



Department of PHARMACY TECHNICIAN
Student Handbook 2019-2020



Dear Student:

Welcome to the San Jacinto College Pharmacy Technology Certificate Program. This **Student Handbook** was written especially for you. It is reviewed and revised annually and is designed to provide guidance and direction for your success in this program. This handbook, therefore, will be a valuable resource that can assist you in many ways. First, it contains policies of the college and of the Pharmacy Technician Program.

Second, it contains expectations for personal professionalism and academic achievement for the coming year. Lastly, it contains signature forms that you will be asked to sign and uphold. Keep it in a safe place, so that you may refer to it from time to time or as the need arises. The faculty and I wish you much success in the completion of this program and in the attainment of your career choice, to be a Certified Pharmacy Technician.

The Pharmacy Technician Program is accredited by the American Society of Health System Pharmacists (ASHP) and the Accreditation Council for Pharmacy Education (ACPE), an organization which works with other regulatory authorities to set the standard for pharmacy practice nationwide.

The San Jacinto College Pharmacy Technician Certificate Program will take a minimum of three semesters of continuous study to complete. Once the course work has been completed, students will be prepared and qualified to sit for the national board examination in order to be eligible to become a Certified Pharmacy Technician.

The Pharmacy Technician Program is presented using three learning methodologies: didactic, laboratory and internship. Success in the program will require that students attend a minimum of 90% of the class hours and achieve the competencies of the course work as outlined in this handbook. Students will be expected to study and prepare assignments in and outside the classroom.

The major skills that determine success in this program include abilities to perform the necessary tasks and responsibilities entailed in the practice of pharmacy as a technician—in both the Community and Institutional pharmacy practice settings. This program offers graded courses that are designed to equip students with the knowledge and skills to head directly into the pharmacy workforce and meet the needs of area employers.

The goal of San Jacinto College is **student success**. For this reason, students are encouraged to discuss any concerns regarding the program with instructors or myself. I look forward to working with you and assisting you in accomplishing your Pharmacy Technician Certificate completion goal and certification with the Pharmacy Technician Certification Board.

Sincerely,



Irene Villatoro BS, Ph.R.T., CPhT
San Jacinto College North

Pharmacy Technician Program Director



Regina R. Ram, Ph.T.R., MBA
San Jacinto College South
Pharmacy Technician Program Director &
Clinical Liaison



SAN JACINTO COMMUNITY COLLEGE STATEMENTS OF PURPOSE

This San Jacinto College (SJC) Pharmacy Technician Program was developed collaboratively by the pharmacists and Pharmacy Technicians in our service area and San Jacinto College faculty and administrators. The program was established in August 1999 with the primary purpose of providing a reliable formal education and training to students who desire to become pharmacy technicians. Since then, this program has been contributing to the collective role of SJC as a community college by providing the immediate community and the neighboring towns with highly competent technicians equipped with professional skills, knowledge, and ethics. Nevertheless, the increasing challenge in job responsibilities of the pharmacy technician and the continuous changes and innovations in the field of pharmacy demand that the program be constantly reviewed and evaluated to meet the needs of the evolving changes.

PHARMACY TECHNICIAN PROGRAM OBJECTIVE

The objective of the Pharmacy Technician Program at San Jacinto College is to provide graduates with the skills and knowledge that will enable them to qualify for entry-level positions in pharmacies as well as prepare for national certification.



AMERICAN ASSOCIATION OF PHARMACY TECHNICIANS, INC.

Code of Ethics for Pharmacy Technicians

Preamble:

Pharmacy Technicians are healthcare professionals who assist pharmacists in providing the best possible care for patients. The principles of this code, which apply to pharmacy technicians working in any and all settings, are based on the application and support of the moral obligations that guide the pharmacy profession in relationships with patients, healthcare professionals and society.

- I. A pharmacy technician's first consideration is to ensure the health and safety of the patient, and to use knowledge and skills to the best of his/her ability in serving others.
- II. A pharmacy technician supports and promotes honesty and integrity in the profession, which includes a duty to observe the law, maintain the highest moral and ethical conduct at all times and uphold the ethical principles of the profession.
- III. A pharmacy technician assists and supports the pharmacist in the safe, efficacious and cost effective distribution of health services and healthcare resources.
- IV. A pharmacy technician respects and values the abilities of pharmacists, colleagues and other health care professionals.
- V. A pharmacy technician maintains competency in his/her practice, and continually enhances his/her knowledge and expertise.
- VI. A pharmacy technician respects and supports the patient's individuality, dignity and confidentiality.
- VII. A pharmacy technician respects the confidentiality of patients' records and discloses pertinent information only with proper authorization.
- VIII. A pharmacy technician never assists in the dispensing, promoting or distribution of medications or medical devices that are not of good quality or do not meet the standards required by law.
- IX. A pharmacy technician does not engage in any activity that will discredit the profession, and will expose, without fear or favor, illegal or unethical conduct in the profession.
- X. A pharmacy technician associates with and engages in the support of organizations which promote the profession of pharmacy through utilization and enhancement of pharmacy technicians.

Approved by the AAPT Board of Directors
January 7, 1996



Vision

San Jacinto College will advance the social and economic mobility of all members of our community. We will be known for our excellence in teaching and learning, our intentional student-centered support, and our commitment to every student. We will be the preferred workforce and economic development partner in the region and a champion for lifelong learning. San Jacinto College will inspire students to explore opportunities, define their educational and career paths, and achieve their goals and dreams.

Mission

San Jacinto College is focused on student success, academic progress, university transfer, and employment. We are committed to opportunities that enrich the quality of life in the communities we serve.

Values

Integrity: We Act Honorably and Ethically

We conduct ourselves in ways that are professional, instill confidence, and promote trust.

Inclusivity: We Grow Through Understanding

We respect and learn from the diversity of our cultures, experiences, and perspectives.

Collaboration: We Are Stronger Together

We believe in the power of working together.

Innovation: We Embrace New Possibilities

We anticipate change, explore opportunities, and create continuously evolving solutions.

Accountability: We Are Responsible Individually and Collectively

We take ownership for our commitments and outcomes.

Sense of Community: We Care for Those We Serve

We demonstrate concern for the well being and success of our students, our communities, and our people.

Excellence: We Strive for Outstanding Results

We take risks, we assess our work, and we aspire to improve the quality of everything we do.



PHARMACY TECHNICIAN DESCRIPTION OF PROFESSION

Workforce Education Manual (WECM) Description

Classification of Instructional Programs (C.I.P.) 51.0805

An instructional program that teaches the skills necessary to process, prepare, label, and maintain records of physicians' medication orders and prescriptions in a community pharmacy. Designed to train individuals in supply, inventory, and data entry. Includes customer service, count and pour techniques, prescription calculations, drug selection and preparation, over-the-counter drugs, record keeping, stock level adjustment, data input, editing, and legal parameters. For institutional pharmacy practice, topics include hospital pharmacy organization, work flow and personnel, medical and pharmaceutical terminology, safety techniques, data entry, packaging and labeling operations, extemporaneous compounding, inpatient drug distribution systems, unit dose cart fills, quality assurance, drug storage, and inventory control.

SCANS Competencies

In 1990, the U.S. Department of Labor established the Secretary's Commission on Achieving Necessary Skills (SCANS) to examine the demands of the workplace and whether our nation's students are capable of meeting those demands. The Commission determined that today's jobs generally require competencies in the following areas:

- A. Resources: Identifies, organizes, plans and allocates resources
- B. Interpersonal: Works with others
- C. Information: Acquires and uses information
- D. Systems: Understands complex interrelationships
- E. Technology: Works with a variety of technologies

The Texas Higher Education Coordinating Board requires that all degree plans in institutions of higher education incorporate these competencies and identify to the student how these competencies are achieved in course objectives. The specific competencies and objectives for each course will be included in the course syllabus.

