



Pharmacy Technician Training Program Student Policy Manual

2026-2027



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Wake Technical Community College

MISSION STATEMENT

Wake Technical Community College provides access to education that transforms lives through economic mobility and personal fulfillment.

HEALTH SCIENCES MISSION STATEMENT

The Health Sciences Division at Wake Technical Community College provides accessible, high-quality educational programs that prepare a diverse population of students for meaningful careers in healthcare. Through rigorous instruction, hands-on learning, clinical experiences, and a commitment to excellence, ethics, and compassionate care, we empower graduates with the knowledge, skills and professional behaviors needed to excel in the healthcare workforce. In doing so, the division advances Wake Tech's mission to transform lives through economic mobility and personal fulfillment while supporting healthier communities and a stronger, more equitable healthcare system.

VISION STATEMENT

We will reach students in every part of Wake County and rally around them to go as far as their dreams, talents and resilience take them.

INSTITUTIONAL VALUES

Wake Technical Community College will structure its operations, training and educational programs around the Core Values of accountability, respect, responsibility, critical thinking, communication, and collaboration.

- **Accountability** is essential for an environment of learning. Those who are accountable stand by their words and actions, taking full responsibility for what they create and for what they contribute to the community.
- **Respect** is a prerequisite for enhancing learning. Community members who respect themselves and others help create a safe, yet open, climate of learning.
- **Responsibility** is the root of success. Students who assume personal responsibility for their education will reach their goals. Responsible students also make contributions to their communities.

- **Critical Thinking** is the fundamental purpose of higher education. The ability to solve problems through the application of the appropriate skills is critical to all disciplines.
- **Communication** is increasingly the key competency for living and working in the information age. Communicating effectively in oral and written forms through traditional and new media is a powerful tool for personal and career success.
- **Collaboration**, by bringing together individual knowledge and talents, creates teams that are greater than the sum of their parts. Such teamwork maximizes benefits to individuals and the community.

INSTITUTIONAL GOALS

Wake Tech's commitment to the economic vitality of the county and region is intertwined in our day-to-day activities. The Wake Tech of the future will achieve prominence by investing in a commitment to:

Goal 1: Equitable Access

Students from underrepresented groups, including minority and low-income students, are able to enter Wake Tech programs and access the support services they need to be successful.

Goal 2: Equitable Outcomes

Students are successful regardless of their race, gender or socioeconomic status.

Goal 3: Labor Market

Students find sustainable employment where they earn a living wage after completing a credential.

Goal 4: Transfer

Students transfer with a credential in less time than in the past and earn bachelor's degrees.

Goal 5: Completion

Students complete vastly more degrees and other meaningful credentials at faster rates than in the past.

Goal 6: Learning

Students gain the knowledge, skills, and abilities they need for the labor market and transfer.

FACULTY AND STAFF DIRECTORY

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INSTUTIONAL AND PROGRAM ACCREDITATION

Wake Technical Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award associate degrees. Wake Technical Community College also may offer credentials such as certificates and diplomas at approved degree levels. Questions about the accreditation of Wake Technical Community College may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, by calling [404-679-4500](tel:404-679-4500) or by using information available on SACSCOC's website (www-dot-sacscoc-dot-org).

The Pharmacy Technology Training program at Wake Tech maintains additional accreditation through Americal Society of Health System Pharmacists (ASHP). Verification of accreditation through ASHP can be located at [ASHP Technician Program Directory](#) .

Pharmacy Technology Program Overview



OVERVIEW

Purpose

The Pharmacy Technician Training Program is a collaborative program offered by Wake Technical Community College. In coordination with the mission of the North Carolina Community College System and the purpose of Wake Technical Community College, the purpose of the Pharmacy Technician Training Program is to prepare graduates to become pharmacy technicians. These allied health professionals assist and support licensed pharmacists in providing prescription medications, over-the-counter drugs, medical equipment and supplies, pharmaceutical care services, and other health care products and services for patients. The Pharmacy Technician Training curriculum prepares individuals to assist the pharmacist in duties that a technician can legally perform and to function within the boundaries prescribed by the pharmacist and the employment facility.

Program Outcomes

- Students will obtain the knowledge and develop the skills needed to perform pharmacy-related functions and services under the supervision of a licensed pharmacist.
- Students will gain clinical experience in a community pharmacy setting and will identify the diverse employment opportunities in the community college service areas in North Carolina
- Students will be prepared to complete the national Pharmacy Technician Certification Examination administered by the Pharmacy Technician Certification Board to become Certified Pharmacy Technicians (CPhTs).
- Students will meet the training and certification requirements to be registered as pharmacy technicians with the North Carolina Board of Pharmacy.

Program Description

The Pharmacy Technician Training Program curriculum provides classroom instruction that is coordinated with the laboratory activities and clinical experiences. Topics include Principles of Pharmacy Practice, Introduction to Pharmacy Skills, Community Pharmacy Practice, Institutional Pharmacy Practice, and Professionalism in the Pharmacy.

Through simulated pharmacy laboratory activities, students will increase their skills in using pharmacy computer software, interpreting prescriptions, processing medication orders, managing pharmacy operations, and utilizing critical thinking to resolve patient problems.

Through clinical experience, students will increase knowledge and skills in creating and maintaining patient profiles, effectively participating on the health care team, filing insurance claims, managing automated medication dispensing systems, operating robotic pharmacy equipment, and providing exceptional customer service. The clinical practice will take place in community or hospital pharmacies.

This course is designed to provide instruction in the technical procedures for preparing and dispensing drugs in the hospital and retail settings under supervision of a registered pharmacist.

Students will be eligible to challenge the PTCB National Certification Exam upon successful completion of Part 1 and Part 2 of the Pharmacy Technician Training Program.

Graduates may be employed in hospitals, medical centers, private and chain pharmacies, and specialty pharmacies, including medication compounding, long term care medication therapy management, and IV infusion pharmacies. Graduates will be eligible to become Certified Pharmacy Technicians, certified through the Pharmacy Technician Certification Board.

Student Learning Outcomes

The Pharmacy Technology Program includes didactic, laboratory and experiential components that are structured to facilitate the achievement of the educational goals and objectives by the students in the Program. Educational goals and objectives for the Pharmacy Technology Program are provided to each student at beginning of the Program. The educational goals of the Program reflect current and future functions and responsibilities of pharmacy technicians. Graduates of the Pharmacy Technician Training Program will be able to:

1. Demonstrate professional behaviors and ethical conduct to fulfill responsibilities entrusted to pharmacy technicians, while following their organization's policies and Code of Conduct. Student behavior and conduct shall include the following:
 - a. Appearance and behavior is professional and appropriate for the pharmacy work environment.
 - b. Communicate clearly and effectively, both verbally, non-verbally, and in writing.
 - c. Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and other healthcare professionals.
 - d. Apply self-management skills, including time and stress management.
 - e. Demonstrate problem solving skills, customer service, and teamwork.
2. Participate in wellness promotion and disease prevention.
3. Understands basic knowledge relevant to the pharmacy technician's role, including the following:
 - a. Anatomy and physiology
 - b. Pharmacology
 - c. Medical terminology

4. Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings.
5. Demonstrate adherence to infection prevention procedures.

Processing and Handling of Medications and Medication Orders

1. Accurately receive, process, and prepare products and prescriptions/medication orders that are safe for patient use
2. Collect, organize, and record demographic and clinical information to assist pharmacists in the monitoring of medication therapy.
3. Identify patients who desire/require counseling to optimize the use of medications, equipment, and devices.
4. Explains concepts and processes for both compounded sterile and non-sterile medication products per applicable, current United States Pharmacopeia (USP) Chapter(s).
5. Prepares non-sterile medication products.
6. Store and prepare a variety of medication products (including requiring special handling and documentation), that will align with planned experiential rotation(s) and are in compliance with applicable current USP Chapters.

Some examples may include:

- Non-Patient Specific medications, variety of oral syringes prepared, unit dose medications, long-term care, and non-sterile compounding during simulation, emergency kits, emergency carts, and bulk compounding.
 - Prepare or simulate chemotherapy or hazardous drug preparations, per applicable current USP Chapters.
 - Controlled substances.
 - Investigational drugs:
 - Understand the appropriate medication use process to investigational drugs, medications being used in off-label indications, and emerging drug therapies as required. Understand the handling of investigational drugs, including immunotherapy agents, biologic agents, and pharmacologic therapies.
7. Maintain pharmacy facilities and equipment.
 8. Use information from Safety Data Sheets (SDS).
 9. Describe the Drug Supply Chain Security Act (DSCSA) for product tracking, tracing, and handling requirements.
 10. Use current technology to ensure the accuracy of medication dispensing.
 11. Demonstrate Point of Sale process and adjudication, including collection of payment for pharmacy services.
 12. Explain accepted procedures in purchasing pharmaceuticals, devices, and supplies.
 13. Manage inventory of medications, equipment, and devices.
 14. Describe the management of product recall, product shortages, and medication error reporting.

15. Describe accepted procedures utilized in identifying disposing of medications and supplies.
16. Process, handle, and demonstrate administration techniques of immunizations and other injectable medications.

Patient Care, Quality and Safety Knowledge and Skills

1. Demonstrate patient-safety and medication-safety practices (e.g., management of high alert high risk, tall man lettering, look-alike sounds-alike).
2. Explain basic safety and emergency preparedness applicable to pharmacy services (e.g., floods, hurricanes, robberies, bio-terrorism, terrorism).
3. Perform medication histories as part of the medication reconciliation process.
4. Demonstrate point-of-care testing (e.g., glucose monitoring, cholesterol screening, blood pressure, temperature).
5. Verify measurements, preparation, and/or packaging of medications produced by others.

