



ASHP/ACPE Pharmacy Technician Training Program

A Program Navigation Guide for Technicians



Walgreens Trusted since 1901™

Welcome to your training **journey**

Beginning your career as a Pharmacy Technician at Walgreens is both exciting and rewarding. Whether you are new to working in pharmacies, or an experienced Pharmacy Technician, Walgreens will train you to use your skills and talents to service and care for our patients and customers. The courses, learning activities, and resources provided to you in this apprenticeship program are designed to give you foundational and intermediate level knowledge, skills, and on-the-job experiences you need to prepare to become a Certified Pharmacy Technician.

This program guide will help you as you navigate through your ASHP/ACPE Pharmacy Technician training program. Keep reading, there is more to learn.



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About the program

The Walgreens Pharmacy Technician Training Program is nationally accredited by the American Society of Health-System Pharmacists (ASHP) and the Accreditation Council for Pharmacy Education (ACPE). It is also a nationally recognized apprenticeship program through the US Department of Labor (DOL) and provides structured training to maintain the high level of skill required in the pharmacy care industry. At the end of the program, students sit for the Pharmacy Technician Certification Board (PTCB) exam.

The training program requires three learning components: Didactic, Simulated, and Experiential. Throughout your training you will see Didactic learning referred to as “Education,” Simulated as “Exposure,” and Experiential as “Experience.”

Components of learning:

- Didactic (Education) – is the knowledge and theory portion of training often delivered in a classroom or online course format.
- Simulated (Exposure) – is the practice environment, often demonstrated through real world scenarios, and simulated- labs.
- Experiential (Experience) – is learning through hands-on, on-the-job learning, observation, and reflections.

In order to become a Certified Pharmacy Technician (CPhT) by the Pharmacy Technician Certification Board (PTCB) you must complete the minimum requirements of an accredited training program and pass the Pharmacy Technician Certification Exam (PTCE). The PTCE is a computer-based, multiple-choice exam. Walgreens will offer a one-time sponsorship to qualifying employees. In order to qualify to be sponsored by Walgreens to cover the cost of your PTCB certification exam fees, employees must:

- Hold an eligible position code (i.e. Pharmacy Technician, Designated Hitter, Assistant Store Manager, Store Managers, District Managers)
- Sign and accept the Walgreens Family of Companies PTCB Sponsorship Pledge
- Complete Walgreens ASHP/PTCB review sessions
- Pass the Walgreens pretest with a 75% or better