Texas Administrative Code Description

Chapter 297 Rule 297.6

Pharmacy technicians must have completed a training program that has covered the following areas and additional areas appropriate to the duties of pharmacy technicians and **pharmacy technician trainees** in the pharmacy:

- orientation
- review of job descriptions
- communication techniques
- laws and rules
- security and safety
- prescription drugs:
 - basic pharmaceutical nomenclature
 - dosage forms
- drug orders:
 - prescribers
 - directions for use
 - commonly-used abbreviations and symbols
 - number of dosage units
 - strengths and systems of measurement



- routes of administration
- frequency of administration
- interpreting directions for use
- drug order preparation:
 - creating or updating patient medication records
 - entering drug order information into the computer or typing the label in a manual system
 - selecting the correct stock bottle
 - accurately counting or pouring the appropriate quantity of drug product
 - selecting the proper container
 - affixing the prescription label (technicians only, trainees not allowed)
 - affixing auxiliary labels, if indicated
 - preparing the finished product for inspection and final check by pharmacists drug product prepackaging
- Pharmacy technicians and pharmacy technician trainees compounding non-sterile pharmaceuticals shall meet the training & education requirements specified in the rules for the class of pharmacy in which the pharmacy technician or pharmacy technician trainee is working
- Pharmacy technicians and pharmacy technician trainees compounding sterile pharmaceuticals shall meet the training and education requirements specified in the rules for class of pharmacy in which the pharmacy technician or pharmacy technician trainee is working.

Job Description Per Texas State Board of Pharmacy

Pharmacy Technicians are defined by Texas State Board of Pharmacy as “those individuals utilized in pharmacies whose responsibility shall be to provide **non-judgmental technical** services concerned with the **preparation and distribution of drugs under the direct supervision of and responsible to a pharmacist**”. Pharmacy Technicians are multi-skilled allied health professionals whose practitioners work in either a community or institutional pharmacy practice setting. All pharmacy technicians must perform all duties under the supervisor of a licensed, registered pharmacist.

Technicians’ duties within a **community pharmacy** practice setting will include: preparing prescription labels, entering prescription data into a computer system; taking a stock bottle from the shelf for a prescription; preparing and packaging of prescription drug orders (i.e. counting tablets/capsules, measuring liquids and placing in prescription container); reconstituting medication; initiating and receiving refill authorization requests; prepackaging and labeling prepackaged drugs; obtaining and recording information required to be maintained in patient medication records; compounding non-sterile pharmaceuticals.

Technicians’ duties within an **institutional pharmacy** setting may include: prepackaging and labeling unit and multiple dose packages; preparing, packaging, compounding or labeling prescription drugs pursuant to medication orders; bulk compounding; compounding sterile pharmaceuticals for inpatients only; distributing routine orders from stock supplies to patient care areas.

While enrolled in a training program, students are considered to be technician trainees. Per Texas State Board of Pharmacy, technician trainees must successfully register with TSBP prior to beginning training (externship) in a Texas licensed pharmacy. Furthermore, a person may be designated as a pharmacy technician trainee for no more than two years and the requirements for registration as a pharmacy technician must be completed within the two-year period.



Career Opportunities

Employment of pharmacy technicians is expected to increase by 20 percent from 2010 – 2020, which is much faster than the average for all occupations. This demand will be due to the expansion of retail pharmacies, the increased number of middle-aged and elderly people, and the increasing roles and responsibilities of pharmacy technicians.

Graduates of our program are able to work as pharmacy technicians in the following areas but not limited to:

- Hospitals
- Nursing homes
- Retail
- Home health care
- Public and government health agencies
- Education

Earning Potential

Pharmacy Technician median salary:

\$34,422 per year*

**Source: texaswages.com, Fall 2017, Houston-The Woodlands-Sugar Land region*



Approximate Total Costs for the Pharmacy Technician Program as of Fall 2019

Entrance Fees:	In District	Out of District
Drug Screen/Immunization Tracker/Background	\$86.00	\$86.00
TSBP Registration	\$98.00	\$98.00
Misc. Fees (immunizations may vary)**	Varies	Varies
First Semester: (13 credit hours)		
Tuition Fee	\$1,014.00	\$1,755.00
Textbooks*	\$380.00	\$380.00
First Semester Total:	\$1,394.00	\$2,135.00
Second Semester: (13 credit hours)		
Tuition Fee	\$1,014.00	\$1,755.00
Textbooks*	\$182.00	\$182.00
Second Semester Total:	\$1,196.00	\$1,937.00
Third Semester: (6 credit hours)		
Tuition Fee	\$468.00	\$810.00
Textbooks*	\$60.00	\$60.00
Third Semester Total:	\$528.00	\$870.00
Grand Total for All Semesters:	\$3,118.00	\$4,942.00

** - Price may vary on individual shot record/third party payment plan

* - Estimated cost of books based on purchases of new books

Paying for College

Cash/Credit Card

Pay as You Go – website

Financial Aid (FAFSA code 003609)

Scholarships

Grants

Loans

GI Bill

More information about payment options can be found on our website at

<https://publications.sanjac.edu/general-information/paying-college/tuition-fees/>



PROGRAM SUMMARY AND OUTCOMES

The purpose of this handbook is to navigate students through the process of preparing for courses and evaluations specific in the Pharmacy Technology Certificate Program. The program consists of ten (10) courses with two clinical rotations totaling 864 contact hours. The curriculum includes foundational courses for Community Pharmacy Practice and Institutional (hospital) pharmacy practice setting. Upon completion of coursework for each track, the student will complete two (2) unpaid clinical rotation hours (160 hours each = 360 hours total).

The Pharmacy Technology Certificate Program focuses on preparing students to perform on-the-job duties of community or institutional pharmacy technician. Upon completion, students will be prepared to sit for the Pharmacy Technician Certification Board (PTCB) examination, which is administered electronically throughout the year.

Program Accreditation

The American Society of Health-Systems Pharmacists accredits the San Jacinto College Pharmacy Technology Program at both the north and south campuses.

ASHP

7272 Wisconsin Avenue

Bethesda, Maryland 20814

Program Requirements

To be admitted into the Pharmacy Technician Program, students must complete an information packet and meet the requirements listed in the “Program Requirements” section of this handbook. Please refer to www.sanjac.edu/pharmtech for additional information.

The following documentation is required to enter the Pharmacy Technician Program:

- Apply to San Jacinto College at www.sanjac.edu
- High School Diploma or GED
- Pharmacy Technician Program Application (www.sanjac.edu/pharmtech)
- Clear Criminal Background Checks
- Negative Drug Screens
- Active Social Security Number



Texas House Bill 1508

Texas House Bill 1508 requires colleges to inform students with a criminal background that a criminal record may preclude them from being licensed for certain professions. For students in this course who may have a criminal background, please be advised that your criminal history could keep you from being licensed by the State of Texas. If you have a question about your background and licensure, please speak with your faculty member or department chair.

Criminal Background Checks

Per ASHP standards, it is the policy of The San Jacinto College Pharmacy Technician Program to require successful completion of a criminal background check prior to admission. The criminal background check will need to be completed again before placement in the clinical setting.

Disclaimer

Successful completion of a criminal background check from the Pharmacy Technician Program does not ensure eligibility for licensure or future employment. Clinical agencies can establish more stringent standards, if they so desire, to meet regulatory requirements for their facility. Clinical agencies can conduct additional background checks at their discretion. If a student is found to be ineligible for clinical placement any time during the program, the student is unable to meet clinical learning objectives and will be withdrawn pending resolution of the situation.

Drug Screen Check

It is the policy of The San Jacinto College Pharmacy Technician Program to require a **negative** 10-panel drug screening prior to admission and placement into a clinical setting.

Disclaimer

A negative drug screen for The Pharmacy Technician Program does not ensure eligibility for licensure or future employment. Clinical agencies can establish more stringent standards, if they so desire, to meet regulatory requirements for their facility. Clinical agencies can conduct additional drug screening checks at their discretion. If a student is found to be ineligible for clinical placement any time during the program, the student is unable to meet clinical learning objectives and will be withdrawn pending resolution of the situation.

Immunization Records

It is the policy of The San Jacinto College Pharmacy Technician Program to require immunizations that are mandatory by the college policy. In addition further immunizations may be required for clinical placements.

