterations in any time lines for on line contact and course completion in writing to the instructor within two (2) weeks of the beginning of their course.
 - d) Alternative regarding timelines will be considered by the instructor under special circumstances.
 - e) If, for any reason, the instructor has not been contacted by a student in any currently registered course over a period of two weeks, the student will be considered withdrawn from the course.
 - f) Throughout the online portion of the program, a time log of studies must be submitted on a

regular basis as indicated in the PTEC 100 Pharmacy Seminar course.

H. STUDENT CONDUCT

1. Student behaviour in the physical or online classroom that disrupts the class, upsets the learning environment of other students or poses a threat to other persons in the learning environment is unacceptable. Students behaving in such a manner will be given a verbal warning for the first offence and placed on probation for the second offence. Any subsequent similar behaviour is grounds for the compulsory withdrawal from the course in question. Subsequent misconduct will result in the student being withdrawn from the program.
2. A student missing fifteen percent (15%) of the scheduled class sessions in any course will be deemed to have withdrawn from that course unless the student has provided the course instructor with a reason acceptable to that instructor.
3. Students are expected to be on time and prepared for all face to face classes prior to entering the classroom. Assigned materials are to be read by students; such materials and textbooks are not necessarily reviewed in class by the instructor.
4. The student is responsible for researching and obtaining notes of missed sessions. Instructors are not expected to give personal reviews to students who miss a class.
5. Students not completing their training in the allocated time period may, at the instructor's discretion, be issued an "I" grade. She/he will have 20 working days to convert the "I" grade to a letter grade.
6. All theory and laboratory courses must be completed by the end of the winter semester, prior to entry into Practicum.

I. ASSIGNMENTS AND EXAMINATIONS

These are as described in College Final Examination Policy B3019.

J. HOSPITAL AND COMMUNITY PRACTICUM PROTOCOL

1. Work experience of 140-160 hours is required in both a community setting and a hospital setting.
2. Students must meet the following criteria to be eligible for Practicum:
 - a) have successfully completed all other mandatory course credits. The student must have a grade point average of 2.0 and a grade of "C" or better in all of the courses. PTEC 105 requires a grade of "B" or better. See Graduation Requirements for a complete list of courses;
 - b) have exhibited Practicum deportment and dress in the lab setting
3. During the work experience Practicum students are expected to meet or exceed the identified requirements for job performance.
4. During Practicum students are subject to Selkirk College and Program policies. In addition, students are subject to the policies of the Practicum placement "employer".
5. Students must notify the School Chair within 48 hours of any termination, temporary suspension, disciplinary action, or cancellation of the Practicum. Failure to do so may result in a failing grade being assigned for the Practicum.
6. Practicum will normally start within two months of completion of the student's formal training.

K. RE ENTRY

1. Students normally must complete the entire program within 24 calendar months of initial entry to qualify for a certificate. Re-entry applicants who cannot meet this deadline will be required to retake courses which have changed.
2. Re-entry is permitted only when space is available.
3. Students in good standing who must interrupt their program may apply to re-enter the program within one year of departure.
4. Students who fail to complete a course successfully may apply to re-enter the course the next time it is offered.
5. Priority for re-entry will be given as follows:
 - a) students who interrupted their program for illness or compassionate reasons,
 - b) students who failed to meet program requirements for promotion.
6. If a student should qualify for re-admission but, because of limited space, be unable to gain entry, the time limit specified in 1 and 3 will not apply.
7. Students who have been required to withdraw from the Pharmacy Technician Program due to unsatisfactory performance may be re admitted with the approval of the School Chair after consultation with faculty members.
8. Exceptional cases will be considered at the discretion of the School Chair.

L. GRADUATION REQUIREMENTS

1. The Pharmacy Technician Certificate requires all of the following:
 - a) Satisfactory completion of the following courses with a grade of "C" or better in each course:

PTEC 104	Pharmacy Billing, Regulations & Protocols
PTEC 106	Merchandising Concepts & Workplace Communications
PTEC 107	Pharmacology I
PTEC 108	Pharmacology II
PTEC 109	Pharmacy Practice I
PTEC 110	Pharmacy Practice II
PTEC 113	Introduction to Aseptic Technique
PTEC 114	Sterile Products Lab
PTEC 115	Prescription Dispensing I Lab
PTEC 116	Compounding Lab
PTEC 119	Computer Skills for Prescription Processing

- b) Satisfactory completion of the following courses with a grade of "B" or better in:

PTEC 105	Pharmacy Calculations
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- c) Satisfactory completion of the following courses with a “CRG” grade in each:

PTEC 100	Pharmacy Seminar
PTEC 129	Practicum

2. The Hospital Certificate requires:

All of the above courses listed in 1. a, b, c, plus:

- a) Satisfactory completion of the following course with a “CRG” grade:

PTEC 120	Hospital Preceptorship
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