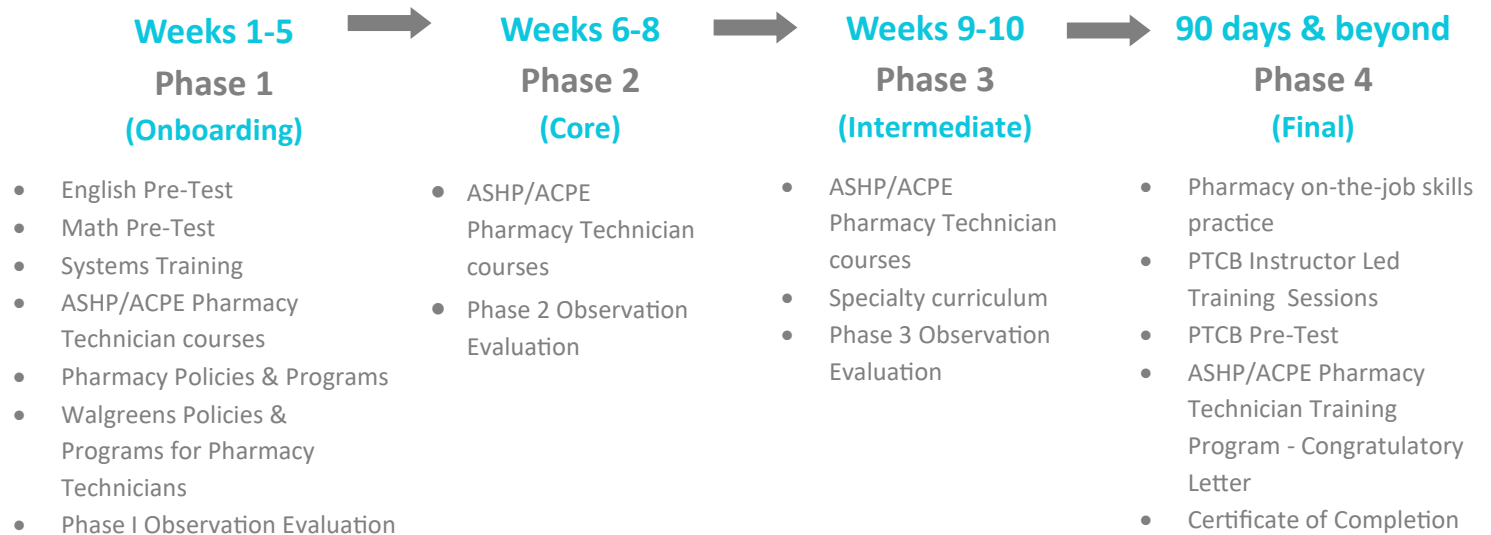


Purpose

The purpose of this guide is to outline the certification plan for Pharmacy Technicians to become PTCB certified.

What will your learning **experience** look like?

We've prepared a training program that will onboard you to your role as a Pharmacy Technician and prepare you for the PTCB exam. You'll begin this program after you complete your national onboarding assignments in LTMP (Miles 1-4). Your learning will follow this plan:



As you progress through the training program you will learn in a variety of ways and through different activities including: education, exposure in the pharmacy, on-the-job training, and PTCB test prep sessions and practice.

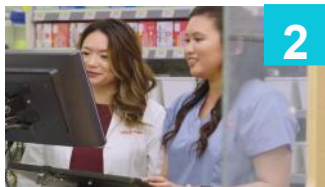


1

EDUCATION

Is formal or traditional learning through:

- PTCB live workshops
- Online Learning
- Online resources
- Electronic textbooks



2

EXPOSURES

Learning from your pharmacy team through:

- Buddying
- Mentoring/Coaching
- Feedback
- Conversations
- Practice role playing
- Scenarios



3

ON-THE-JOB EXPERIENCES

Learning that comes from on-the-job activities.

- Problem solving
- Job shadowing
- Self-directed learning
- Observation
- Conversations



4

RESOURCES

- [Pharmacy Technician Resource Page](#): single, easy to access location containing resources to help you prep for the PTCB exam.
- Also provides easy access to the PTCB electronic exam prep books. To access from anywhere, go to wbaworldwide.wba.com/


Best practices

Instructions:

There is quite a bit of information that you have to cover during your training. It is important that you break up your online learning with your on-the-job practice. It is recommended that you spend **no more than 4-hours per day doing online learning** and the other half of your time should be spent in the pharmacy getting on-the-job exposure and experience.

Courses

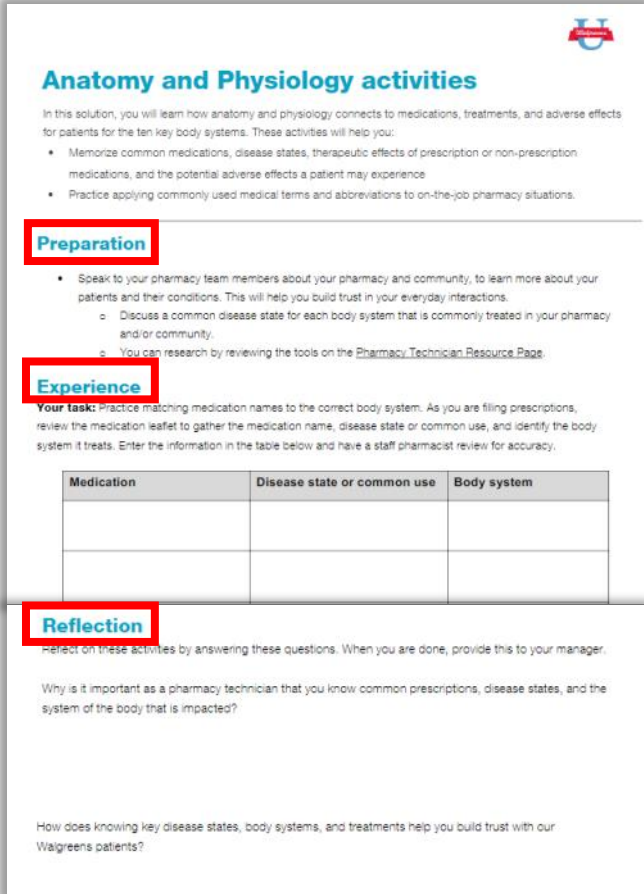
Your learning begins with online learning (didactic) found on your transcript in LTMP.