Regulatory and Compliance Knowledge and Skills

1. Demonstrate application of state and federal laws pertaining to processing, handling and dispensing of medications including controlled substances.
2. Discuss state and federal laws and regulations pertaining to pharmacy technicians, including obtaining and maintaining registration, licensure, and/or certification to work as a pharmacy technician.
3. Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.
4. Explain the importance of regulatory and related agencies, such as: Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), Institute for Safe Medication Practices (ISMP), The Joint Commission (TJC), US Food and Drug Administration (FDA), United States Pharmacopeia (USP), Institute for Healthcare Improvement (IHI), National Coordinating Council for Medication Error Reporting and Prevention (NCC MERP), Drug Enforcement Administration (DEA).
5. Describe Protected Health Information (PHI) and maintains compliance with all Health Insurance Portability and Accountable Act (HIPAA) regulations.

Program Layout

Pharmacy Technician Training Part 1 (PHM-3250G3)

- Class (online) and Lab (in person)
- 16 Weeks

Pharmacy Technician Training Part 2 (PHM-3250H3)

- Clinical Experience
- 12 Weeks

*Parts 1 and 2 must be taken simultaneously.

Program Cost

Part 1:

- Registration fee: \$303 (\$180 tuition, \$100 supply fee, \$18 Campus Access fee, \$5 Technology Fee)
- Textbook/lab book with access \$250

Part 2:

- Registration fee: \$186 (\$180 tuition, \$6 professional liability insurance)

Additional Program Costs:

- Scrubs (number of sets is up to the student): \$50-\$150
- Drug and background screenings: \$100
- Computer or laptop: \$200-\$500 (students can get a laptop through Wake Tech or borrow from a Wake Tech library)

Additional Program Costs if Assigned to a Hospital Site:

- CastleBranch document manager: \$50
- Rotation Manager Fee: \$37
- CPR certification \$75 if completed at Wake Tech
- Health insurance
- Immunizations
- Physical

***Students will be informed of the additional costs if they elect to go to a hospital site.**

****Registration fees are due at the time of registration.**

Financial Aid

The Pharmacy Technician Training program is offered through Wake Tech's Workforce Continuing Education Division. Because of this, federal student financial aid obtained through completing a FAFSA application cannot be used for this program. This program is however an approved program to receive Propel Scholarships.

To receive Propel scholarships, students must apply for the Propel scholarship during a period when the scholarship is open for applications. If approved, the Propel scholarship will cover the cost of the registration fee for Parts 1 & 2.

No other financing options are available at this time.

PRACTICE SETTINGS FOR PHARMACY TECHNICIANS

Pharmacy technicians work in a variety of pharmacy settings.

- Acute care hospitals
- Medical centers
- Medical and outpatient clinics
- Medication therapy management pharmacies
- Long-term care pharmacies
- Home health care agencies
- Health care group pharmacies
- Parenteral sterile product compounding and IV admixture compounding pharmacies
- Home infusion agencies
- Chain retail pharmacies
- Independent retail pharmacies
- Grocery store pharmacies
- Mail order pharmacies
- Human and animal medication compounding pharmacies
- State government central pharmacies
- Veterinary pharmacies
- Pharmaceutical wholesale companies

- Pharmacies for investigational drug trials
- Research and quality control laboratories

ROLE OF THE PHARMACY TECHNICIAN

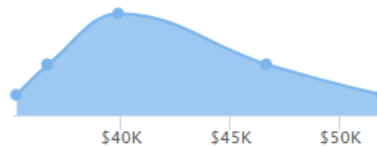
The following is a few of the pharmacy-related tasks that a pharmacy technician can perform under the supervision of a licensed pharmacist:

- Receive and screen prescriptions and medication orders for completeness and accuracy
- Communicate with prescribers and patients to reconcile prescriptions and medication orders
- Review and interpret prescriptions and medication orders
- Process and transcribe prescriptions and medication orders written by physicians or prescribers
- Calculate medication doses and quantities to be dispensed
- Measure, fill, package, and label prescription medications
- Prepare medication labels, select appropriate prescription packaging, and affix prescription and auxiliary labels
- Operate and maintain equipment such as automated dispensing equipment, automated packaging and labeling equipment, robotic distribution equipment, medication carousels, electronic tablet counters, blister and unit dosing equipment, computer equipment, and compounding equipment
- Establish and maintain patient pharmacy and medical profiles and records
- Use computers to process prescriptions and to print prescription and auxiliary labels, patient information leaflets, and payment and insurance receipts
- Compound oral and topical medications, such as syrups, lotions, gels, creams, ointments, pastes, suppositories, metered nasal sprays, soft lozenges, lollipops and capsules, for humans and animals
- Prepare flavored syrups and solutions for pediatric medications
- Package and label medication unit doses and blister packs
- Package drugs for automated dispensing per dose, patient and/or administration period
- Process and adjudicate insurance claims for third-party payers
- Stock and replenish medications for hospital nursing units, emergency kits, and cardiac arrest carts
- Utilize automation and robotics to process medication orders for point of care dispensing, centralized dispensing, and controlled substance dispensing and tracking
- Compound sterile products, including parenteral admixtures, IV antibiotics, ophthalmic, total parenteral nutrition (TPN), and chemotherapy
- Use aseptic technique in laminar flow hoods and biological safety cabinets to compound sterile products, including cytotoxic chemotherapy
- Use medication distribution systems in hospitals and central pharmacies
- Complete, review and store documentation related to dispensing and distribution
- Purchase, receive and store pharmaceuticals, devices and supplies

- Monitor and control medication, equipment and device inventory
- Supervisor and check other hospital pharmacy technicians
- Assist pharmacists in providing pharmaceutical care services for patients in hospitals, clinics and the community
- Assist pharmacist in providing medication therapy management services and in monitoring medication therapy
- Assist pharmacist in identifying patients who desire counseling on use of medications, equipment, and devices
- Collect medication histories and reconcile medications for ER patients
- Interview, process and schedule patients for pharmacy clinics
- Utilize Knowledge of pharmacology to prepare medication orders and to assist pharmacist in provision of medication therapy
- Assist pharmacist in monitoring compliance with federal, state and local laws, regulations and standards
- Assist pharmacist in preparing, storing and distributing investigational drug products
- Assist pharmacist in preparing, processing, and administering vaccines

SALARY EXPECTATIONS

\$ Annual Salary (Wages)



Lower End Wage (10th Percentile)

\$35,230(\$16.94/hr)

Middle Wage (50th Percentile)

\$39,870(\$19.17/hr)

Higher End Wage (90th Percentile)

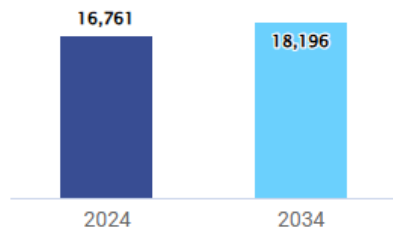
\$51,940(\$24.97/hr)

College Foundation of North Carolina, State of North Carolina

EMPLOYMENT OUTLOOK

Pharmacy technicians are in high demand in the health care and pharmaceutical care industry. Employment is expected to grow 5 percent from 2021 to 2031, about as fast as the average for all occupations. With a larger and older population, advances in science, and an increase in medication availability and usage, the demand for pharmacy technicians in all practice settings will increase, and their role will expand. As health care becomes more technically complex, the need for educated, skilled, and competent support personnel will become more important.

Number of Jobs



Average Annual

Job Growth **+0.8%**

Job Openings **1,728**

According to the U.S. Department of Labor, job opportunities are expected to be good for both full-time and part-time employment, especially for those with formal training, experience and certification. Federal and state laws and regulations, and professional standards govern the use of technicians in pharmacies and the requirements for certification and training. North Carolina has legally defined the maximum number of technicians who can safely work under a pharmacist at one time. More states and employers are requiring certification and training in an effort to decrease medication errors and improve the quality of services provided. Most hospitals and community pharmacies in Wake County already require certification for employment.

College Foundation of North Carolina, State of North Carolina

Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook*, Pharmacy Technicians

PHARMACY TECHNOLOGY EXPERIENTIAL OVERVIEW

Purpose

The purpose of the Pharmacy Technician Training Experiential is to provide students the opportunity to work in pharmacy settings under the supervision of licensed pharmacists and with certified pharmacy technicians. The experience should ensure that each student is prepared to perform as a pharmacy technician who can assist and support licensed pharmacists in providing medications and other health care products to patients and customers.

Experiential Description

The program provides Pharmacy Technician Training Program students a structured, supervised experience to participate in the work of pharmacy technicians. While working in a community or hospital pharmacy setting, the students expand their knowledge, develop professional attitudes of behaviors, and increase their technical, application and communication skills so that they can assist the pharmacist in duties that a technician can legally perform and can function within the boundaries prescribed by the pharmacist and the employment agency.

Attaining Objectives

The Experiential component has key elements that should be achieved. The preceptor will be provided with a list of the key elements to be attained. The preceptor and student are responsible for verifying that the key elements have been completed. To ensure that each student has successfully completed the key elements a final evaluation will be completed by the preceptor. For the evaluation, the preceptor will complete the Preceptor Evaluation form. The preceptor will sign and date the evaluation and give it to the instructor.

NATIONAL CERTIFICATION FOR PHARMACY TECHNICIANS

The Pharmacy Technician Certification Board (PTCB) develops, maintains, promotes, and administers a nationally accredited certification and recertification program for pharmacy technicians to enable the most effective support of pharmacists to advance patient safety. The PTCB certification program is accredited by the National Commission for Certifying Agencies (NCCA).

The Certified Pharmacy Technician (CPhT) is the gold standard of credentialing for pharmacy technicians. PTCB offers the CPhT Certification to individuals who wish to distinguish themselves in the pharmacy technician field. PTCB's certification program enables technicians to work more effectively with pharmacists to offer safe and effective patient care and service. Most employers prefer, and many require, that their pharmacy technicians be CPhT's.

