
Appendix A

PHARMACY TECHNICIAN

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

Appendix A

WORK PROCESS SCHEDULE PHARMACY TECHNICIAN O*NET-SOC CODE: 29-2052.00 RAPIDS CODE: 0844CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

Time-based Competency-based Hybrid

2. TERM OF APPRENTICESHIP

The term of the occupation is twelve (12) months through the demonstration and achievement of workplace competencies and supplemented by the required related instruction courses.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

Consistent with proper supervision, training, safety, continuity of employment throughout the apprenticeship, the ratio of apprentices to journeyworker mentors will be: Two (2) apprentices may be employed in each pharmacy employing each one (1) Pharmacist, Physician, or qualified Pharmacy Technician.

4. APPRENTICE WAGE SCHEDULE

Apprentices are paid a progressively increasing schedule of wages during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction courses.

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly Pharmacy Technician journeyworker wage rate, which is \$17.86 per hour.

Period	Hourly Wage	OJL Duration	OJL Competencies	Related Instruction
1 st	\$15.50	6 months or 1,000 OJL hours	Demonstrated Skills	Satisfactory progress
2 nd	\$16.75	6 months or 1,000 OJL hours	Demonstrated Skills	Satisfactory progress
End	\$17.86	Complete	Complete	Complete

Before an apprentice is advanced to the next segment of training or to journeyworker completion status, the program sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in their on-the-job learning (OJL) and in related instruction courses.

The current base journeyworker completion wage rate may be adjusted by a participating employer if they pay a higher wage rate, and the adjusted base rate will apply equally to all apprentices who

are hired by that employer. Such wages will become part of the approved Appendix-E Employer Acceptance Agreement.

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of three (3) months.

6. SELECTION PROCEDURES

Sponsors should familiarize themselves with the Apprenticeship EEO Introductory Video, Tools, and Resources at www.apprenticeship.gov/eo.

APPLICATION PROCEDURES

- A. Openings for applications for apprenticeship will be determined by the Sponsor. All applications will be identical in form and requirements.
- B. Receipt of the properly completed application form, along with required supporting documents will constitute the completed application. Incomplete applications will not be considered.
- C. All applicants who have met the minimum qualifications and have submitted a complete application will be notified of the date, time, and place to appear for interview (if applicable).

SELECTION PROCEDURES

- A. The Sponsor will schedule the interview (if applicable) and evaluation session. All qualified applicants will be interviewed and evaluated for selection within 60 days of their application date.
- B. The interviewer or evaluator will rate each applicant on each of the factors on the applicant rating form, taking into account the information on the application and required documents. The interviewer will record the questions asked and the general nature of the applicant's answers.
- C. After completing the interview and evaluation of the qualified applicants, the individual rating scores of the interviewer(s) will be added together and averaged to determine the applicant's final rating.
- D. Applicants will be placed on a "Ranking List" according to their scores at the evaluation session, with the applicant having the highest score being at the top of the list, and all applicants then listed in descending order based on score.
- E. As openings for the registration of new apprentices occur, the highest ranked applicant will be notified of selection. It will be the responsibility of the applicant to keep the Sponsor informed of their current home mailing address, telephone number, and e-mail address. Selected applicants must respond to the notice of selection within forty-eight (48) hours of notice.
- F. Incumbent Employees: Employees who are gainfully employed in the occupation and who have met the minimum qualifications for apprenticeship may qualify for immediate registration into the program upon approval by the program sponsor and employer. The sponsor will determine

what additional training requirements are needed to ensure that the employee receives all necessary training for completion of the apprenticeship program.

- G. Pre-Apprenticeship Preparatory Programs: An individual who has completed a structured pre-apprenticeship training program that meets the requirements outlined in Training and Employment Notice 13-12, Defining a Quality Pre-Apprenticeship Program and Related Tools and Resources, in any occupational area covered in these standards of apprenticeship and who meets the minimum qualifications of the apprenticeship program may be admitted directly into the program. The candidate shall provide official documentation confirming that he or she fulfilled the specific requirements of the pre-apprenticeship program, such as completion/graduation certificates, transcripts, notarized letters of confirmation, and sworn statements. The sponsor will evaluate the training received to grant appropriate credit on the term of apprenticeship.