Disclaimer

Healthcare professions include inherent health and safety risks. Therefore, all Pharmacy Technician students are required to be compliant with Texas Administrative Code Rule 97.64 related to immunizations for the protection of themselves and patients. Submit proof of all required immunizations to Certified Background. Keep a copy of your immunization records for your personal records.



ASHP Accreditation Standard for Pharmacy Technician Training Programs

San Jacinto College's Pharmacy Technology Program is based on the following goals that reflect current and future pharmacy technician functions and responsibilities:

Pharmacy Technician Program Goals- 15 Standards

Standard 1 - Personal/Interpersonal Knowledge and Skills

Key Elements for Entry Level:

- 1.1 Demonstrate ethical conduct.
- 1.2 Present an image appropriate for the profession of pharmacy in appearance and behavior.
- 1.3 Demonstrate active and engaged listening skills.
- 1.4 Communicate clearly and effectively, both verbally and in writing.
- 1.5 Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals.
- 1.6 Apply self-management skills, including time, stress, and change management.
- 1.7 Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork.
- 1.8 Demonstrate problem solving skills.

Additional Key Elements for Advanced Level:

- 1.9 Demonstrate capability to manage or supervise pharmacy technicians in matters such as conflict resolution, teamwork, and customer service.
- 1.10 Apply critical thinking skills, creativity, and innovation.
- 1.11 Apply supervisory skills related to human resource policies and procedures.
- 1.12 Demonstrate the ability to effectively and professionally communicate with other healthcare professionals, payors and other individuals necessary to serve the needs of patients and practice.

Standard 2 - Foundational Professional Knowledge and Skills

Key Elements for Entry Level:



- 2.1 Explain the importance of maintaining competency through continuing education and continuing professional development.
- 2.2 Demonstrate ability to maintain confidentiality of patient information, and understand applicable state and federal laws
- 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.
- 2.4 Describe wellness promotion and disease prevention concepts.
- 2.5 Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician's role.
- 2.6 Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings.
- 2.7 Explain the pharmacy technician's role in the medication-use process.
- 2.8 Practice and adhere to effective infection control procedures.

Additional Key Elements for Advanced Level:

- 2.9 Describe investigational drug process, medications being used in off-label indications, and emerging drug therapies.
- 2.10 Describe further knowledge and skills required for achieving advanced competencies.
- 2.11 Support wellness promotion and disease prevention programs.

Standard 3 - Processing and Handling of Medications and Medication Orders

Key Elements for Entry Level:

- 3.1 Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the Pharmacist Patient Care Process.
- 3.2 Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.
- 3.3 Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
- 3.4 Prepare patient-specific medications for distribution.
- 3.5 Prepare non-patient-specific medications for distribution.
- 3.6 Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation.



- 3.7** Assist pharmacists in the monitoring of medication therapy.
- 3.8** Maintain pharmacy facilities and equipment.
- 3.9** Use information from Safety Data Sheets (SDS), National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.
- 3.10** Describe Food and Drug Administration product tracking, tracing and handling requirements.
- 3.11** Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
- 3.12** Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.
- 3.13** Use current technology to ensure the safety and accuracy of medication dispensing.
- 3.14** Collect payment for medications, pharmacy services, and devices.
- 3.15** Describe basic concepts related to preparation for sterile and non-sterile compounding.
- 3.16** Prepare simple non-sterile medications per applicable USP chapters (e.g., reconstitution, basic ointments and creams).
- 3.17** Assist pharmacists in preparing medications requiring compounding of non-sterile products.
- 3.18** Explain accepted procedures in purchasing pharmaceuticals, devices, and supplies.
- 3.19** Explain accepted procedures in inventory control of medications, equipment, and devices. Explain accepted procedures utilized in identifying and disposing of expired medications.
- 3.20** Explain accepted procedures in delivery and documentation of immunizations.
- 3.21** Prepare, store, and deliver medication products requiring special handling and documentation.

Additional Key Elements for Advanced Level:

- 3.22** Prepare compounded sterile preparations per applicable, current USP Chapters.
- 3.23** Prepare medications requiring moderate and high level non-sterile compounding as defined by USP (e.g., suppositories, tablets, complex creams).
- 3.24** Prepare or simulate chemotherapy/hazardous drug preparations per applicable, current USP Chapters.



- 3.25** Initiate, verify, and manage the adjudication of billing for complex and/or specialized pharmacy services and goods.
- 3.26** Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.
- 3.27** Apply accepted procedures in inventory control of medications, equipment, and devices.
- 3.28** Process, handle, and demonstrate administration techniques and document administration of immunizations and other injectable medications.
- 3.29** Apply the appropriate medication use process to investigational drugs, medications being used in off-label indications, and emerging drug therapies as required.
- 3.30** Manage drug product inventory stored in equipment or devices used to ensure the safety and accuracy of medication dispensing.

Standard 4 - Patient Care, Quality and Safety Knowledge and Skills

Key Elements for Entry Level:

- 4.1** Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.
- 4.2** Apply patient- and medication-safety practices in aspects of the pharmacy technician's roles.
- 4.3** Explain how pharmacy technicians assist pharmacists in responding to emergent patient situations, safely and legally.
- 4.4** Explain basic safety and emergency preparedness procedures applicable to pharmacy services.
- 4.5** Assist pharmacist in the medication reconciliation process.
- 4.6** Explain point of care testing.
- 4.7** Explain pharmacist and pharmacy technician roles in medication management services.
- 4.8** Describe best practices regarding quality assurance measures according to leading quality organizations.

Additional Key Elements for Advanced Level:

- 4.9** Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
- 4.10** Perform point-of-care testing to assist pharmacist in assessing patient's clinical status.
- 4.11** Participate in the operations of medication management services.



- 4.12** Participate in technical and operational activities to support the Pharmacists' Patient Care Process as assigned
- 4.13** Obtain certification as a Basic Life Support Healthcare Provider.

Standard 5 - Regulatory and Compliance Knowledge and Skills

Key Elements for Entry Level:

- 5.1** Describe and apply state and federal laws pertaining to processing, handling and dispensing of medications including controlled substances.
- 5.2** Describe state and federal laws and regulations pertaining to pharmacy technicians.
- 5.3** Explain that differences exist between states regarding state regulations, pertaining to pharmacy technicians, and the processing, handling and dispensing of medications.
- 5.4** Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician.
- 5.5** Describe pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- 5.6** Describe Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances (e.g., risk assessment, personal protective equipment, eyewash, spill kit).
- 5.7** Describe OSHA requirements for prevention and response to blood-borne pathogen exposure (e.g., accidental needle stick, post-exposure prophylaxis).
- 5.8** Describe OSHA Hazard Communication Standard (i.e., "Employee Right to Know").

Additional Key Elements for Advanced Level:

- 5.9** Participate in pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- 5.10** Describe major trends, issues, goals, and initiatives taking place in the pharmacy profession.

Standard 6 - Authority and Responsibility provided to Program Director

- 6.1** The program director is accountable for the overall quality of the program. He/she has considerable latitude in delegating instructors' and preceptors of records' responsibilities.
- 6.2** The program director: (a) is a licensed pharmacist or a nationally certified pharmacy technician; (b) has at least five years of experience as a pharmacist or pharmacy technician in pharmacy practice prior to entering the position; (c) adheres to the state's regulations for licensure or registration in the practice of pharmacy; and (d) demonstrates on-going continuing education in the field of pharmacy and/or education.
- 6.3** If the program director is a pharmacy technician, he/she: (a) has graduated from an ASHP/ACPE-accredited pharmacy technician training program; or (b) possesses or is actively pursuing, with a written plan for achieving, at least an Associate's Degree; or (c) has an appropriate state teaching credential.