Pharmacy technicians who are certified are being employed in traditional as well as innovative practice models across the nation. Employing CPhT's allows pharmacies to expand services and enhance patient care, and gives pharmacists more time to spend with patients, providing drug information, answering questions and promoting compliance with medication regimens. Certification provides the public and pharmacists with greater confidence in their pharmacies.

The certification advantage includes:

- Respected credential
- Validated achievement and knowledge
- Improved employment
- Potential for higher salary
- Career growth
- Understanding of pharmacy law
- Prestige among coworkers
-

Certification requirements include:

- Completion of a PTCB approved program or equivalent work experience
- Passing score on the Pharmacy Technician Certification Exam (PTCE)
- Full disclosure of all criminal and State Board of Pharmacy registration or licensure actions
- Compliance with all PTCB certification policies

The steps to becoming certified by the PTCB are the following:

- Complete a PTCB approved training program.
- Create a PTCB account
- Apply for certification through the PTCB account. The cost to apply and take the Pharmacy Technician Certification Exam (PTCE) is \$129. Once an application is approved, authorization will be sent from the PTCB to schedule the exam.
- Schedule the PTCE testing appointment after the authorization is received. The PTCE is administered year-round at more than 250 Pearson Professional Centers nationwide.
- The PTCE is a two-hour multiple-choice exam containing 90 questions. Official core reports are available online approximately one to three weeks following the exam.
- If a passing score is obtained on the PTCE, a printed certificate and wallet card will be received four to six weeks after the exam.

REGISTRATION WITH THE NORTH CAROLINA BOARD OF PHARMACY

A registration program for pharmacy technicians has been established by the Board of Pharmacy for the purposes of identifying those persons who are employed or are eligible for employment as pharmacy technicians. The Board of Pharmacy must maintain a registry of pharmacy technicians that contains the name of each pharmacy technician, the name and location of a pharmacy in which the pharmacy technician works, the pharmacist manager who employs the pharmacy technician, and the dates of that employment.

Basic Requirements for Registration as a Pharmacy Technician in North Carolina

In order to become registered as a technician in North Carolina, the law requires that an applicant must present to the Board of Pharmacy satisfactory evidence that the applicant:

- Holds a high school diploma or equivalent or is currently enrolled in a program that awards a high school diploma;
- Is employed by a pharmacy holding a valid in-state pharmacy permit; and
- Completes a training program approved and provided by the supervising pharmacist manager that includes pharmacy terminology, pharmacy calculations, dispensing systems and labeling requirements, pharmacy laws and regulations, record keeping and documentation, and the proper handling and storage medications. OR
- Holds a current pharmacy technician certification issued by the Pharmacy Technician Certification Board (PTCB)

A noncertified pharmacy technician must register with the Board of Pharmacy within 30 days after the date the pharmacy technician completes a training program provided by the supervising pharmacist manager. The current registration of a pharmacy technician must be readily available for inspection by agents of the Board of Pharmacy. The training program described in the law is not required for students enrolled in a community college pharmacy technician program. Volunteer pharmacy technicians providing services at a facility which has a pharmacy permit designated as a free clinic shall complete the training program described in the law but need not register with the Board of Pharmacy.

Registration Renewal of a Pharmacy Technician

Following initial registration with the Board of Pharmacy, registration of a pharmacy technician must be renewed annually and will expire on December 31. It will be unlawful to work as a pharmacy technician more than 60 days after expiration of the registration without renewing the registration. The registration must be renewed annually by paying the annual renewal fee. In addition, the certified pharmacy technicians must provide proof of current certification.

Registration Fees

Registration Fee: \$30.00

Annual Renewal Fee: \$30.00

Supervision

A pharmacist may not supervise more than two pharmacy technicians unless the pharmacist manager receives written approval from the Board. The Board may not allow a pharmacist to supervise more than two pharmacy technicians unless the additional technicians are certified pharmacy technicians.

PROGRAM POLICIES



POLICIES AND GUIDELINES

***Students are required to adhere to all policies and procedures outlined in the Policy Manual. Failure to comply with any policy or procedure will result in dismissal from a specific course and/or the Pharmacy Technician Training Program.**

ADMISSION REQUIREMENTS

1. Students wishing to enroll in the Pharmacy Technician Training Course must meet the English and math requirement by one of the following ways:

- Highschool GPA of 2.2
- GED
 - English
 - English score of 145 or higher
 - Reading score of 145 or higher
 - Math
 - Score of 145 or higher on AAF section
- 2-year degree or higher from a college or university in the United States

Foreign students that do not meet the above criteria will need to complete EFL Placement Testing

- English
 - Test out of Reading 3 (score of 95 or higher)
 - Test out of Composition 4 (score between 106-110 on writing they will be given a writing sample and if strong enough, will give credit for level 4)
 - Students that do not meet these minimum test scores will either need to successfully complete EFL Reading 3 (EFL 0330 and EFL Composition 3 (EFL 043), followed by EFL Composition 4 (EFL 044) or successfully complete ENG 025.
- Math
 - Placement test score of 276 or higher
 - Students that do not meet this minimum test score will need to successfully complete MAT 025 to meet the math requirement.

Students that do not meet the above criteria will need to take the English and math placement tests through the Wake Tech Testing Center and must meet the minimum test scores:

- English
 - English score of 237 or higher
 - Reading score of 237 or higher
 - Students that do not meet this minimum test score, will need to successfully complete ENG 025.
- Math

- Score of 276 or higher
- Students that do not meet this minimum test score, will need to successfully complete MAT 025.

*Transcripts and diplomas/degrees are emailed to Shannon Natale at bsbutlernatale@waketehc.edu for review.

2. Once cleared to register, students must read the Pharmacy Technician Training Program Student Policy Manual and Pharmacy Technology Technical Standards located on the program webpage.
3. Once registered, order a drug and background screening here: [DISA Healthcare Technology Package](#)
 1. Select “Pharmacy Technology Training CE”
 - a. KO86bg Background Check
 - b. KO86dt Drug Test
 - The criminal background check must meet the requirements of clinical sites. This will automatically run in DISA when you order the package. The college will direct this process by identifying the agency performing the check and maintaining control of the information through the dean's office. The check is valid for one year.
 - A urine drug screen must be submitted, following DISA's directions. The results must meet the requirements of clinical sites. The college will direct this process by identifying the agency performing the drug screen and maintaining control of the information through the dean's office. The test results are valid for one year.
4. Attend a mandatory orientation session and complete any requirements due prior to the start of the scheduled class.

Note: Registration for the Pharmacy Technician Training program is first-come, first-served. Students that have not completed all admission criteria before the start of the program will be withdrawn.

ORIENTATION

Students must participate in all orientation sessions conducted through the Pharmacy Technician Training Program. New student orientation sessions will be offered prior to entry into the program. Any student that does not complete the New Student Orientation, will not be allowed to start the course.

Additionally, a clinical orientation will be held prior to the start of Part 2 of the training program. In addition, students must complete any orientation required at their practice sites.

ENROLLMENT

Students must remain enrolled in Part 1 and Part 2 of the Pharmacy Technician Training Course at all times. Students must maintain a grade of 77 or higher in Part 1 and Part 2 to stay enrolled. Should a student be dismissed or withdraw from one part, they will automatically be dismissed or withdrawn from the other part as well.

PROGRESSION POLICY

Students **MUST** earn a minimum grade of “C” or better in Part 1 and Part 2 of the Pharmacy Technician Training Program to successfully complete the program and to be eligible to challenge the PTCB National Certification Exam.

Students must comply with all Wake Tech and Pharmacy Technology Code of Conduct policies.

Students must maintain a grade of 77 or higher throughout the program to stay enrolled. Any student who exits the Pharmacy Technician Training Program for any reason, should complete an Exit Interview Form with the Program Director. The student who is leaving the program for personal or academic reasons will be advised regarding readmission requirements and/or other alternatives.

The following grading scale is utilized in the Pharmacy Technology courses:

100-93.....	A
92-85.....	B
84-77.....	C
76-70.....	D
69 or Below.....	F

Students MUST earn a minimum grade of “C” or better in Part 1 and Part 2 of the Pharmacy Technician Training Program to successfully complete the program and to be eligible to challenge the PTCB National Certification Exam.

WITHDRAWAL/REFUND POLICY

Students may withdraw from the program on their own at any time. Withdrawal requests can be submitted by the student in Self Service or by submitting the request in writing to Shannon Natale at bsbutlernatlae@waketech.edu.

Students will only be refunded a percentage of their tuition based on when they submit their withdrawal request.

- 100% refund if request is submitted prior to the course start date, Parts 1 & 2.
- 75% refund if request is submitted before the 10% census date (2nd lab) for Part 1
- 75% refund if request is submitted before the 10th business day for Part 2.
- Part 1, a student can withdraw after the census date but will not be refunded.

- Part 2, a student will remain enrolled after the census date and will not be refunded.

RE-ENTRY POLICY

Students who do not successfully complete Part 1 or Part 2 will have to retake the portion of the program they were unsuccessful in completing, in order to complete the program and to be eligible to challenge the PTCB National Certification Exam. If they complete one part but not the other, they will have 1 year to retake the portion of the program (Part 1 or Part 2) they did not complete. After 1 year, they will have to retake both Part 1 and Part 2.

TECHNOLOGY REQUIREMENTS

All students enrolled in the Pharmacy Technician Training program must have access to computer with a web camera and Microsoft Word or a similar software. While enrolled in the program, all tests and quizzes are given online via proctoring software. The students are recorded while taking their quizzes and exams using a built in or external web camera.

Additionally, all course content is delivered through Wake Tech's LMS platform, Blackboard. Students must have access to a computer to access their course content in Blackboard and to check their school email via Outlook.

PROFESSIONALISM AND STUDENT BEHAVIORS

Professionalism is demonstrated in many ways, both in the way a person embodies the commitment to the profession, the person's daily conduct, communications, ethical behavior, and personal self-awareness. Students will be expected to embrace and display professional attributes at appropriate levels throughout the program.