**WORK PROCESS SCHEDULE
PHARMACY TECHNICIAN
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Description: Prepare medications under the direction of a pharmacist. May measure, mix, count-out, label, and record amounts and dosages of medications according to prescription orders.

On-the-Job Learning (OJL)

1. During the Apprenticeship, the Apprentice shall receive work experience and job related education in all phases of the occupation, including safe work practices, necessary to develop the skill and proficiency of a skilled professional.
2. The program sponsor must ensure Apprentices are rotated throughout the various work processes to ensure a well-rounded professional upon completion of the Apprenticeship, and identify what methodology will be used to track progression of experience on-the-job.
3. Such on-the-job training shall be carried on under the direction and guidance of a qualified professional.
4. The employer and skill mentor (where appropriate) shall review all of the work processes and adapt the appropriate competencies, which are appropriate for the Agency's specific needs/requirements and to ensure the Apprentice is properly trained in all aspects of the occupation.

Each employer and/or program sponsor will determine the appropriate examples of each core competency in the below work process schedule. **In the list below, each core competency should be completed depending on stated scope of practice and employer requirements.**

Field Training (FT) - Mentor/Journeyworker has provided training and demonstrated task to the apprentice

Demonstrated Fundamentals (DF) - Apprentice can perform the task with some coaching

Proficient in Task (PIT) - Apprentice performs the task properly and consistently

Completion Date (CD) - Date apprentice completes final demonstration of competency

Initial and date in the box when complete

WORK PROCESSES PHARMACY TECHNICIAN	FT	DF	PIT	CD
A. Perform Clerical Work in Medical Settings				
1. Receive written prescription or refill requests and verify that information is complete and accurate.				
2. Answer telephones, responding to questions or requests.				
3. Price and file prescriptions that have been filled for customers or to the appropriate floor for medical staff to dispense to patient.				
4. Assist customers or staff by answering simple questions, locating items, or referring them to the pharmacist for medication information.				

5. Operate cash registers to accept payment from customers or computers to bill insurance.				
B. Verify Accuracy of Patient Information				
1. Receive written prescription or refill requests and verify that information is complete and accurate.				
C. Prepare Medications or Medical Solutions				
1. Repack bulk medicines, fill bottles with prescribed medications, and type and affix labels.				
2. Mix pharmaceutical preparations, according to written prescriptions.				
3. Transfer medication from vials to the appropriate number of sterile, disposable syringes, using aseptic techniques.				
4. Restock intravenous (IV) supplies and add measured drugs or nutrients to IV solutions under sterile conditions to prepare IV packs for various uses, such as chemotherapy medication.				
D. Process Medical Billing Information				
1. Prepare and process medical insurance claim forms and records.				
2. Compute charges for medication or equipment dispensed to hospital patients and enter data in computer.				
E. Maintain Inventory of Medical Supplies or Equipment				
1. Maintain proper storage and security conditions for drugs.				
2. Order, label, and count stock of medications, chemicals, or supplies and enter inventory data into computer.				
3. Receive and store incoming supplies, verify quantities against invoices, check for outdated medications in current inventory, and inform supervisors of stock needs and shortages.				
4. Restock intravenous (IV) supplies and add measured drugs or nutrients to IV solutions under sterile conditions to prepare IV packs for various uses, such as chemotherapy medication.				
5. Supply and monitor robotic machines that dispense medicine into containers and label the containers.				
6. Deliver medications or pharmaceutical supplies to patients, nursing stations, or surgery.				
F. Record Patient Medical Histories				