- We have packaged all of your assigned trainings and onboarding into curriculums for your convenience.
- Complete the curriculums within the timeframe given in LTMP, unless your manager tells you otherwise.
- The courses in your training program refer to Walgreens specific content, policies, and procedures which are located on the [Pharmacy Technician Resource Page](#). Each course has an embedded link to this page. Review all resources on this page.
- Some courses have audio so you'll need headphones. 
- You will also need a calculator for Calculations I & II

Activities

The bulk of your training program is hands-on learning which is outlined in activity worksheets assigned with each course.

- Each course has an activity worksheet that will guide your learning experiences and exposures and prepare you for the PTCB exam. Each worksheet is part of the formal approved program.
- After you complete the on-the-job activities outlined in the worksheet, you may sign off in LTMP. Do not sign off on worksheets you have not completed yet.
- The REQUIRED activity worksheets guide you through the pharmacy onboarding as a Walgreens pharmacy technician.



Anatomy and Physiology activities

In this solution, you will learn how anatomy and physiology connects to medications, treatments, and adverse effects for patients for the ten key body systems. These activities will help you:

- Memorize common medications, disease states, therapeutic effects of prescription or non-prescription medications, and the potential adverse effects a patient may experience
- Practice applying commonly used medical terms and abbreviations to on-the-job pharmacy situations.

Preparation

- Speak to your pharmacy team members about your pharmacy and community, to learn more about your patients and their conditions. This will help you build trust in your everyday interactions.
 - Discuss a common disease state for each body system that is commonly treated in your pharmacy and/or community.
 - You can research by reviewing the tools on the [Pharmacy Technician Resource Page](#).

Experience

Your task: Practice matching medication names to the correct body system. As you are filling prescriptions, review the medication leaflet to gather the medication name, disease state or common use, and identify the body system it treats. Enter the information in the table below and have a staff pharmacist review for accuracy.

Medication	Disease state or common use	Body system

Reflection

Reflect on these activities by answering these questions. When you are done, provide this to your manager.

Why is it important as a pharmacy technician that you know common prescriptions, disease states, and the system of the body that is impacted?

How does knowing key disease states, body systems, and treatments help you build trust with our Walgreens patients?

Best practices continued

Evaluation

Success in this program means you've gained the knowledge and skills you need at each phase of the program. This is verified through evaluations that the Pharmacy Manager, Store Manager, or staff pharmacist will complete. There are 4 evaluation points during the program which take place at the end of curriculum:

- **ASHP Pharmacy Technician Training Phase 1**
- **ASHP Pharmacy Technician Training Phase 2**
- **ASHP Pharmacy Technician Training Phase 3**
- **Pharmacy On-The-Job Skills Review** (located in ASHP Pharmacy Technician Training Phase 4) - this will be a final checkpoint to ensure you can perform all pharmacy related tasks required by a Certified Pharmacy Technician.