- 6.4** To stay current with professional issues, the program director is a member of a national pharmacy or education association and a state pharmacy association. He/she ensures that memberships in pharmacy and education associations are represented among the program faculty members.
- 6.5** The program director ensures that there is a sufficient complement of appropriate program faculty and staff to meet the needs of the program and to enable compliance with the Standards.
- 6.6** In the simulated portion of the program, the program director takes necessary precautions to ensure an effective and safe level of direct supervision of students.
- 6.7** Maintains records required in the Standards for at least three years or the time period specified by the institution's policy.
- 6.8** For the experiential component of the program, the program director or a qualified pharmacy technician instructor: (a) selects adequate and appropriate experiential sites; (b) documents that each experiential site has proper licensing; (c) determines that students will have the opportunity to practice a sufficiently wide range of activities in order to achieve the desired knowledge, skills, and abilities; (d) reviews experiential training sites within the 12-month period prior to students being assigned/active in a site; (e) ensures that affiliation agreements for all sites are completed and current; and (f) ensures that the preceptor of record has received instruction regarding the requirements of the program and the responsibilities of the site.
- 6.9** The program director ensures that students' achievement of educational objectives is evaluated appropriately, to include their knowledge, skills, and abilities leading to Entry-level or Advanced-level pharmacy technician job competencies.

Standard 7 – Strategic Plan

- 7.1** The program develops a strategic plan that is reviewed annually and revised every three years
- 7.2** The plan: (a) reflects the role of the program within the community; (b) includes short-term and long-term program goals; (c) has specific measurable objectives; (d) has strategies for achieving the goals and objectives of the strategic plans; (e) has a schedule for analyzing and evaluating the plan and progress on the plan; and (f) addresses program outcomes. (See section 14.2)

Standard 8 – Advisory Committee

An advisory committee, comprised of a broad-based group of pharmacists, faculty, pharmacy technicians, and others as deemed appropriate, is established and meets at least twice a year. The advisory committee has specific authority for approving:

- 8.1** The curriculum;
- 8.2** Experiential training sites;
- 8.3** Criteria for admission and dismissal;
- 8.4** Criteria for successful completion of the program; and
- 8.5** The training program's strategic plan.

Standard 9 – Curricular Length

Students are required to complete the number of hours for each component to graduate.



- 9.1 The training schedule consists of a minimum of 400 hours total, of health-related education and training, extending over a period of at least 8 weeks.
- 9.2 The period of training includes the following educational modalities: Didactic; Simulated; and Experiential.
- 9.3 The minimum number of hours for each component is as follows: Didactic – 120 hours; Simulated – 50 hours; Experiential – 130 hours (total of 300 hours); plus 100 additional hours, to obtain the minimum of 400 hours of training total. The additional 100 hours may be allocated to the three educational modalities listed above, based on the discretion of the program director and faculty.
- 9.4 Programs document their method of time calculation and the attribution of hours of academic instruction within all instructional components for the program.

Key Elements for Advanced Level:

- 9.5 The training schedule consists of a minimum of 600 hours total, of health-related education and training, extending over a period of at least 15 weeks (at least 7 additional weeks beyond Entry-level requirements).
- 9.6 The minimum number of hours for each component is as follows: Didactic – 160 hours (40 additional hours beyond Entry-level requirements); Simulated – 100 hours (50 additional hours beyond Entry-level requirements); and Experiential – 200 hours (70 additional hours beyond Entry-level requirements); plus 140 additional hours beyond Entry-level requirements, to equal a minimum of 600 hours training total. The additional 140 hours may be allocated to the three educational modalities listed above, based on the discretion of the program director and faculty.

Standard 10 – Curricular Composition and Delivery

- 10.1 The didactic component provides a foundation that prepares students for the simulated and experiential components.
- 10.2 The simulated component: (a) is a hands-on practice of skills without impact, or potential for impact, on patients and occurs before the experiential component; (b) includes sufficient equipment and supplies for each student to realistically simulate an actual work environment and achieve the program's educational competencies; (c) while each skill may be taught in isolation, by the end of the simulated component, students will be able to perform each skill in a sequential manner the way the skill is performed in an actual pharmacy setting; and (d) prepare students for the experiential component.
- 10.3 (a) Students in an Entry-level program complete at least one experiential rotation in a dispensing pharmacy setting where the student will utilize skills learned during their Entry-level curriculum. (b) Students in an Advanced-level program complete at least one additional experiential rotation, in addition to any completed during an Entry-level program. This advanced experiential rotation takes place in a facility where the student will utilize skills learned during the Advanced-level curriculum.
- 10.4 Experiential training sites are recognized by an organization(s) appropriate to the practice setting (e.g., licensed by the State Board of Pharmacy).
- 10.5 The sequence of activities to transition from simulated to experiential is: (a) observation (student observes expert performing task); (b) simulation (including observation, feedback, and evaluation by an expert); and (c) experiential performance under supervision.
- 10.6 The preceptor of record: (a) is a person who works at the experiential site and coordinates or oversees students' activities; (b) has at least two years of experience in the type of pharmacy setting for which they are training students; (c) is a certified pharmacy technician or licensed pharmacist; and (d) acts as a liaison between the site and the program director to ensure that the student receives the intended educational experience and is evaluated effectively. (e) ensures that only qualified pharmacy personnel are assigned to train students. (f) ensures that required documentation (e.g., academic and professional record, student time sheets, evaluations) is submitted to the program in a timely fashion.



The following apply to programs using distance learning:

- 10.7** Distance learning programs comply with all Key Elements of Standard 10.
- 10.8** Program directors and faculty make appropriate and effective use of technology to teach specified objectives. The technology is made readily accessible by students, including, but not limited to, reasonable accommodations for unexpected technology outages.
- 10.9** The program verifies that a student who registered for distance education or is participating in program-related off-campus activities is the same student attending the clinical experiential portion of the program, receiving credit, and graduating.
- 10.10** The technology ensures engagement and assessment of skill understanding throughout the course and provides procedures for response to student questions in a timely manner.

Standard 11 – Student Recruitment, Acceptance, Enrollment, and Representation

- A policy and process is documented and provided to student recruitment personnel (staff who enroll prospective students, such as telephone marketers, enrollment advisors, and admissions representatives), that includes guidance to them as follows: (a) prior to the application process, providing prospective applicants complete and accurate information on the total student financial obligation they will incur by participating in the program; (b) prior to enrollment, providing students complete and accurate information about financing options and answering any questions; and (c) prior to enrollment, informing students that illicit drug use, criminal background checks, and immunization status may prevent future employment as a pharmacy technician, and that externship sites, employers, and State Boards of Pharmacy have regulations about drug use, criminal backgrounds, and immunization status.
- 11.1**
- 11.2** The organization establishes qualifications that the applicants possess to ensure that they are reasonably likely to be able to achieve the educational goals and objectives of the program.
- The organization determines with reasonable certainty, prior to acceptance of the applicant, that the applicant has proper qualifications to enroll. At a minimum, the student: (a) attends high school, possesses a high school equivalency certificate, or is a high school graduate; (b) has demonstrated English language proficiency (including reading, writing, and speaking), except in cases where the native language of the country or territory in which the program is taking place is different (e.g., Puerto Rico); (c) has demonstrated math proficiency sufficient to fulfill the requirements of pharmacy technician job responsibilities; (d) meets the minimum age requirements that are based on states requirements for employment of pharmacy technicians; and (e) obtained a certificate to illustrate that the student has obtained training in an ASHP/ACPE accredited program (for Advanced-level admissions).
- 11.3**
- 11.4** The program has a documented process to assess applicants' background pertaining to any illicit drug use and criminal background. This information is used to make appropriate decisions regarding continuation in a program.
- 11.5** Reasonable accommodations are made for students and applicants with disabilities who request accommodation.
- The organization provides applicants, prior to enrollment, with information about: (a) qualifications to enroll; (b) the purpose of the training program; (c) requirements for state registration or licensure as a pharmacy technician; (d) requirements for obtaining and maintaining national pharmacy technician certification; (e) programmatic and institutional accreditation status; (f) prospects for employment; (g) realistic salary expectations or referral to local, state, or national statistics for salary expectations; (h) total program cost; (i) the program's dismissal policy including academic and non-academic criteria, including, but not limited to the organizations Student Code of Conduct; and (j) graduate performance on national exams posted on public-facing materials and websites.
- 11.6**



- 11.7** The program director ensures that a process for determining requirements and conditions for graduation is documented and implemented.
- 11.8** The following applies to distance programs: (a) the program provides information regarding applicants' technology requirements for the program.