PROFESSIONAL ETIQUETTE is expected in the college and clinical environment.

- Keep a positive attitude and display respectful interaction with peers, college personnel, faculty, clinical staff, and patients.
- Maintain a professional appearance and work to keep the facility clean.
- Practice good and effective verbal and non-verbal communication
- Be prompt, on time, and respectful of others time.
- Stay alert and attentive at all times.
- Avoid disruptive behaviors.
- Arrive to class, lab, and clinical free of illegal substances and alcohol.
- Follow the Wake Tech Academic Integrity Policy and Student Code.
- Come to each activity with required documents, resources, and assignments.
- Regularly, as directed by each course instructor, check Blackboard course materials and Wake Tech email accounts.

Additional examples include ~

IN THE CLASSROOM AND STUDENT LAB:

- Sit near the door to minimize disruption to others if you must enter late or leave early.

- Set cell phones to vibrate, if they must be on at all. Do not have them visible to the instructor or classmates. Leave the classroom or lab to answer an emergency call.
- Do not use text messaging or personal music devices during class.
- Do not eat or drink in the lab.

CONDUCT OF STUDENTS AT EXPERIENTIAL SITES

Preceptors contribute their practice sites and their time to teach students. They open their doors and invite the students into their practice settings to learn under their Preceptorship. While in the practice settings, the students are recognized by patients/customers as being part of that pharmacy. The conduct and actions of the students reflect upon the pharmacy, their community college, and themselves. Therefore, the students should be courteous, respectful, and professional in their appearance, behavior, and work. Students should present a positive attitude, work to exceed expectations when providing services and should work cooperatively with others to improve processes to exceed the patients' expectations. The students should conform to the pharmacy's standards regarding conduct and behavior. If the student's performance is not meeting the standards and objectives of the pharmacy, or if there is a question of the student's safe practice, the preceptor has the right to contact the college and release the student from the clinical site. If a student is expelled from their clinical site, she/he will be dismissed from the Program since a major requirement of the Program is to achieve clinical objectives in the clinical setting.

Any and all patient information obtained from the patient, patient caregiver, and family, health care providers, medical records, patient profile, etc., will be held in confidence by the students. Information will be shared only with persons involved with the patient's care or any other organization to which the patient and an appropriate supervisor have authorized the release of information. Any and all business and financial management information obtained from a preceptor, other pharmacist, or pharmacy technician, and /or pharmacy practice setting will be held in confidence. This information will not be disclosed without specific permission of the preceptor. Students must sign an agreement to maintain the confidentiality of privileged information gained during the experience. Infractions of this agreement will result in dismissal from the practice site and a failing grade for that course.

Students are responsible for seeking preceptor assistance and/or supervision in the performance of their work as a pharmacy technician. What the students get from the experience depends on what they put into the experience.

Students will adhere to the following rules and guidelines while at their clinical sites. Additionally, students who do not adhere to the following rules and guidelines, will be removed from the practice site and will be dismissed from the Pharmacy Technology Program.

Students will:

- Report to the clinical assignment in a sober, alert condition.
- Report to the clinical assignment in the proper complete uniform.

- NOT be in possession of drugs or alcoholic beverages, nor engage in their use while on clinical assignment.
- NOT sleep on clinical assignment.
- NOT engage in theft of any articles from the clinical education center.
- NOT engage in immoral conduct as defined by clinical affiliation rules and regulations, and the College's student handbook while on clinical assignment.
- NOT smoke in areas where it is prohibited while on clinical assignment.
- NOT chew gum while on clinical assignment.
- NOT have food or drink; and shall not eat or drink, in areas which are not specifically designated for that purpose (may eat and drink in the cafeteria or break room) while on clinical assignment. Students may keep a closed water bottle in the clinical area but not near non-sterile/sterile compounding areas, or on control panels, processors, or other electrical equipment.
- Only have one thirty-minute lunch break per 8-hour shift
- NOT skip meals and sign out early from clinical assignments unless specifically permitted to do so by the clinical supervisor due to excessive patient load.
- NOT leave the clinical site for any reason during their shift.
- NOT use clinical affiliate business telephones or computers for personal use.
- NOT be on their cellphone unless on a lunch break
- NOT allowed to take photos or videos at their clinical sites
- NOT check email or work on other course work during clinical time
- NOT work on personal assignments during clinical time
- NOT loiter in the pharmacy of a clinical affiliate at times not specified for clinical assignment.
- NOT refuse to accept assignments by the clinical supervisor or instructor commensurate with his or her capabilities or refuse to take directions from individuals designated by the clinical supervisor or instructor.
- NOT leave the assigned area within the pharmacy unless specifically instructed to do so by the clinical supervisor or instructor. The program faculty member shall be consulted regarding reassignment when on site.
- NOT complete the attendance record of any other student.
- NOT falsify information on attendance records, patient records or any other records, or reports required.
- NOT have any person other than the person who instructed them, sign their clinical attendance sheet, and ONLY on the day the student actually attended.
- NOT solicit monetary or other gratuities or "tips" from an employee, patient or a patient's family.
- NOT negligently use or mishandle pharmaceutical preparations that may endanger patients, students, or personnel

ACADEMIC INTEGRITY POLICY

1. Expectations

When college officials award course credits, degrees, diplomas, and certificates, they assume integrity on the part of the student who has completed the work. Wake Technical

Community College expects students to demonstrate the highest personal integrity in all academic work and behavior. Effective education depends on an atmosphere that is conducive to learning, based on a commitment to honesty, trust, fairness, respect, and individual responsibility. Creating such an atmosphere is the responsibility of students and instructors and requires integrity on the part of both. Students may be asked to sign a statement of academic integrity upon entering Wake Tech classes.

Cheating and plagiarism, as defined below are forms of academic dishonesty that violate the integrity of the academic process.

2. Violations of the Academic Integrity Policy

1. Cheating, including:

1. receiving, giving, or helping another student receive or give any information during a quiz, test, examination, or individual assignment;
2. using unauthorized materials or equipment during a quiz, test, or examination, e.g., notes or books;
3. communicating the subject matter or contents of a quiz, test, or examination to another student unless specifically authorized by the instructor to share it;
4. taking a quiz, test, or examination for another student;
5. obtaining quiz, test, or examination questions beforehand;
6. tampering with the grading of a quiz, test, or examination; or
7. working with others in completing take-home quizzes, tests, examinations, or individual assignments unless the instructor specifically authorizes collaborative work.
8. taking a photo of a quiz or exam.

2. Plagiarism

Plagiarism is stealing, or passing off as one's own, the ideas or words of another person. When students present others' words or ideas in a written assignment, they must document the source(s), as described in the MLA Handbook or as directed by the instructor of the course. Plagiarism also includes:

1. having another person write a paper and submitting it as one's own;
2. copying all or part of a paper from another student or another source, such as the internet; or allowing another person to copy one's work.
3. Buying, selling, stealing, or soliciting any materials purported to be unreleased contents of a forthcoming examination, quiz, test, or project/assignment or the use of such material.
4. Substituting for another person in any of the above-mentioned situations or allowing another person to substitute for oneself.
5. Collusion with another person in the preparation or editing of assignments submitted for credit, unless such collaboration has been approved in advance by the instructor.
6. Knowingly furnishing false information to the college; forgery, alteration and or use of college documents or instruments of identification with the intent to defraud.

3. Academic Penalties

The following academic penalties may be imposed by an instructor, a department head, or a division dean for violation of the Academic Integrity Policy.

1. **Loss of Grade:** A zero for the assignment
2. **Loss of Credit:** An "F" for the course and loss of rights to attend the remaining class sessions.

Written notice of any academic penalty must be submitted on an Academic Integrity Reporting Form to a student conduct officer for appropriate recordkeeping.

4. Academic Penalty Appeal Procedures

1. A student who wishes to appeal an Academic Integrity Violation penalty must initiate the appeal process with the instructor **within 3 business days** of the communication of the penalty to seek resolution. To initiate the appeal, the student must use the Academic Appeal Form. The instructor will review the matter and contact the student within 5 business days with a decision.
2. If the student wishes to appeal the instructor's resolution, the student must submit an Academic Appeal Form to the department head **within 2 business days** of receiving the instructor's response. The department head will review the matter and contact the student **within 5 business days** with a decision.
3. If the student wishes to appeal the department head's resolution, the student must submit the Academic Appeal Form to the division dean **within 2 business days** of receiving the department head's response. The division dean will review the matter and contact the student **within 5 business days** with a decision.
4. If the student wishes to appeal the division dean's resolution, the student must notify a student conduct officer **within 2 business days** of receiving the division dean's decision that he or she would like the matter reviewed by the Disciplinary Review and Grievance Committee (DRGC).
5. The conduct officer will forward all documents to the DRGC Chair and contact the student **within 5 days** to schedule the DRGC committee hearing. The decision of the DRGC will be final and not subject to appeal.
6. At whatever stage the grievance is concluded, either due to amicable resolution or time limitations, all documentation should be maintained by a student conduct officer in accordance with the state records and retention policies.

The College recognizes that under certain circumstances, students may be justified in initiating their appeal at the department head level. Students who choose to communicate their appeal to the department head first, instead of to the instructor, must include the justification for doing so.

5. Course Grade Appeal Policy

1. Faculty Responsibility for Grades

A part of faculty responsibility at Wake Technical Community College is the assignment of student grades according to methods that are professionally acceptable, communicated to everyone in the class, and applied to all students equally.

A student who has a disagreement with an instructor's professional judgment in grading should attempt to resolve the matter through dialogue with the instructor who issued the grade. The college believes that the preservation of the institution's academic integrity requires that the college ordinarily refrain from review of or

participation in an instructor's evaluation of student performance in cases where the instructor is merely using his or her professional judgment.