1. Establish or maintain patient profiles, including lists of medications taken by individual patients.				
G. Enter Patient or Treatment Data into Computers				
1. Order, label, and count stock of medications, chemicals, or supplies and enter inventory data into computer.				
2. Compute charges for medication or equipment dispensed to hospital patients and enter data in computer.				
3. Enter prescription information into computer or databases.				
H. Clean Medical Equipment or Facilities				
1. Clean and help maintain equipment or work areas and sterilize glassware, according to prescribed methods.				
I. Maintain Medical Equipment or Instruments				
1. Clean and help maintain equipment or work areas and sterilize glassware, according to prescribed methods.				
J. Sterilize Medical Equipment or Instruments				
1. Clean and help maintain equipment or work areas and sterilize glassware, according to prescribed methods.				
K. Merchandise Healthcare Products or Services				
1. Price stock and mark items for sale.				
2. Maintain and merchandise home healthcare products or services.				

RELATED INSTRUCTION OUTLINE
PHARMACY TECHNICIAN
O*NET-SOC CODE: 29-2052.00 RAPIDS CODE: 0844CB

Related Instruction Provider: Alaska Primary Care Association
 Method: Synchronous Online, Electronic Media, Self-study

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 Website: www.alaskapca.org | www.apcaapprentice.com

The related instruction outlines the courses that provide the technical ability that supplements the on-the-job training. It is through the combination of both the on-the-job training and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 144 hours of related instruction each year of the apprenticeship is recommended. The following is the course curriculum during the term of apprenticeship.

Instructional Guide:

The Pharmacy Technician: A Comprehensive Approach, 4th Edition. Jahangir Moini

General Information: Apprentices will meet once a week via internet for a period of 39 weeks. Class Schedule—1-hour live or recorded session with 5-hours homework time each week. This training will be covering the following subjects:

- Maintain Pharmacy Inventory
- Provide Customer Service
- Manage Billing Processes
- Manage Delivery of Medications

Week	Chapter Name
1	Orientation - The assignments for the week need to be completed by the date of the class after the chapter is completed.
2	Ch. 1 History of Pharmacy
3	Ch. 2 The Foundation of Pharmaceutical Care
4	Ch. 3 Pharmacy Law, Ethics, and Regulatory Agencies
5	Ch. 4 Communication with Patients and Customers
6	Ch. 5 Pharmaceutical Information and References
7	Ch. 6 Prescriptions and Processing
8	Ch. 7 Dosage Forms and Routes of Administration
9	Ch. 8 Measurement Systems
10	Ch. 9 Conversion and Calculations

11	Ch. 10 Safety in the Workplace
12	Ch. 11 Hospital Pharmacy
13	Ch. 12 Community Pharmacy
14	Ch. 13 Advanced Pharmacy
15	Ch. 14 Extemporaneous Prescription Compounding
16	Ch. 15 Aseptic Technique and Sterile Compounding
17	Ch. 16 Insurance and Billing
18	Ch. 17 Inventory Control and Management
19	Ch. 18 Medication Errors and Safety
20	Ch. 19 Drug Actions and Interactions
21	Ch. 20 Therapeutic Drugs for the Nervous System
22	Ch. 21 Therapeutic Drugs for the Musculoskeletal System
23	Ch. 22 Therapeutic Drugs for the Endocrine System
24	Ch. 23 Therapeutic Drugs for the Cardiovascular System
25	Ch. 24 Therapeutic Drugs for the Immune System
26	Ch. 25 Therapeutic Drugs for the Respiratory System
27	Ch. 26 Therapeutic Drugs for the Urinary System
28	Ch.27 Therapeutic Drugs for the Digestive System
29	Ch. 28 Therapeutic Drugs for the Reproductive System
30	Ch. 29 Therapeutic Drugs for the Eyes, Ears, and Nose
31	Ch. 30 Therapeutic Drugs for the Integumentary System
32	Ch. 31 Complementary and Alternative Medicine
33	Catch up on lectures If not needed – Introduce Practice Exams and Study Materials
34	NO CLASS - Cengage Practice Exams
35	Review: Medication
36	Review: Federal Requirements/Patient Safety and Quality Assurance
37	Review: Order Entry and Processing/Inventory Management
38	Review: Administrative and Management/Health and Wellness
39	Review: Billing and Reimbursement Final prep for certification exam