Standard 12 – Faculty/Instructors

- 12.1** Faculty/instructors have demonstrated expertise with at least three years of experience, and current knowledge in the areas in which they are instructing..
- 12.2** Faculty members/instructors adhere to state regulations for licensure or registration to practice as a pharmacist or pharmacy technician.
- 12.3** Faculty/instructors that are pharmacy technicians maintain national certification.
- 12.4** Faculty members, including the program director, instructors, and preceptors are evaluated regularly: (a) using a process that is defined and implemented; (b) incorporate feedback from students and graduates; and (c) information gained from evaluations for continuous improvement is analyzed, defined, and implemented.

Standard 13 – Documentation

Records related to the following are maintained and stored for three years (if the program has been in existence for at least three years) or the time period specified in institutional policy.

- 13.1** Qualifications of the program director and instructors.
- 13.2** Training activities that delineate the scope and period of training.
- 13.3** Activities performed in the didactic, simulated, and experiential segments of the program.
- 13.4** Reviews experiential training sites within the 12-month period prior to students being assigned/active in a site, experiential training site pharmacy services, and the onsite preceptor of record.
- 13.5** Programs recognize only those pharmacy technicians who have successfully completed the pharmacy technician training program by awarding an appropriate certificate or diploma.
- 13.6** The certificate is signed by the program director and a superior of the program director of the institution.
- 13.7** The certificate contains the name of the organization, program name and location, student name, completion date, and confirmation that the program is ASHP/ACPE- accredited or in ASHP/ACPE candidate status, and if the program is an "Entry-level" or "Advanced-Level".
- 13.8** The organization shall maintain a list of all graduates from their program (beyond the minimum of the three year period).

Standard 14 – Assessment of Competency Expectations



The program's staff conducts regular, ongoing, formative, and summative assessments of student competencies and program effectiveness that are used in the continuous quality improvement process.

- 14.1** (a) Criteria-based assessment of students' competencies occurs in each component of the program (didactic, simulated, and experiential). (b) The final phase of the simulated component of the program includes observation, feedback, and evaluation by an instructor/faculty member. (c) The program director ensures that student evaluation is ongoing, systematic, and assesses students' progress toward meeting the requirements for graduation. (d) Students receive frequent criteria-based feedback on their performance that enables them to identify strengths and weaknesses and gives them direction on how to improve. (e) Evaluations are documented and kept on file. (f) Assessment data used in the continuous quality improvement process is actively maintained.

- 14.2** Program assessments include, but are not limited to: (a) program completion; (b) performance on national certification examinations or performance on a psychometrically valid evaluation; (c) program satisfaction, including student, graduate, and employer satisfaction; (d) job placement; and (e) assessment data used in the continuous quality improvement process is actively maintained.

Standard 15 – Assessments of Structure and Process

- 15.1** The program develops resources and implements a plan to assess attainment of standards 6-13.
- 15.2** Documentation of use of assessment data in the continuous quality improvement process is maintained.
- 15.3** If permitted by the program, policies and procedures are developed and implemented for transfer credit and course waivers.

Clinical Prerequisites

- Must have proper documentation, including but not limited to:



- Driver's license or ID card
- TSBP Trainee Registration License / if TSBP Trainee License will expire by clinical rotation student must register to take the National Exam and pass to obtain updated registration from TSBP. If student does not have an updated TSBP Trainee License or Registration for Pharmacy Technician, s/he cannot register for clinical placement.
- Updated immunization record
- Student Handbook Acknowledgement form
- Must have a background check, drug screen, and any additional immunizations the clinical site may require prior to admission on site (additional charges apply).
 - ****Note: Illicit drug use, criminal background checks, and immunization status may prevent future employment as a pharmacy technician****
- Must be physically able to perform the duties of a pharmacy technician, including but not limited to:
 - Standing up to 8 hours at a time
 - Lifting up to 40 pounds of weight
- Must be able to provide and/or obtain other information as deemed necessary by the site of the clinical rotation not detailed above
- Must have reliable transportation to and from the site
- Successfully complete all prerequisite course work scoring 70% or above

The purpose of the internship is to provide the student with instruction and practice in the pharmacy environment. Because this is a learning experience, students will not be paid (or compensated) for the internship activities. Furthermore, the clinical rotations are not designed to be a job placement for students.

In order to enroll in the pharmacy clinical rotations, students must:

- Background Check must be **Clear**
- Drug Screen must be **Negative**
- Have documentation of a current TB test, Tetanus/Diphtheria injection, MMR and Varicella vaccinations or evidence of immunity, Flu shot and HepB series.
- Successfully complete all prerequisite course work scoring 70% or above
- Complete and sign the Code of Ethics and Guidelines, including attachments, provided in the "Pharmacy Technician Program Internship Packet"
- Attend a **mandatory** internship orientation session prior to each rotation.
- Successfully complete an online application for trainee registration with Texas State Board of Pharmacy, including criminal background check.**See Technician Trainee Registration*. If student has previously applied for the Texas State Board of Pharmacy the license must be up-to-date during clinical rotations. If license has expired, student must sit for the national exam and pass to update trainee license to full status Pharmacy Technician License.
- Complete all documents for www.castlebranch.com at the mandatory due date provided by the Program Director.

***Technician Trainee Registration**

The Texas State Board of Pharmacy has implemented requirements for Pharmacy Technician Trainees concerning registration with the Board prior to working or gaining experiential hours in any pharmacy setting. As a part of the registration process, Technician Trainees must pass a **criminal background check and fingerprinting** conducted by the State Board of Pharmacy. The fees incurred for the background check and finger printing are the sole responsibility of the student. The registration is a two-year, non-renewable registration.



Technician trainees must submit an online application to the Board through the following steps:

- Visit the Texas State Board of Pharmacy’s website: **www.tsbp.state.tx.us**
- Click on *Pharmacy Technicians & Trainees*,
- Click on *Pharmacy Technician Trainee Registration Application*.
- Students must fully disclose their entire criminal history and provide open and completely honest answers to each question. Failure to be as honest as possible may significantly delay your completion of the registration process. *Students who do not provide proof of successful registration and completion of fingerprinting process will not be admitted to the Program.*

Students must meet the competencies required for successful completion of the internship and attend 100% of the contact hours (to be documented on the time sheet by the Preceptor). Additionally, students will be evaluated on work place behaviors and technical performance designating areas of strength or improvements. Inappropriate behavior and unethical actions are grounds for dismissal from the externship. Additional information and details are available in the “Pharmacy Technician Program Internship Handbook”

Certification Credential

A person can become a Certified Pharmacy Technician (CPhT) by passing the national examination. The San Jacinto College Pharmacy Technician Certificate Program is designed to provide the successful candidates with the skills necessary to successfully pass the national examination that confers the title of Certified Pharmacy Technician.

All graduating Pharmacy Technician students are expected to sit for and pass the PTCB national credentialing examination to become a Certified Pharmacy Technician (CPhT). The examination is administered at will through one of the Pearson Vue Professional Testing Centers. Registration must be completed online, and an appointment scheduled for test date. The electronic examination will yield an automatic pass/fail result. Applicants must wait 60 days before retesting, if necessary. Convicted felons are prohibited from taking the PTCE. A fee is required by PTCB in order to sit for the examination, and is attached to PHRA1243 as a \$129 incidental fee. For more information on eligibility requirements, fees and test dates/locations, see the PTCB website at <http://www.ptcb.org>

Individuals who pass the PTCB examination must then register with Texas State Board of Pharmacy (TSBP) as Registered Pharmacy Technicians (RPhT). Those individuals who attend a formal training program that includes an internship in a pharmacy must also register with the TSBP as Pharmacy Technician Trainees prior to internship placement. For further information concerning registration process and fees, please see the state board website at <http://www.tsbp.state.tx.us> . Please provide the Director with a copy of your results.

REGISTRATION POLICIES

Cancelled Courses

San Jacinto reserves the right to cancel a course if minimum enrollment is not attained three (3) business days prior to the beginning of the class. Pre-enrolled students will be contacted by telephone if a class is cancelled. The student will automatically receive a 100% refund for the course or have the opportunity to enroll in another course.