However, the college acknowledges that, on occasion, exceptional circumstances may arise in which a student should have the opportunity to appeal the grade for a course. When circumstances warrant, a student may make use of the following appeals process.

In the event the student is contending that the disputed grade was rendered on account of or was influenced by the student's age, race, sex, national origin, religion, or disability, the student must utilize the grievance procedure in lieu of the procedure described below.

2. **Course Grade Appeals Process**

1. A student who wishes to contest a course grade must initiate the appeals process with the instructor of the course within **fifteen (15) business days** of the posting of that semester's final course grades. Click here to complete the [Final Course Grade Appeal Request Form](#).
2. Within **five (5) business days** of the appeal, a student who is unable to resolve the disagreement with the instructor, and who wishes to appeal the grade beyond the authority of the instructor, must complete a Grade Appeal Form, which then becomes the document of record. This form is available from the department head.
3. Within **five (5) business days**, the department head will decide whether a review of student work is required, and if necessary, the manner by which any such reviews of student work will be performed. The department head will also decide on an appropriate action.
4. A student who is unable to resolve the disagreement through dialogue with the department head may appeal, within **five (5) business days**, to the academic dean of the division. The academic dean will investigate, and within approximately **five (5) business days**, decide on an appropriate action. The academic dean's assessment will be considered final.

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Violations of this policy may result in immediate dismissal from the Pharmacy Technology Program (see Dismissal Policy)

CORRECTIVE & DISCIPLINARY ACTION

Students found to have violated any of the policies of the Pharmacy Technician Training Program, or Wake Tech may be subject to corrective and/or disciplinary action.

- The **first instance of violation** will result in a student counseling session that occurs between the instructor and the student. In this session, the instructor will explain the violation to the student and lay out a plan of action to assist the student in maintaining compliance with all Pharmacy Technician Training Program policies. Both the student and instructor will sign the Student Counseling form. A copy of the signed form will be given to the student and the original will be placed in the student's course file. Primary violations will result in the student being placed on program probation, which consists of

one month of close monitoring of the student's compliance with Pharmacy Technician Training Program policies at clinical and in the classroom.

- The **second instance of violation** will result in a student counseling session that occurs between the Pharmacy Technician Training Program Department Head, the instructor, and the student. In this session, the Pharmacy Technician Training Program Department Head will explain the violation to the student and lay out an agreed upon plan of action to assist the student in maintaining compliance with all Pharmacy Technician Training Program policies. All parties will sign the Student Counseling form. A copy of the signed form will be given to the student, and the original will be placed in the student's file.
- The **third instance of violation** will result in removal of the student from the Pharmacy Technician Training Program and reporting the student for violations of Academic Integrity or the Code of Student Conduct. The student will receive a grade of 'F' for the PHM courses in which they are enrolled.

****Students should be aware that certain policy violations are more egregious than others and that penalties may be more severe in instances of such a violation. Examples of such a violation would include, but are not limited to: cheating, plagiarizing, falsifying clinical information, contravening a direct order, or breaching confidentiality. Consequences for grievous violations of policy may include immediate dismissal from the Pharmacy Technician Training Program.**

EXPERIENTIAL ASSIGNMENTS

The Pharmacy Technician Training Program faculty recognize the importance of the student receiving clinical assignments prior to the actual experience. Students will receive their clinical assignments at the beginning of Part 2. All attempts will be made to provide a clinical site within reasonable travel distance for each student. Students may be required to drive up to 40 miles from the Perry Health Science Campus to their clinical site. However, the faculty reserves the right to make adjustments in clinical assignments as needed to ensure each student is receiving adequate clinical experience and the clinical sites are able to provide the experience. Students are not allowed to refuse a clinical assignment.

DRESS/UNIFORM POLICY

Pharmacy Technology students will be professionally dressed while in class, lab, and while completing the clinical experiential rotations. Their appearance and dress should reflect well on themselves, their pharmacy, their college and the Pharmacy Technology Program.

Students are expected to conform to the following dress code:

- 1.) Black scrubs will be worn for lab and clinical rotations, and for required virtual class meetings. Students are only allowed to wear black scrub jackets or a solid white or black long-sleeve shirt, should they need a long sleeve alternative. Attire should be neat, clean, wrinkle-free, and should fit appropriately. Scrubs should not be stained, soiled, or covered in pet hair.

Scrubs that are deemed too long, too short, too loose, too tight, or too revealing are unprofessional and unacceptable. Scrub pant legs should not drag the floor.

2.) Shoes or footwear must be safe, comfortable, and clean. The shoes must be flat, closed toes and heels, and have non-slip soles. Socks should be worn with shoes. Bare feet, flip-flops, clog style Crocs, and sandals are not permitted.

3.) The Wake Tech ID name tag must be worn on the chest and must be worn at all times on Wake Tech property and at the experiential site. Name tags should not be defaced in any manner, with the name visible. If the experiential site requires a facility-made badge, the facility badge should be worn in addition to the college badge.

4.) While in uniform, hair **MUST** be clean, neat, and professional. Hair will be maintained in such a manner that it will not obstruct care. Long hair **MUST** be secured. No extreme hair colors will be allowed (i.e., green, pink, purple, blue, etc.). No insignia or designs should be shaved into the hair. Facial hair such as mustaches or beards must be groomed to be appropriate in the hospital setting.

5.) Fingernails **MUST** be clean and short (no longer than ¼ inch in length). No colored nail polish or artificial nails are allowed.

6.) No jewelry is to be worn except wedding rings and a watch. **ONE** pair of small stud earrings may be worn in the ear lobes. Therefore, only one earring per ear may be worn. They will **NOT** be worn visibly anywhere else (i.e., lips, nose, eyebrow, tongue, etc.). Ear gauges, plugs, and tunnels, as well as facial stud implants are prohibited. No dangling jewelry should be worn. Official hospital or professional pins are acceptable.

7.) Shaded glasses may be worn on duty in the building only if medical verification of the need is submitted and approved.

8.) Personal hygiene **MUST** be maintained. Students should be neat, clean, practice good hygiene, and wear cosmetics in moderation. Body odor, cigarette odor, perfume, cologne, and other fragrance items will **NOT** be tolerated. Students be sensitive to the use of scents, as they may be offensive to some patients, coworkers, or classmates, and cause allergic reactions. Cosmetics must not be worn in the facility clean rooms.

9.) Ear buds, headphones of any sort are not to be worn during any class, lab, or clinical rotation.

10.) Students who need to return to their clinical site to gather additional information or items must wear appropriate professional dress and a name badge.

Faculty and preceptors reserve the right to deny the student entry into the classroom, lab or clinical area when the dress code is not followed. Faculty and preceptors also reserve the right to instruct a student to leave the classroom, lab or clinical area and site when the dress code is not followed. Any absences will be documented.

BEHAVIOR WHILE IN UNIFORM

While in uniform on and off campus, you are representing Wake Tech Community College and the Pharmacy Technician Training Program. Students are expected to conduct themselves in professional and ethical manner while in uniform. Students seen acting unprofessionally and unethically while in uniform on or off campus will be held accountable for their actions and can be disciplined.

ATTENDANCE

Attendance in the classroom, lab, and clinical experience is vital to the accomplishment of the goals and objectives.

Traditional Classroom and Laboratory

To remain officially enrolled in the course, all students must enter class/lab prior to the class 10 percent (census) date, which is the date set by the state for reporting purposes. Regular and punctual attendance is expected of all students in order for them to achieve their potential in class/lab and to develop desirable personal traits necessary to succeed in employment. Class/lab attendance is calculated from the first scheduled class meeting to the last scheduled class. **Late arrivals and/or early departures will count toward total absences. A late arrival is defined as arriving more than 5 minutes after the scheduled start time. An early departure is defined as leaving any time prior to the scheduled end time. Leaving class more than once during a class period will be considered an early departure. Any combination of three late arrivals or early departures will be counted as 1 absence.** Students may not miss more than 10% of the total class/lab time or they will be automatically withdrawn from the course. **Make-up labs will not be given; therefore, it is imperative that students attend every lab.**

Students are responsible for material covered and assignments regardless of whether you are present. Students must accept full responsibility for class presentations, handouts, activities, announcements, assignments, projects, and examinations missed due to absence. If students miss any materials due to absence, it is the students' responsibility to contact the instructor to see if work can be made up.

Note: Absences, late arrivals, and early departures will impact your final grade. Refer to the Behavior Rubric that includes absences, late arrivals, and early departures. The Behavior Rubric will be used to calculate a behavior grade for each course. The behavior grade will count 20% of the final grade for every PHM course.

For extenuating circumstances (i.e. death, hospitalization, jury duty) along with proper documentation, consideration is under the discretion of the instructor and will be made on a case by case basis. Any documentation provided is subject to verification by the instructor. Prescheduled doctor appointments during class will not be excused. The instructor must be notified within 24 hours of the test date.

Online Courses

As outlined in the Wake Technical Community College Student Handbook, a minimum of 90% attendance is expected, and the student is expected to be punctual. Attendance for online courses

will be recorded at the end of each week. Students that complete all course work assigned that week will be recorded as “present”. Thus, students that do not complete any course work assigned for that week, will be recorded as “absent”. Students that complete some, but not all course work for that week will be recorded as “tardy”. Three tardies will equate to one absence. “Completion of all course work” includes being present for any scheduled meetings by the instructor and participation in group activities. During virtual meetings, students are required to have their webcams turned on so the instructor can see the student at all times during the meeting.