About the evaluation Phases 1-3

Once you have completed an ASHP Pharmacy Technician Training Phase curriculum, you will sign into the LTMP to notify your observer (**Pharmacy Manager, Store Manager, or Pharmacist**) that you are ready for their evaluation. When you go to “**Notify Observer**” and you select “**Launch**,” a pop-up window will appear with a PDF of your “**Evaluation Checklist**” for you to print. The evaluation checklist is a list of skills you have learned during that phase for you to print off and give to your observer.

Waiting for an evaluation

ASHP has 4 phases of training. After you complete a phase and notify your observer, please note that you will not receive the next phase of training until your observer has signed off on your evaluation. Make sure your observer is aware that you cannot continue with the next phase of your training until the evaluation is completed in LTMP.

You are strongly encouraged to have frequent conversations with your observer about your evaluation status and training progress.

If you did not learn all the skills required in that phase of training, your observer will return the evaluation back to you and have a conversation with you about developing a plan to improve your skills in those areas.

Phase 4 evaluation

At this point in your training, you have completed all of the program courses and activities, and you are now ready for PTCB test prep. Once you send your **Pharmacy On-The-Job Skills Review** to your observer for approval, you may begin studying for the PTCB exam, but you must wait for approval to receive your Congratulations letter and Certificate of Completion.

ASHP Pharmacy Technician Training Program - Phase I Observation

CONGRATULATIONS: You have just completed your Phase I learning activities in the ASHP Pharmacy Technician Training Program.

Team member:
You will need to print this form and give to your manager to approve that you have learned the required skills. Now, return to the LTMP program curriculum, select the "Notify Observer" drop down menu, click "Notify Observer." The Select Observer screen appears for you to select your manager's name. Once you select your manager's name, the Select Observer pop-up window appears, select "Notify" to notify your manager that you are ready for your observation.

Manager:
By the end of phase I of the technician training program, your technician should have completed these courses and the on-the-job activities associated with these courses:

- Welcome to the Pharmacy
- Patient Care for Technicians
- Medical Terminology and the Prescription
- Prescription Fulfillment Process
- Patient Safety: Pharmacy Regulations
- Patient Safety: Medication Quality Assurance for the Pharmacy Technician
- Drug Handling

In Phase I, pharmacy technicians learn the basics of prescription processing, workflow, policy and procedure, drug handling, and patient safety. No prior pharmacy knowledge is required.

Phase 1-30 Days Evaluation Checklist

Thru sheet
Phase completed
Notes
For info

Learned	Key skills for technicians	Comments / Follow up Date
<input type="checkbox"/>	Understands and maintains quality care, patient trust, and ethical standards	
<input type="checkbox"/>	Understands pharmacy and Healthcare clinic programs and services	

Patient Care for Technicians

Learned	Key skills for technicians	Comments / Follow up Date
<input type="checkbox"/>	Understands Extraordinary Customer Care behaviors	
<input type="checkbox"/>	Understands the patient care process	
<input type="checkbox"/>	Understands how to properly and effectively communicate and foster positive relationships with patients	
<input type="checkbox"/>	Understands cultural and diverse awareness and interactions	
<input type="checkbox"/>	Understands laws, roles, and responsibilities during patient care conversations	
<input type="checkbox"/>	Understands patient care outcomes and medication adherence	
<input type="checkbox"/>	Understands patient care service offerings at Walgreens	

Medical Terminology and the Prescription

Learned	Key skills for technicians	Comments / Follow up Date
<input type="checkbox"/>	Understands medical terminology, meaning, word parts, and sig codes	
<input type="checkbox"/>	Understands the importance and meaning of prescription abbreviations (sig codes)	
<input type="checkbox"/>	Can translate and identify basic abbreviations (sig codes)	
<input type="checkbox"/>	Understands and can identify the components and key information of a prescription	
<input type="checkbox"/>	Can describe the different sources of prescriptions and can explain what to do if a prescription is hard to read	
<input type="checkbox"/>	Understands and can recognize look-alike drugs	
<input type="checkbox"/>	Understands how to read a prescription and common prescription errors	

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*Example of the Evaluation Checklist

Weekly program checklist

This program is automatically assigned to you in the LTMP. For your convenience, use this checklist to keep track of your progress through the program using this weekly schedule. You will complete all the pieces shown below. **Note:** If you are not a full-time employee, then work with your Pharmacy Manager to determine the timing of your training plan completion.