CREDIT STUDENT SCHEDULE AND REQUIREMENTS



Credit Schedule

Requirements

*Credit Students – All program requirements must be completed and submitted to the Director prior to enrollment.

1st Semester

PHRA 1202 – Pharmacy Law
PHRA 1305 – Drug Classification I
PHRA 1313 – Community Pharmacy Practice
PHRA 1309 – Pharmaceutical Math I
HPRS 1206 – Essentials of Medical Terminology

2nd Semester

PHRA 1345 – Compounding Sterile Preparations and Aseptic Technique
PHRA 1349 – Institutional Pharmacy Practice
PHRA 1441 – Pharmacy Drug Therapy and Treatment
PHRA 1347 – Pharmaceutical Math II

3rd Semester

PHRA 1261 – Clinical Rotation I
PHRA 2261 – Clinical Rotation II
PHRA 1243 – Pharmacy Technician Certification Review

Transportation to Clinical Sites

Students will provide their transportation to and from assigned clinical sites. Additional Drug Screen and Background check will be provide prior to the 3rd semester enrollment.

- All student maybe required to retake flu shot and TB skin test to be current prior for clinical enrollments.

General Admission Requirements:

- ◆ Meet the college's general admission requirements
- ◆ Complete Castle Branch requirements
- ◆ Must have a valid Social Security Number

Immunization Record:

Requirements must be submitted before beginning of first semester.

- ◆ Tetanus/Diphtheria
- ◆ Measles, Mumps, Rubella (2)
- ◆ Varicella (2)
- ◆ Hepatitis B Vaccine Series (3)
- ◆ TB Skin Test (1 year)
- ◆ Influenza Vaccine (1 year)

Background check:

www.castlebranch.com

Must have a clear background

Drug test:

www.castlebranch.com

Must have a negative drug screen

Texas State Board of Pharmacy Trainee License

www.tsbp.state.tx.us License \$ 62.00

Fast Fingerprint process \$ 42.00

Process takes about one month to complete.

www.castlebranch.com \$86

NORTH Students package code: SQ27

SOUTH Students package code: SV21



PART-TIME STUDENT SCHEDULE AND REQUIREMENTS

Part-Time Schedule

Requirements

*Credit Students – All program requirements must be completed and submitted to the Director prior to enrollment.

1st Semester

PHRA 1202 – Pharmacy Law
HPRS 1206 – Essentials of Medical Terminology
PHRA 1313 – Community Pharmacy Practice

2nd Semester

PHRA 1305 – Drug Classification I
PHRA 1309 – Pharmaceutical Math I
PHRA 1349 – Institutional Pharmacy Practice

3rd Semester

PHRA 1345 – Compounding Sterile Preparations and Aseptic Technique
PHRA 1441 – Pharmacy Drug Therapy and Treatment
PHRA 1347 – Pharmaceutical Math II

4th Semester

PHRA 1261 – Clinical Rotation I
PHRA 2261 – Clinical Rotation II
PHRA 1243 – Pharmacy Technician Certification Review

Transportation to Clinical Sites

Students will provide their transportation to and from assigned clinical sites.

Additional Drug Screen and Background check will be provide prior to the 4th semester enrollment

- All student maybe required to retake flu shot and TB skin test to be current prior for clinical enrollments.

General Admission Requirements:

- ◆ Meet the college's general admission requirements
- ◆ Complete Certified Background requirements
- ◆ Must have a valid Social Security Number

Immunization Record:

Requirements must be submitted before beginning of first semester.

- ◆ Tetanus/Diphtheria
- ◆ Measles, Mumps, Rubella (2)
- ◆ Varicella (2)
- ◆ Hepatitis B Vaccine Series (3)
- ◆ TB Skin Test (1 year)
- ◆ Influenza Vaccine (1 year)

Background check:

www.castlebranch.com

Must have a clear background

Drug test:

www.castlebranch.com

Must have a negative drug screen

Texas State Board of Pharmacy Trainee License

www.tsbp.state.tx.us License \$ 62.00

Fast Fingerprint process \$ 42.00

Process takes about one month to complete.

www.castlebranch.com \$86

NORTH Students package code: SQ27

SOUTH Students package code: SV21



STUDENT GUIDELINES

Absences and Attendance

Students must attend 90% of all scheduled classes to successfully complete each course unless **formally** excused by the instructor. Any waiver for criteria must be documented on the class roll. Failure to attend at least 90% of a class could result in a failing grade and the student having to re-take the class in order to receive the completion certificate for the program.

Example for 16 week course:

Course hours per week	Max Days missed per Semester
2	1 days
3	2 days
4	3 days

Student must notify the instructor of record of the absence within 24 hours. Student will receive a warning once they reach the maximum days missed per semester. Once the student reaches a day over the max days missed disciplinary action will follow with the Program Director. Student can receive an FX hindering their financial aid or removal of the program. For Dual Credit and Early College Students, absent days will be report to the respected High School and will be recorded.

Completion Requirements

Students must complete all course work (HPRS 1206 & PHRA 1305, 1309, 1202, 1313 (Lect/Lab), 1441,1347, 1349 (Lect/Lab), 1345(Lect/Lab), 1261 (Clinical I), 2261(Clinical II) successfully with a grade of 70% or above and demonstrate minimum mastery of all program competencies with a grade of 70% or above. Students will receive a syllabus with course learning outcomes at the beginning of each course; instruction will be developed to train and evaluate students to achieve mastery of the course competencies and additional requirements defined by the instructor. Depending on the course prerequisite requirements, if a student scores lower than 70% (a “D” or “F”) in any Pharmacy Technician course or in HPRS 1206 but wishes to continue in the Program, the student must notify the Pharmacy Technician Program Director. The student may be allowed to continue the program and repeat the failed course, or the student may be required to reapply for admission after an extended absence. The student and the Program Director will determine the course of action required. **Minimum final grades of “C”, in all courses, are necessary to progress to the next level.**

Students must complete two (2) unpaid Clinical Rotations consisting of 160 hours each. The fee for the national exam is included in their 3rd semester of paid tuition. Students will receive a voucher two weeks after beginning their last clinical rotation. After completion of the above mentioned requirements, students will receive the I.V certification with proof of graduation registration.

Dress Code

Students are required to wear scrubs (white undershirt), lab coats, and closed toed tennis shoes for the Pharmacy Technician Program and internships and also required in all PHRA classes. Students must also comply with any facility specific dress code requirements while at internship sites.

Dismissal Policy per Student Code of Conduct and Grievance Process

The purpose of the Pharmacy Technician Program is to help students achieve their career goals. For the program to be successful the student must demonstrate behavior conducive to the learning process and the college must create an environment for maximum learning. Guidelines and processes for this to happen are in place and available for the student in the *San Jacinto College Catalog*. All students are held accountable to policies, rules and regulations of the San Jacinto Community College District while on the premises and during the internship.



Electronic Communication

Students must claim their email address by visiting www.sanjac.edu/email and must check it along with each Blackboard site on a daily basis. This is the only email address your instructors have to communicate with you during your college experience here on San Jacinto College. Students experiencing any problems with email accounts should contact Tech Support at 281-998-6137

Tutoring

Your success is very important to us and tutoring will be mandatory for students scoring below a 75% on any exam and for any absences, excused or otherwise. This will be done on an appointment basis only & it is the student's responsibility to schedule this within a week of the occurrence. Students seeking general help can use office hours as listed on your instructor's syllabus.

Complaint Process

If you feel any students, staff, or faculty of the San Jacinto College Pharmacy Technician Program have behaved in an unsafe or inappropriate manner, please provide the following information in writing (date, nature of the incident/complaint, name and contact information of the person who is issuing the complaint) to:

Irene Banuelos-Villatoro
San Jacinto College North Campus
Pharmacy Technician Program Director
5800 Uvalde Rd, Houston TX 77044

Regina R. Ram
San Jacinto College South Campus
Pharmacy Technician Program Director
13735 Beamer Rd, Houston TX 77089

The program director will evaluate the complaint and work towards a resolution for all parties involved. If the program director is unable to make a resolution, the parties may seek advice from the Department Chair of Health Science.