Experiential

The work schedule for each rotation will be determined with the preceptor on the first day of the rotation. The agreement form between the student and clinical site should be completed at that time. The original form should be given to the clinical instructor, and copies should be retained by the preceptor and student. Students are expected to arrive promptly for clinical assignments and stay for the entire shift. A late arrival is defined as arriving after the pre-determined time on the “Student/Preceptor Agreement”. An early departure is defined as leaving any time prior to the scheduled end time. Three tardies, three early departures, or a combination of both will constitute a clinical absence, which means the total number of hours for 1 clinical day will need to be made up. Students who are unable to attend due to a personal issue or who will be arriving late are **required** to notify the preceptor **AND** instructor **before** the scheduled time of arrival. If a student must leave early, the student must notify the preceptor and instructor at the beginning of their shift. In the event of inclement weather, the student is responsible for notifying the preceptor of the closing or delay, at least one hour prior to the scheduled start time. Failure to notify the preceptor and instructor prior to the absence, tardy, or early departure will result in a formal reprimand and a reduction in the clinical course grade. A reprimand form will be completed and will become a part of the student’s record. A second formal reprimand at any time, while enrolled in the Pharmacy Technician Training Program, will result in **immediate dismissal**. The student will receive a copy of this form. On the first day of the rotation, the student should determine who to contact if the preceptor is not available. **Students may not miss experiential time for SGA or Athletic related events.** Students cannot miss more than 10% of the total course hours. All clinical time **MUST** be made up in the rotation it was missed. Making up time does not “reset” the 10%.

TEST TAKING POLICY

Traditional Courses/Labs

1. If a test is scheduled for a particular class period, all desks should be clear, and pencils sharpened before the class begins. Place all notebooks, papers, textbooks, and instructional materials out of sight. Doing these things before test time will allow you to have more time to take the test.
2. Do not write on the desks or anywhere other than your test paper. If additional paper is needed, it will be provided by the instructor.

3. Do not select more than one answer on a multiple-choice test unless indicated. More than one answer to a question will be counted as wrong. Write each answer clearly. On multiple-choice tests, use all capital letters. For example, write A, B, C, D, etc. Do not use lowercase letters. If the instructor has difficulty reading an answer on your writing, it will be marked wrong.
4. There will be absolutely no talking after a test has begun.
5. Students are not to leave the classroom for any reason during a test unless it is an emergency, and the instructor has given the student approval to leave.
6. Students are not allowed to wear smart watches, ear buds, or headphones during tests.
7. Only basic calculators can be used during tests. The instructor will provide the student with a calculator to use if the student does not have one. Sharing of calculators is prohibited as is the use of a calculator on a cell phone.
8. There will be absolutely no talking outside the testing area during the test time as it disturbs those still taking the test. Go outside of the building or to an area away from the testing site to talk.
9. Exams will be given at the start of the class period. If a student should arrive to class after an exam has begun, the student must wait until all classmates have completed the exam before they may enter the room and begin theirs. They will not be given extra time to complete their exam. For example: if the instructor has allowed 1 hour to take the exam and a student arrives to class late, he or she must wait until all students have completed the exam to begin theirs. If it takes the other students 45 minutes to complete the exam, the student will only have 15 minutes to complete their exam.
10. Make-up up tests must be arranged by the student and will ONLY be given the next day the student is on campus, and ONLY if the absence was deemed excusable. If the student does not contact the instructor to arrange the make-up test, the instructor will give the student a grade of "0". Instructors are not responsible for arranging make-up exams. Excusable absences include a sickness accompanied by a note from a health care provider, a verifiable death of an immediate family member (parent, spouse, child, grandparent, or sibling), or other extenuating circumstances to be submitted to the Program Director in writing for approval no less than 1 month prior to the test date. If the absence is not deemed excusable, the student will not be allowed to make up the test or quiz.
11. At no time should a student take a photo of any test or quiz. All tests and quizzes are property of the college. Taking a photo of a test or quiz is considered cheating and will result in a grade of "0".
12. Any student who cheats will receive a failing grade of "0". The student will be dismissed from the program in accordance to the Wake Tech Academic Integrity Policy.
13. All tests will have a time limit. Students will not receive additional time to take a test unless they have provided documentation from Disability Support Services (DSS) to allow for such accommodations to be made.

Online Courses

1. All tests and quizzes must be taken online with approved WTCC online proctoring software such as Respondus.

2. Students will be required to show their Wake Tech ID badge prior to beginning their quiz/test.
3. Students must have a web camera on their computer and it must be turned on for the entirety of the test or quiz.
4. Online students are required to take/quizzes tests in the modules they are assigned. Tests/quizzes that are not completed in the assigned module/week, will receive a grade of “0”.
5. All tests will have a time limit. Students will not receive additional time to take a test unless they have provided documentation from Disability Support Services (DSS) to allow for such accommodations to be made.
6. At no time should a student take a photo of any test or quiz. All tests and quizzes are property of the college. Taking a photo of a test or quiz is considered cheating and will result in a grade of “0”.
7. Any student who cheats will receive a failing grade of “0”. The student will be dismissed from the program in accordance with the Academic Integrity Policy.
8. If the student is taking a test or quiz that requires proctoring software and they are required to use a calculator, the student may only use a basic calculator that cannot store information. It is recommended to use a basic solar powered calculator.
9. No smartwatches, ear buds, or headphones are allowed during exams or quizzes.
10. Students who do not complete a test or quiz during the assigned week will receive a grade of “0” and will not be allowed to make-up the missed quiz or exam.

LATE ASSIGNMENT SUBMISSION POLICY

All assignments and projects are expected to be submitted on or before the due date assigned by the course instructor. Assignments and projects that are not submitted by the assigned due date will be subjected to a 25 point per day penalty. Assignments and projects not submitted by the 4th day following the due date will receive a grade of “0”.

COMPLETION POLICY

Pharmacy Technician Training students complete the program upon meeting the following requirements:

1. Successful completion of Part 1 and Part 2 of the Pharmacy Technician Training Program with a grade of “C” or higher.

DISMISSAL POLICY

Justifiable grounds for dismissal from the Wake Technical Community College Pharmacy Technician Training Program include, but are not limited to:

1. Violation of the Student Code of Conduct set forth in the Wake Technical Community College Catalog.
2. Behavior which conflicts with safe and ethical practice as outlined within the Ethics Policy of this policy manual.
3. Dismissal from a clinical site
4. Inappropriate use of electronic devices (e.g. cell phones, iPads, or other devices)
5. Performing procedures without instructor's supervision and/or permission.
6. Refusal to submit to a request by the program director, faculty, and/or clinical affiliate for substance abuse screening. (See Substance Abuse Policy)
7. Violation of the Academic Integrity Policy.
8. Falsification of patient information and/or documents
9. Withholding information or providing false information relative to patients and/or actions of self and others.
10. Falsifying any documents required by the school or program.
11. Failure to complete all clinical requirements by the designated deadline.
12. Reaching level III in the Corrective or Disciplinary Action policy
13. Violation of any of the rules and policies listed in this policy manual.
14. Students must maintain a grade of 77 or higher in Part 1 and Part 2 of the Training Course in order to stay enrolled

The Pharmacy Technician Training Program faculty acknowledge the seriousness of these actions. Students who commit any of these offenses will be dismissed immediately and will receive a grade of "F". **Future readmission into the Pharmacy Technician Training Program may be jeopardized.**

The student with physical or emotional health problems that threaten the health or well-being of any member of the academic community or seriously disrupts the function and good order of the College may also be dismissed from the program. If the student has maintained a passing course grade, the student may receive a grade of "W" for the course.

STUDENT EXIT INTERVIEW POLICY

Any student who exits the Pharmacy Technician Training Program prior to completion, for any reason, should complete an exit interview form with the Program Director or designated faculty. At this time, the student will be advised regarding readmission requirements and/or other academic options.

Students must also complete a change of program of study in the office of enrollment and student success. Students must surrender any clinical ID badge obtained while in the program to the Program Director at the time of withdrawal from the program.

SUBSTANCE ABUSE POLICY

Health Science program students are expected to adhere to the Drug and Alcohol Policy established for all Wake Technical Community College students. (The Drug and Alcohol Policy can be found at: www-dot-waketech-dot-edu/student-services/catalog/campus-policies-and-procedures) The College reserves the right to dismiss any student who demonstrates behavior which conflicts with safety essential to healthcare practice. Use of alcohol or any other drug by students is prohibited and may result in dismissal from the program. Any student who is suspected of being under the influence of any substance will be required to submit to an immediate drug screening, including blood, hair, and/or urine, at the student's expense. The student will: (a) have screening performed immediately upon request by instructor or facility, (b) be responsible for cost of testing. Additionally, students may be asked to submit to random drug screenings at their clinical sites. Failure to submit to the request for drug testing will result in immediate dismissal from the program. The results of the test will be reviewed by college administration who will then make recommendations utilizing the Wake Technical Community College Substance Abuse Policy regarding the student's ability to remain in the program.

TRANSPORTATION

Students should have reliable transportation at all times while in the program. The experiential coordinator is not required to work around a student's transportation situation when placing students for experiential rotations. Students may be assigned to a clinical site up to 40 miles from the Perry Health Sciences campus.

FINANCIAL COMPENSATION

Students do not receive any financial compensation or reimbursement for their participation in the clinical experience, unless enrolled in an apprenticeship program. Students do receive valuable instruction and training from their preceptors and pharmacy sites. All financial obligations associated with the pharmacy technology education and training lie with the student, unless enrolled in an apprenticeship program.

EMPLOYMENT POLICY

Employment while enrolled in the Pharmacy Technician Training Program is discouraged. When employment is necessary, students are encouraged to limit the hours to a minimal number. The Wake Technical Community College identification **MUST NOT** be worn in any type of employment. Liability insurance does not cover students when they are in a non-clinical assignment. *Unless a student is enrolled in an apprenticeship program.

Should a student be offered a job during their clinical rotation, they may accept the position during their clinical rotation, but will be required to adhere to the following guidelines:

- 1.) The student may NOT "work" at any time on a scheduled "clinical" day.