ASHP/ACPE Pharmacy Technician Training Program 2020 – Phase 1 (Onboarding)	
Week 1	
Getting Started	
<input type="checkbox"/>	ASHP Pharmacy Technician Training Guide – 2020
<input type="checkbox"/>	Pharmacy Technician Resource Page
<input type="checkbox"/>	Pharmacy Technician English Pre-Test
<input type="checkbox"/>	Pharmacy Technician Math Pre-Test
Licensing and Certification for Pharmacy Technicians	
<input type="checkbox"/>	Licensing and Certification for Pharmacy Technicians
<input type="checkbox"/>	Licensing and Certification for Pharmacy Technicians Activity
Welcome to the Pharmacy	
<input type="checkbox"/>	Welcome to the Pharmacy
<input type="checkbox"/>	Welcome to the Pharmacy Activities
Prescription fulfillment process	
<input type="checkbox"/>	Prescription fulfillment process
<input type="checkbox"/>	Prescription fulfillment process activity
Patient Care	
<input type="checkbox"/>	Patient Care
<input type="checkbox"/>	Patient Care Activity
Systems Training– Week 1	
Week 2	
<input type="checkbox"/>	Note: Continue working on your Prescription Fulfillment Process activity- During week 1, you should have started working on the Prescription Fulfillment Process activity worksheet. Continue working on these activities this week.
Pharmacy Policies and Programs	
<input type="checkbox"/>	Pharmacy Policies and Programs Curriculum
Patient Safety: Pharmacy Regulations	
<input type="checkbox"/>	Patient Safety: Pharmacy Regulations
<input type="checkbox"/>	Patient Safety: Pharmacy Regulations Activity
Systems Training– Week 2	

Weekly program checklist (continued)

Week 3
<input type="checkbox"/> Note: Continue working on your Prescription Fulfillment Process activity- During week 1, you should have started working on the Prescription Fulfillment Process activity worksheet. Continue working on these activities this week.
Walgreens Policies and Programs for Pharmacy Technicians
<input type="checkbox"/> Walgreens Policies and Programs for Pharmacy Technicians Curriculum
Patient Safety: Medication Quality Assurance for the Pharmacy Technicians
<input type="checkbox"/> Patient Safety: Medication Quality Assurance for Pharmacy Regulations
<input type="checkbox"/> Patient Safety: Medication Quality Assurance for Pharmacy Regulations Activity
Systems Training– Week 3
Week 4
<input type="checkbox"/> Note: Continue working on your Prescription Fulfillment Process activity- During week 1, you should have started working on the Prescription Fulfillment Process activity worksheet. Continue working on these activities this week.
Medical Terminology and The Prescription
<input type="checkbox"/> Medical Terminology and The Prescription
<input type="checkbox"/> Medical Terminology and The Prescription Activity
Systems Training– Week 4
Week 5
<input type="checkbox"/> Note: Continue working on your activities- Continue working on the Prescription Fulfillment Process activity worksheet (from week 1) and your Medical Terminology and The Prescription activity worksheet (from week 4).
Drug Handling
<input type="checkbox"/> Drug Handling
<input type="checkbox"/> Drug Handling Activity
Systems Training– Week 5
ASHP/ACPE Pharmacy Technician Training Program - Phase I Observation
<input type="checkbox"/> ASHP/ACPE Pharmacy Technician Training Program - Phase I Observation Evaluation
<input type="checkbox"/> Completion of ASHP/ACPE Pharmacy Technician Training Program 2020 - Phase 1 (Onboarding)
<input type="checkbox"/> Completion of Phase 1 - "As a reminder your manager needs to sign off on the OJT Phase 1 evaluation in order to complete Phase 1 of the ASHP/ACPE Technician Training Program. Upon Completion you will be assigned Phase 2"