***SUSPENSION / DISMISSAL**

Professional behavior/conduct is a critical aspect of pharmacy. Professional behavior is mandated for all students while in class or clinical. Unprofessional behavior or conduct will **NOT** be tolerated in this program. Failure to abide by the professional conduct policy may result in suspension from class/clinical and/or dismissal from the program. Instructors will document student's unprofessional behavior/conduct on a counseling form.

***Suspension will follow documented evidence of:**

1. Failure to submit written clinical requirements when due.
2. Unprofessional conduct. Unprofessional conduct may include but is not limited to the use of abusive or profane language or gesture; sexual, social, or ethnic slurs; loud boisterous or disruptive behavior.
3. Failure to adhere to and follow the student handbook policies and procedures



The First Occurrence will result in:

1. Placement of counseling form in the student folder **and**
2. Appointment with the Director for counseling **and**
3. Immediate suspension from class or clinical for the remainder of the day

*Should a student exceed the allotted class/clinical hours due to the suspension a faculty review committee will determine if any of the absent hours may be considered an “extenuating circumstance”. If the faculty review committee agree that the **allowed hours of absence have been exceeded the student will be asked to drop from that course.** See College Catalog (Class Attendance) for further clarification.*

The Second Occurrence will result in:

1. Placement of counseling form in student folder **and**
2. Referral to the Department of Student Services for counseling **and**
3. Immediate suspension from class or clinical with a mandatory review of the incident by pharmacy faculty and student services, within 2 working days, that may terminate into immediate dismissal from the program.

*Suspension is defined as: removal from class or clinical for the remainder of the day.

Immediate Dismissal from the program will follow documented evidence of any one or more of the following infractions:

1. Willful lying or deceit.
2. Verbal or physical abuse of patients, faculty, peers, hospital staff and fellow Classmates.
3. Falsification of records.
4. Cheating, plagiarism, stealing.
5. Patient neglect of any kind
6. Any HIPAA violation
7. Failure to acknowledge and honor the code of ethics of the San Jacinto College, the Pharmacy Technician Program and Affiliated Pharmacies.
8. Failure to successfully pass student learning outcome as outlined in the syllabus.
9. Misuse of drugs and/or alcoholic beverages and/or abusive substances.
10. Inability to render safe competent patient care.
11. Giving any form of medication without direct supervision of the pharmacist or designated preceptor.
12. Documentation of two medication errors at a clinical rotation, including any violation of the seven rights of drug administration. Students must show all work for drug calculation: Calculators will be permitted.

The right patient

The right medication

The right dose

The right route

The right time

The right to refuse

The right documentation

13. Failure to follow directives from the preceptor or any member of the management team.
14. Any fighting/physical or verbal confrontation with faculty, peers, hospital staff or fellow classmates.



15. Breach of confidentiality from the any affiliated pharmacy and school.
16. Signing another student's name to any document
17. Leaving the clinical setting without prior and proper notification to the faculty member and/or Director of the Program.

IMMEDIATE DISMISSAL: In addition to the seventeen (17) reasons for immediate dismissal listed above, **REFER to the College Catalog under Class Attendance for further clarification of policies regarding this topic. Due process is offered through an appeals procedure.**

Clinical Attendance Policies

Students are required to regularly attend all lecture, laboratory/clinical classes. An accurate record of each student's attendance is kept by each instructor and clinical preceptor. The student is **required** to notify the clinical instructor if unable to attend as assigned. Additionally, students may be required to notify their clinical facility. Follow the procedure given by the instructor as it varies with each institution.

Arriving 1 minute late will result in a tardy. Three tardies = 1 absence.

Any student arriving 30 minutes after the shift begins will be counted absent for the entire clinical day, however, the instructor may elect to have the student remain at the clinical site and perform the patient care assigned to them.

Students who arrive tardy are required to contact their clinical instructor **PRIOR** to beginning work that day – **NO EXCEPTIONS.**

*Should a student exceed the allotted clinical hours a faculty review committee will meet and determine if any of the absent hours may be considered an "extenuating circumstance". If the faculty review committee agree that the **allowed hours of absence have been exceeded the student will be asked to drop from that course.*** See College Catalog (Class Attendance) for further clarification.

If a student arrives **unprepared** for clinical rotations (out of dress code in **any** way, lacking **any** portion of required paperwork, Clinical Evaluation Tool, etc.) **that student will be dismissed from the clinical and counted absent.**

Students that are unable to successfully demonstrate/perform any psychomotor skill, for which they have been previously trained in the lab, **safely and competently**, in the clinical setting, will be sent back to the college for remediation (without the loss of a clinical day) but will not be allowed to return to clinical until the clinical coordinator documents their successful remediation.

Students **unable to return to clinical due to a lack of psychomotor skills will be counted absent.** *Should a student exceed the allotted clinical hours a faculty review committee will meet and determine if any of the absent hours may be considered an "extenuating circumstance". If the faculty review committee agree that the **allowed hours of absence have been exceeded the student will be asked to drop from that course.*** See College Catalog (Class Attendance) for further clarification.

Tardiness

A student is tardy when he/she enters a class and/or laboratory after the scheduled start time. A tardy will turn into an absence if a student is more than 15 minutes late for a class and/or laboratory, which is less than 2 hours in length. It is the student's responsibility to make sure the instructor marks the student present within these guidelines, when he/she is tardy; the rolls are checked at the beginning of class and/or laboratory sessions.



Breaks in Enrollment

Students who are accepted into the Pharmacy Technician program are expected to complete the Pharmacy Technician certificate program within three semesters or depending on agreed graduation date. Students who take longer than this time frame or who are not enrolled for two semesters (consecutive or not) may be required to repeat the course and retake the background check, urinalysis, & submit an updated immunization record.

Students who wish to continue classes after a break in enrollment may be required to show that they meet current requirements for entrance into the program. Students who stop out of classes for more than a one year period will need to apply for readmission into the Pharmacy Technician Program and retake the background check, urinalysis, & submit an updated immunization record.

Educational Consultation

Students who fails one course in the semester will have to counsel with the program director to review their academic plan. If student fails more than one course during a semester, the student can be removed from the program or reevaluated. If removed from the program student may be subject to reapply to the program and retake all coursework if they wish to return.

Mobile Phones

Mobile phones can be disruptive in the classroom and laboratory areas in a number of ways and their use should not be abused. All mobile phones must be placed on 'silent' mode and secured in assigned lockers whenever students are in the lab. While in the classroom, ringtones **must** be turned off in class and placed in 'silent' mode. If there is a need to check for and/or receive a call, the student **must** inform the instructor in advance for further instructions. Students, who create a disturbance by the use of a mobile phone, thus breaking this policy, may be asked to leave the class/lab session and counted absent.



Accommodations for changes in Health Status, Pregnancy, Disabilities, and Communicable Diseases

The Pharmacy Tech Program is a physically and mentally demanding profession. Core performance standards expected for members of Pharmacy Tech Program profession are reflected within the guidelines and rules of the Texas State Board of Pharmacy (<https://www.pharmacy.texas.gov/techduties.asp>). Students must be capable of completing core educational requirements and achieving the necessary competencies in the basic and clinical sciences. The goal is to develop a deep and robust medical knowledge base and outstanding clinical skills, with the ability to appropriately apply them, effectively interpret information and contribute to decisions across a broad spectrum of The Pharmacy Tech Program situations. Critical skills are needed for the successful navigation of core experiences and include the ability to observe, communicate, perform motor functions, as well as to understand, integrate core knowledge and skills, and to behave appropriately in varied educational and professional situations.