- 2.) If the student is required to make-up “clinical time”, they may not be scheduled to “work” on the same date.
- 3.) The student will be required to submit a formal “work” schedule to their instructor on the first clinical day of every month.
- 4.) The student and student’s employer will be required to sign an agreement that lists the above conditions when the student is hired.
- 5.) The student will not receive monetary compensation during “clinical time”. They may only be compensated during “work” hours.
- 6.) The student may not complete “work” related training or “work” requirements during “clinical time”. Clinical time must solely be used to accomplish the goals and objectives required by Wake Technical Community College.

Students that are hired and must attend orientation for employment may do so. However, if the orientation date occurs during clinical, class, or lab time, time missed will count toward the attendance policy. Clinical assignments and classwork will not be scheduled around or adjusted based on employment.

FACULTY/STAFF REFERENCE POLICY

In order to serve as faculty/staff reference, each faculty/staff member that the student wishes to serve as a reference, must sign a Waiver for Reference form.

FACULTY/STAFF RESPONSE/GRADING TIME POLICY

Pharmacy Technician Training program faculty and staff understand the importance of responding to student questions, concerns, and grading student work in a timely manner.

Faculty/staff will try to respond to student emails and Blackboard messages within 24 hours. If the student emails or messages on the weekend, faculty/staff may not respond until the next business day.

Additionally, faculty will try to have all assignments, quizzes, and tests graded within 1 week of submission.

PREGNANCY DISCLOSURE

A student who becomes pregnant while enrolled in a health science program is encouraged to disclose this information to the Program Director. The student should inform the Program Director in writing and indicate the expected date of delivery.

If the pregnant student chooses to progress in the program, she will be expected to successfully complete the requirements for classroom, laboratory, and clinical for each course. Regular written clearance from the obstetrician must be on file in the student’s health record.

If the student gives birth while in the program, the student must provide written documentation from her physician stating that it is okay for her to return to class/clinical, before she may return to class/clinical.

*Students of the Pharmacy Technician Training Program are strongly encouraged to disclose pregnancies to the Program Director, as there are certain medications that women are NOT allowed to handle while pregnant.

CELL PHONE POLICY

The use of cell phones in class, lab, and clinical is prohibited. Cell phones should not be visible to the instructor during scheduled class, lab, or clinical time. If an instructor sees a student with a cell phone out, they will be asked to place it on the instructor's desk at the front of the room until the end of class. If a student has an emergency situation going on, they can let the instructor know prior to the start of class so they may keep their phone on their desk just for that class period. No cell phones will be allowed during exams.

DIVISION POLICIES



HEALTH STANDARDS

This policy is provided to protect the health of the student and that of the patients to whom he/she is assigned. Students should be in a sufficient state of health to successfully pursue the Pharmacy Technician Training Program. Communicable disease or severe mental illness may prohibit approval to register for classes when health records indicate that attendance would be detrimental to the health and/or safety of the student or others with whom the student may come in contact. Student medical forms, titers, immunizations, physical examination by a primary care provider are required for health programs. Students are required to meet health standards specific to the occupation for which they are preparing. These are generally accepted standards of physical ability to perform the requirements of the program and to engage in educational and clinical experiences in such a way as not to endanger the student, other students, or members of the public including patients, patrons, customers, minors, or other people with whom the student will come in contact as a part of the Program of Study. Some facilities may require additional testing.

A student presenting with any condition that threatens to prevent or prevents satisfactory classroom or clinical performance will be referred to Disability Support Services as deemed necessary by the program faculty. Conditions under which the student may safely carry out his/her classroom and clinical assignments must be specified by a health care provider. The recommendation of the health care provider is utilized in advising the student regarding continued enrollment in the program. The student may be allowed to withdraw.

Students should understand that employment in certain health care settings will have the same immunization requirements as listed below. Refusal to get certain vaccines could potentially affect their employability with certain healthcare organizations.

Immunization Status

In order to be in compliance with our affiliated clinical agencies, students must show proof of required vaccinations and immunizations prior to any hospital clinical experiences. Any student that does not submit ALL requirements by the deadline, WILL NOT attend Part 2. Additionally, if a student becomes non-compliant with the requirements at ANYTIME during their clinical rotation, they will be withdrawn from Part 2. A statement from the student's health care provider will be required if a student has an existing medical condition that precludes him/her from having a required vaccine or immunization. The student must then be cleared by the assigned clinical agency each semester. Students must submit a lab slip indication immunity for certain required titers. **Students may be required to have additional testing depending on the clinical affiliate contract requirements.**

***Immunizations not required for all clinical sites**

MMR (measles-mumps-rubella)

Two doses of MMR or lab reports of positive blood titers as well as a positive, quantitative, IgG Rubella titer report. Date of disease is not acceptable documentation of immunity.

Any titer shown to be negative or unequivocal would require the student to be vaccinated again with that vaccine.

Varicella

Students are required to submit documentation of two chickenpox vaccines + a positive varicella Zoster titer. Titer results must be shown. Date of disease is not an acceptable documentation of immunity.

Hepatitis B

Students are required to receive the dose series, or positive titer or signed declination form for the Hepatitis B series.

Tuberculin Skin Tests (TST)

Students are required to show two negative (0 mm) TB skin tests (2-step) or; 1 IGRA blood assay; documentation of a positive TST + negative chest x-ray + TB screening form. IN addition, the date the test was administered, the date the results were read, and the agency/office where the student received the PPD must be indicated on the Immunization Record. If a skin test is positive, or if the student has received a BCG vaccine, documentation of chest x-ray results, treatment if applicable, and TB screening is required. An annual PPD is required.

Please be advised that if a student is assigned to complete a clinical rotation at a Duke affiliated site, then a TST within 90 days of starting the clinical rotation is required.

Tetanus and Tdap Vaccines

Students are required to receive a TDAP vaccine (Adacel or Boostrix).

Flu Vaccine

Students must receive the seasonal flu vaccine by September 30th. All students' documentation must specify that the flu vaccine is from the current flu season and must clearly state the student's name, facility's name, flu vaccination administered, and the vaccination date as well as being signed by the healthcare provider. Receipts will not be accepted.

COVID-19 Vaccine

COVID vaccines are not currently required. This is subject to change at any time.

Blood Borne Infections

In compliance with hospital policies, students MUST report any known blood borne infection to the Program Director and/or designated faculty. This information will be kept confidential within the department/program. Students with known infections MUST have ongoing medical evaluations throughout enrollment in the program of study.

Documentation of this evaluation by the health care provider must be submitted to the Program Director of designated faculty. Students will be individually evaluated on the following factors:

- The physical and mental ability of the individual as determined by the health care provider's statement of the student's health status as it relates to the student ability to adequately and safely meet the objectives of the curriculum
- Whether or not a reasonable accommodation can be made that will enable the student to safely and efficiently perform the objectives of the course without significantly exposing the student or other persons to the risk of infection: and
- The student's compliance with policies concerning standard precautions
- The student's ability to provide safe patient care

If it is determined that the student's health status does not allow the student to safely and adequately meet the objectives of the curriculum, the student will be dismissed from the program. Should this occur, the student will be allowed to withdraw from the course.

***Not required for all clinical sites**

STUDENT HEALTH INSURANCE

Per affiliation agreements with our clinical agencies, students may be required to show proof of health insurance coverage. Evidence of this requirement must be fulfilled with a copy of a health insurance card with the policy holder's name and policy number. This information must be on file, in the program office, prior to the start of any clinical experience.

***Not required for all clinical sites**

PROFESSIONAL LIABILITY INSURANCE

Wake Technical Community College has professional liability insurance policies for all students participating in the clinical experience. The policies cover the student up to a maximum of \$2,000,000 per occurrence and \$5,000,000 per year. Students must recognize that the endorsement to the policy states that the coverage is terminated when the student graduates or ceases to be engaged in activities required by the college's curriculum. Cost for the professional liability insurance is included in the fall semester tuition and fees. Students should review their tuition/fee statement each semester carefully to determine that this has been included. Students who have not paid may not attend the clinical rotation and will be counted absent for the day(s) missed until the liability insurance fee is paid.

STUDENT ACCIDENT INSURANCE

The Student Accident Insurance, paid by the college using student activity funds, provides coverage to all registered and enrolled curriculum students for covered injuries sustained while the insured student is participating in activities sponsored or supervised by the school. North Carolina Community and Technical Colleges Student Accident Insurance brochure is available in the Student Services office.

CPR CERTIFICATION

Current 2-year BLS (Basic Life Support) CPR Certification for Healthcare Providers may be required. On-line CPR classes are NOT accepted. The class must be a hands-on CPR certification class. A front and back copy of the student's signed CPR card is required. This card may also be submitted in an electronic format but must include the same information as the paper version of a CPR card.

*Not required for all clinical sites.

CRIMINAL BACKGROUND CHECK/DRUG SCREENING POLICY

All students admitted to the Health Science Programs will submit to a criminal background check, initial drug screening, and random drug screening as directed by affiliating clinical agencies. Each year in the program, students will be required to submit to another criminal background check. Students will also incur the costs of this testing. Clinical agencies reserve the right to deny any student access based on criminal background and drug screening results. This denial will result in the inability of the student to successfully complete the program. Additionally, students are required to notify Mrs. Natale within 72 hours of any charges received after the original criminal background screening.

DISABILITY POLICY

The mission of Disability Support Services is to adapt Wake Tech's general services to the individual and specialized needs of students with physical, psychological, and learning disabilities for the purpose of providing equal access to all programs and facilities for "otherwise qualified" students with disabilities. Wake Tech seeks to comply fully with the Americans with Disabilities Act and the Rehabilitation Act. Our goal is to integrate students with disabilities into the college and to help them participate and benefit from the programs and activities enjoyed by all students.

If you are a person with a documented disability who requires accommodations to achieve equal access to Wake Tech facilities, academic programs or other activities, you may request reasonable accommodations (as defined by the Americans with Disabilities Act and the Rehabilitation Act).

If a student should become disabled physically or psychologically while in the program, they would be required to present a written statement from their physician approving their continuation in the program without restrictions or advising their discontinuation until the time that recovery has taken place.