Weekly program checklist (continued)

ASHP/ACPE Pharmacy Technician Training Program 2020 – Phase 2 (Core)	
Week 6	
<input type="checkbox"/>	Note: Continue working on your activities- Continue working on the Prescription Fulfillment Process activity worksheet (from week 1) and your Medical Terminology and The Prescription activity worksheet (from week 4).
Human Anatomy and Physiology	
<input type="checkbox"/>	Human Anatomy and Physiology
<input type="checkbox"/>	Human Anatomy and Physiology Activity
Week 7	
<input type="checkbox"/>	Note: Continue working on your Medical Terminology and The Prescription Activity- Continue working on your Medical Terminology and The Prescription activity worksheet (from week 4).
Pharmacology 1	
<input type="checkbox"/>	Pharmacology 1
<input type="checkbox"/>	Pharmacology 1 Activity
Calculations 1	
<input type="checkbox"/>	Calculations 1
<input type="checkbox"/>	Calculations 1 Activity
<input type="checkbox"/>	Calculations Worksheet - Numbers, Fractions, Decimals
<input type="checkbox"/>	Calculations Worksheet - Percent, Ratios & Proportions
Week 8	
Pharmacy Inventory Management	
<input type="checkbox"/>	Pharmacy Inventory Management
<input type="checkbox"/>	Pharmacy Inventory Management Activity
Wellness and Prevention	
<input type="checkbox"/>	Wellness and Prevention
<input type="checkbox"/>	Wellness and Prevention Activity
Immunizations	
<input type="checkbox"/>	Immunizations
<input type="checkbox"/>	Immunizations Activity
Self-Management	
<input type="checkbox"/>	Self-Management
<input type="checkbox"/>	Self-Management Activity

Weekly program checklist (continued)

ASHP/ACPE Pharmacy Technician Training Program - Phase II Observation
<input type="checkbox"/> ASHP/ACPE Pharmacy Technician Training Program - Phase II Observation Evaluation
<input type="checkbox"/> Completion of ASHP/ACPE Pharmacy Technician Training Program 2020 - Phase 2 (Core)
<input type="checkbox"/> Completion of Phase 2 - "As a reminder your manager needs to sign off on the OJT Phase 2 evaluation in order to complete Phase 1 of the ASHP/ACPE Technician Training Program. Upon Completion you will be assigned Phase 3"
ASHP/ACPE Pharmacy Technician Training Program 2020 – Phase 3 (Intermediate)
Week 9
Walgreens Pharmacy Innovation
<input type="checkbox"/> Walgreens Pharmacy Innovation
<input type="checkbox"/> Walgreens Pharmacy Innovation Activity
Calculations II
<input type="checkbox"/> Calculations II
<input type="checkbox"/> Calculations II Activity
<input type="checkbox"/> Calculations Worksheet - Alligations
<input type="checkbox"/> Calculations Worksheet - Business Calculations
<input type="checkbox"/> Calculations Worksheet - Children's Dosages
<input type="checkbox"/> Calculations Worksheet - Concentrations & Dilutions
<input type="checkbox"/> Calculations Worksheet - Flow Rates
Pharmacology II
<input type="checkbox"/> Pharmacology II
<input type="checkbox"/> Pharmacology II Activity
Week 10
Pharmacology III
<input type="checkbox"/> Pharmacology III
<input type="checkbox"/> Pharmacology III Activity
Compounding
<input type="checkbox"/> Compounding
<input type="checkbox"/> Compounding Activity
Specialty Curriculum
<input type="checkbox"/> Specialty Curriculum
ASHP/ACPE Pharmacy Technician Training Program - Phase III Observation
<input type="checkbox"/> ASHP Pharmacy Technician Training Program - Phase III Observation Evaluation
Completion of ASHP/ACPE Pharmacy Technician Training Program 2020 - Phase 3 (Intermediate)
<input type="checkbox"/> Completion of Phase 3 - Now that you have completed the ASHP/ACPE Pharmacy Technician Training courses and on-the-job activities for phases 1 through 3; you are well on your way to serving patients and their pharmacy needs at Walgreens.
<input type="checkbox"/> The next step is to complete the ASHP/ACPE Pharmacy Technician Training Program Phase 4. This is the final curriculum of the program and represents 100 required hours of additional OJT that is spent reviewing the Pharmacy on-the-job Skills Practice and access to the practice exams.
<input type="checkbox"/> As a reminder your manager needs to sign off on the OJT Phase 3 evaluation in order to complete Phase 3 of the ASHP/ACPE Technicians Training Program.