Reasonable Accommodations for students with disabilities. On occasion, reasonable accommodations may be requested by otherwise-qualified candidates to meet the technical standards required for the program. Requests for accommodations will be granted if the requests are reasonable, do not cause a fundamental adulteration of The Pharmacy Tech Program do not cause an undue hardship on the College, are consistent with the standards of The Pharmacy Tech Program profession, and are recommended by the College's Accessibility Services Office. The College's Accessibility Services Office evaluates requests for accommodations from students who register with that office. Depending on the type of disability, the ASO will make every effort to recommend an appropriate accommodation for academic success. The Pharmacy Tech Program will work with the college's ASO to evaluate student requests for accommodation in light of The Pharmacy Tech Program requirements. Inquiries about accessibility services, eligibility requirements, and medical documentation requirements may be addressed to accessibility.services@sjcd.edu or by visiting the Education Planning Counseling & Completion office on campus.

Other Health conditions. In some instances, a student may be pregnant or have an injury, communicable disease, or short term impairment that temporarily prevents the student from attending class or participating in required program activities. Students with a temporary health condition or a change to a health condition that affects their ability to attend a class or clinical or to satisfy a program requirement shall report to their instructor as promptly as possible, but no later than the first day of returning to class or clinical. The student shall provide documentation from his or her health provider (such as a return to school/clinical form) identifying necessary restrictions and expected duration of the conditions or restrictions to the Program Director. Accommodations may include, for example, modifying the physical environment (such as a change in seating), extending deadlines and/or allowing the student to make up a test or assignment, and excusing medically necessary absences. The student shall submit updated medical documentation following the subsequent medical appointments if new or different restrictions are imposed or if the anticipated duration of the impairment changes. Requests for academic accommodations will be granted if the requests are reasonable, do not cause a fundamental alteration of The Pharmacy Tech Program, do not cause undue hardship on the College, and are consistent with the standards of The Pharmacy Tech Program. All requests for academic accommodations will be reviewed by the Program Director, Department Chair, and Dean in consultation with the office of Accessibility Services and Compliance and Judicial Affairs.

Confidentiality. The Accessibility Services Office and The Pharmacy Tech Program are committed to ensuring that all of the information regarding a student's disability or health is maintained confidentiality as required by law.



Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.

Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.

Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

For additional information or technical assistance, you may call (202) 260-3887 (voice). Individuals who use TDD may call the Federal Information Relay Service at 1-800-877-8339.



STUDENT SERVICES

Counselor Services

Counselors are available to help current students with personal, career and academic concerns that affect academic success and quality of life. To make an appointment with a counselor, call the Counseling Office:

San Jacinto College North Welcome Center
Building 6 281-998-6150 ext. 2317

San Jacinto College South Welcome Center
Building 6 281-998-6150 ext. 3444.

The Student Success Center

To supplement traditional classroom learning, the Student Success Centers at all three San Jacinto College campuses provide a wide range of educational resources to help students to not only learn, but to also excel in college. Since the centers began operations in 2005, student usage at each site has steadily increased, and statistics indicate that the centers are indeed helping students to succeed. The College's student success centers provide an innovative "one-stop-shop" concept that features tutoring, supplemental instruction, classroom presentations, mentoring, special events, advising, and counseling that augments and enhances what students learn in classrooms. **The North campus Student Success Center is located at North Library Room 106, "Free Tutoring". The South campus Student Success Center is located in the Welcome Center Building number 6.**

Bookstores on Campus

The college bookstore (Barnes & Noble) stocks the required texts for current classes.

North

The Bookstore is located at the Student Center Slovacek building; the bookstore telephone number is 281-459-7111.

South

The Bookstore is located at the Student Center building S11; the bookstore telephone number is 281-922-3410

Computer Training Institute (CTI)

The Computer Lab is located in ILC Building on the North Campus. All software is protected by copyright and not to be reproduced.

Disability Services

The Disability Services Office, offers a variety of support services for students with disabilities. Services are coordinated to fit the individual needs of the student and may include sign interpreters, computer-aided real-time translation (CART) services, note-taking services, tutoring, text-taping, special testing arrangements and use of assistant technology. Academic counseling, priority requests and referral information are also available. Students requesting the services are responsible for providing educational or psychological/medical documentation from a qualified professional verifying the need for the services. New students are encouraged to contact the Disability Services Office prior to registration.



North:

The Disability Services office is located at the Welcome Center N-6; and the telephone number is 281-998-6150 ext. 7364

South:

The Disability Service office is located at the Welcome Center S-6.121R; and the telephone number is 281-998-6150ext.390

Financial Aid

Texas Public Educational Grants (TPEG) are for students enrolled in credit and certain continuing education courses whose educational costs are not met in whole or in part from other sources. TPE Grants may be used to assist students who have demonstrable financial need but may be ineligible for other aid programs. Students may also seek Federal Student loans, using the standard FAFSA forms. Please see an advisor in the Financial Aid office for assistance. Please call

North

The Financial Aid office is located at the Welcome Center N6; and telephone number is 281-998-6150 ext.2321

South

The Financial Aid office is located at the SSTC 4216; and telephone number is 281-929-4654

Library

The college library has an information center where students can receive assistance in using print and non-print materials, electronic full-text resources, the Internet and database services to supplement classroom and distance learning. Electronic resources are available to students both on-campus and off-campus. The library has a growing collection of books and journals on a variety of subject areas to support academic transfer programs and technical/occupational programs. In addition, there are special collections available of career materials, pamphlets, newspapers, popular magazines and technical periodicals. Other resources provided may include slides, tapes, compact discs, computer software, videotapes, films, digital videodisks and electronic books. Willful damage to library materials (or property) or actions disturbing other library users may lead to loss of library privileges. Damage cases are referred to the appropriate authorities for further action. All books and other library materials must be returned before the end of each semester. No transcript may be issued until the student's library record is cleared.

North

The library is located N14 Lehr Building; and telephone number is 281-998-6150 ext. 7116

South

The library is located S10 Parker Williams Building and telephone number is 281-922-3416

Inclement Weather and School Closure Policies

Providing a safe and secure environment for our students, faculty, and staff is a top priority at San Jacinto College. In light of the tragic situations in recent years at other colleges, the College has partnered with Blackboard Connect to create SJC ALERTME, which will contact members of the campus community through voice and text messages in the event of an emergency situation. SJC ALERTME will provide San Jacinto College with another communication tool to keep students, faculty, and staff informed during threatening situations and weather-related closings. In order to receive voice and text messages, you must provide your telephone and/or cell phone number to the College by logging into your account on SOS and clicking on the red SJC ALERTME tab. SJC ALERTME will be activated when the College determines a serious threat exists and the College community must take immediate action to remain safe and secure. The system will also be used to announce an unscheduled College and / or campus closing, or cancellation of classes due to severe weather.



PROGRAM CONTACTS

Students should contact the following staff members for professional advisement and information regarding the Pharmacy Technician program:

North Campus

Irene Villatoro, B.S, Ph.T.R., CPhT
irene.villatoro@sjcd.edu
Pharmacy Technician Program Director

Sara Byars, B.S, Ph.T.R., CPhT
sara.byars@sjcd.edu
Pharmacy Technician Faculty/Clinical
Liasion

Emily Garcia
emily.garcia@sjcd.edu
Senior Administrative Assistant

South Campus

Regina Ram, MBA, Ph.T.R.
regina.ram@sjcd.edu
Pharmacy Technician Program
Director/Clinical Liaison

Estrellita Coronado, Ph.T.R.
Estrellita.coronado@sjcd.edu
Pharmacy Technician Faculty

Richard Hind
Richard.hind@sjcd.edu
Senior Administrative Assistant



SAN JACINTO COLLEGE
STUDENT HANDBOOK & SUPPLEMENTAL INFORMATION
ACKNOWLEDGEMENT FORM

I acknowledge by signing below that I have received the San Jacinto College Pharmacy Technician Program Student Handbook. I understand that the program curriculum is based upon the 15 Learning Goals of the ASHP Accreditation Standard, which I will learn about during my first course.

I also understand that I am responsible for reading and understanding all of the contents and policies related to the Pharmacy Technician Program and I may ask the Program Director or other representative any questions regarding the contents of this Handbook.

Furthermore, by signing below, I understand that I am responsible for abiding by the guidelines so stipulated in the “*San Jacinto College Pharmacy Technician Program Student Handbook*”.

Student’s signature

Student’s name (printed)

Date