Weekly program checklist (continued)

ASHP/ACPE Pharmacy Technician Training Program 2020 – Phase 4 (Final)
Pharmacy on-the-job skills practice
<input type="checkbox"/> Pharmacy on-the-job skills practice (*minimum 100 hours) <ul style="list-style-type: none"> <input type="checkbox"/> Pharmacy on-the-job skills practice- (self-acknowledgement) <input type="checkbox"/> Pharmacy on-the-job skills practice– evaluation
ASHP/PTCB Walgreens Training sessions
<p>Walgreens ASHP/PTCB Instructor Led Training Sessions - Before completing the Walgreens PTCB pre-test, the next steps are to search the LTMP and register to attend the following sessions:</p> <ol style="list-style-type: none"> 1. ASHP/PTCB Training Session: Order entry and processing 2. ASHP/PTCB Training Session: Federal regulations 3. ASHP/PTCB Training Session: Medications 4. ASHP/PTCB Training Session: Patient safety and quality assurance <p>Please reference the exam schedule posted on <i>StoreNet > Learn > ASHP Technician Training and PTCB Certification</i> (see blue banner regarding Pharmacy Technician Training)</p>
Walgreens Final Exam
<input type="checkbox"/> PTCB Practice Test
ASHP/ACPE Pharmacy Technician Training Program - Congratulatory Letter
<input type="checkbox"/> ASHP/ACPE Pharmacy Technician Training Program - Congratulatory Letter - Upon launching the congratulatory letter, a link to launch the program evaluation will appear. This is required to complete the final program curriculum.
<input type="checkbox"/> ASHP/ACPE Pharmacy Technician Training Program - Congratulatory Letter
<input type="checkbox"/> Program Evaluation
<input type="checkbox"/> Certificate of Completion - Upon completion of the program evaluation; please return to your completed transcript to print the ASHP/ACPE Pharmacy Technician Training Program, certificate of completion.

* Some states may require additional training that is not referenced in this guide. Please work with your Pharmacy Manager to determine if your state requires additional training hours.

Completing your training

Congratulations! You have just completed your formal training for the ASHP/ACPE Pharmacy Technician Training Program.

Now it's time to study for the PTCB exam. Be sure to utilize all that you've learned through your online courses, on-the-job experiences and exposures, your notes, and conversations with pharmacy team members to assist you while you are studying to take the exam. Here are some additional things to do as you prepare for the PTCB exam:

1. Access the course and PTCB test prep resources on the [Pharmacy Technician Resource Page](#)
2. To access test prep resources from anywhere go to wbaworldwide.wba.com/web/walgreens/ptcb-test-prep
 - Review flashcards, online practice, e- books, and other test prep resources.
3. Review all **PTCB** materials on *StoreNet > Learn > ASHP Technician Training and PTCB Certification* (see blue banner regarding Pharmacy Technician Training)
4. Sign and accept the 'Walgreens Family of Companies PTCB Sponsorship Pledge'
5. Follow the **Exam Schedule** on *StoreNet > Learn > ASHP Technician Training and PTCB* to:
 - Enroll in live prep classes
 - Review the PTCB Exam Window
6. Register for the PTCB exam
7. Pass the PTCB exam with a score of 75% or better