Information on Wake Tech Disability Support Services can be found at:
www-dot-waketech-dot-edu/student-services/disability-support-services/current-dss-students
or by calling their office at 919-866-5670.

- "Additional time" accommodations for lab skill check-offs and practicals are not permitted for health science lab courses.

SOCIAL MEDIA POLICY

Faculty cannot communicate via social media with any student while enrolled at Wake Technical Community College. Only designated employees and students may officially engage in social media outlets on behalf of WTCC.

Background:

Social networking sites can benefit healthcare and educational programs in a variety of ways, including fostering professional connections, promoting timely communication, as well as educating and informing consumers and healthcare professionals. Social media such as Facebook, LinkedIn, Twitter, Wikipedia, Instagram, Snapchat, and other have grown in popularity and application, allowing users to post content and pictures with virtually anyone. Organizations, including healthcare institutions, are rapidly integrating the use of social media into their education, outreach and marketing strategies.

While this creates new opportunities for communication and collaboration, it also creates vulnerabilities for individuals and institutions, especially those involved in the healthcare environment. Without caution, these communication methods may result in the healthcare provider disclosing too much information, and violating patient privacy and confidentiality.

Purpose:

The Department of Health, wellness, and Human Services supports the use of social media to reach audiences important to the College such as students, prospective students, faculty, and staff. The College presence or participation on social media sites is guided by college policy. This policy applies to students who engage in internet conversations for school-related purposes or school-related activities such as interactions in or about clinical and didactic course activities. Distribution of sensitive and confidential information is protected under HIPAA and FERPA whether discussed through traditional communication channels or through social media.

Social media includes text, images/pictures, audio and video communicated via such tools as:

- Blogs, and micro-blog such as X
- Social networks, such as Facebook (outside of WTCC Official Facebook), Instagram, Snapchat
- Professional networks, such as LinkedIn
- Video sharing, such as Youtube and vlogs (video weblogs)
- Audio sharing, such as podcasts
- Photo sharing, such as Flickr and Photobucket, and
- Social bookmarking, such as Digg and Redditt
- User created web pages such as Wikis and Wikipedia, and
- Any other internet-based social media application similar in purpose or function to those applications described above.

Social Media Guidelines:

- Use of social media is prohibited while performing direct patient care activities or in clinical work areas.
- It is expected that during clinicals use of PDAs and other devices employed for social media will be used only as authorized by faculty. If a PDA is combined with a cell phone, it is expected that the cell phone aspect of the device is silenced.
- No personal phone conversations or texting or picture taking are allowed at any time while in patient/client areas or in the classroom. If the student needs to respond to an emergency text or phone call during class, the student is asked to leave the classroom and respond as deemed necessary.
- Use of computers (PDAs, Notebooks, etc.) during class shall be restricted to note taking and classroom activities. Use otherwise is distracting for not only the student involved in the activity but those in the immediate area/vicinity.
- No student shall videotape or audiotape instructors, fellow students, or the Program Director for personal or social media use without the express written permission of the faculty or fellow student
- Students may not bully, harass, or defame another student, instructor, or staff member of WTCC on their social media account.
- Anything posted by the student in their program uniform on social media must adhere to our professionalism, code of ethics, and other program policies.
- HIPAA guidelines must be followed at all times. Identifiable information concerning clients/clinical rotations must not be posted in any online forum or webpage.
- Ultimately, you have sole responsibility for what you post. Be smart about protecting yourself, your and others privacy, and confidential information.

Considerations:

- There is no such thing as a “private” social media site. Search engines can turn up posts years after the publication date. Comments can be forwarded or copied. Archival systems save information, including deleted postings. If you feel angry or passionate about a subject, it’s wise to delay posting until you are calm and clear-headed. Think twice before posting. If you are unsure about posting something or responding to a comment, ask your faculty. If you are about to publish something that makes you even the slightest bit uncertain, review the suggestions in this policy and seek guidance.
- Future employers hold you to a high standard of behavior. By identifying yourself as a Wake Technical Community College student through postings and personal web pages, you are connected to your colleagues, clinical agencies, and even clients/patients. Ensure that content associate with you is consistent with your professional goals.
- Health care students are preparing for a profession which provides services to public that also expects high standards of behavior.
- Respect your audience
- Adhere to all applicable college privacy and confidentiality policies.
- Employers are increasingly conducting web searches on job candidates before extending offers. Be sure that what you post today will not come back to haunt you.

Consequences:

- Violations of patient/client privacy with and electronic device will be subject to HIPAA procedures/guidelines and consequences.
- Students who share confidential or unprofessional information do so at the risk of disciplinary action including failure in a course and/or dismissal from the program.
- Students who violate any of the Social Media Guidelines will receive disciplinary action and/or dismissal from the program.

PUBLICITY RELEASE POLICY

Photographs are often needed for promotional material or videos for a variety of reasons (i.e. Graduation, recruitment, etc.) In order to participate, each student will need to sign a Publicity Release Form. If you do not wish to participate, you will still need to sign the form, but write “Decline Participation” in the open space on the left.

SEXUAL HARASSMENT POLICY

Sexual harassment complaints should be directed to Amy Hall, Vice President and Chief Human Resources Officer or the Sr. Dean for Special Projects and Campus Conduct, Karen Phinazee.

INCLEMENT WEATHER POLICY

Information about the closing of the college because of inclement weather will be announced via Wake Tech Warn, social media, and on local radio and television stations and will be posted on Wake Tech's website. In the event that bad weather occurs after the opening of the college, announcement of the dismissal of classes will come from the administrative officer in charge at that time.

ONLINE classes continue as scheduled, including online portions of hybrid classes. Students should check their online course site (Blackboard, Moodle, etc.) for class specific information and assignments.

When inclement weather occurs:

- If the college is closed, all classes and clinicals, at all sites are canceled.
- If evening classes are cancelled, all evening classes at all sites are canceled.
- If there is a delayed opening, any class with 30 or more minutes of instructional time remaining will meet. Students should check Blackboard for information about their courses. The campus officially opens at 8:00 am. If classes are delayed, the delay time will be calculated from the official opening time.
- Students that participate in an apprenticeship, can use their discretion whether they go to their clinical site during an inclement weather event, however, the time spent at the

clinical site cannot be counted towards their “clinical” time. The time must be counted as “apprenticeship” hours.

You can determine if your classes are cancelled by:

- Checking your Wake Tech email and course announcements in Blackboard
- Checking the Wake Tech website
- Checking local media stations or their websites for the latest information.

All Wake Tech email addresses are automatically registered to receive inclement weather alerts via the Wake Tech Warn emergency alert system. To add additional email addresses or phone numbers to receive text message alerts, visit warn.waketech.edu.

RELIGIOUS OR SOLEMN OBSERVANCE POLICY

The college authorizes two excused absences from classes each academic year for religious or solemn observances. For the purposes of this policy, an academic year begins on the first day of fall classes in August and ends on the last day of summer classes in July each year. Students requesting absence from class for religious or solemn observance must complete the Religious or Solemn Observance Absence Request Form and obtain instructor approval **at least two weeks prior** to the date of the absence. Students who miss class for religious or solemn observance will be granted the opportunity to make up work missed due to the absence.

GRADUATE FOLLOW-UP

All of the WTCC Health Programs meet requirements and standards of approval and /or accrediting bodies. One piece of the approval or accrediting process requires each program to do follow-up surveys on graduates. All graduates are encouraged to participate in these graduate follow-up surveys.

Online Learning



ONLINE LEARNING OVERVIEW

Wake Technical Community College offers students two options for online learning: online courses and hybrid courses. These options allow scheduling flexibility not possible in traditional, seated classes. Each course is taught by a qualified instructor who develops the course to achieve learning outcomes comparable to those in a seated class. The instructor provides a syllabus and course guidelines and serves as the facilitator of the course. Costs, credit hours earned, and support services provided are the same as for seated courses. Students interested in online courses can learn more at online.waketech.edu/.

ONLINE COURSES

Online students in online courses may be invited to an orientation session or other meetings on campus and may be required to take proctored exams, but all coursework is completed online through Wake Tech's Learning Management System, blackboard.waketech.edu. Students must have access to a personal computer with Internet connection and browser software, and must know how to navigate the Internet and perform basic computer functions, including the use of word processing software, if applicable for their course. Before enrolling in an online course for the first time, students must:

1. Review the information on the Online Learning website, www-dot-waketech-dot-edu/student-services/online-learning

Students must complete the Course Entry Quiz during the first 10% of the course. The quiz is available on the first day of class, on the course website in Wake Tech's Learning Management System. Students who fail to complete the quiz within the required time will be immediately marked as "NA" (Never Attending) and removed from the class.

HYBRID COURSES

Hybrid courses combine regular classroom meetings with internet instruction, reducing the number of hours a class meets on campus during the semester. The instructor determines the class schedule, which is published online. Students must have access to a personal computer with internet connection and browser software and must know how to navigate the internet and perform basic computer functions, including the use of word processing software, if applicable for their course.

Before enrolling in a hybrid course, students must:

- Review the information on the [Online Learning](https://online.waketech.edu/) website, online.waketech.edu/.

Students must complete the Course Entry Quiz or physically attend a seated class during the first 10% of the course.

TECHNOLOGY OUTAGES/ISSUES

In the event of a technology outage or issue, students should notify their instructor immediately, so the issue is documented and allow for special accommodations to be made.

COMMUNICATION

Because online and hybrid courses have limited face-to-face contact between students and instructors, communication is especially important in distance education courses. Students are encouraged to communicate with their instructors via email. Instructors will provide feedback to student questions within 24-hours during the week, and within 48 hours on the weekends.

TESTING CENTERS

Internet and hybrid course instructors may require students to take tests on campus in a proctored environment. Distance Education Testing Centers are located on the Southern Wake, Scott Northern Wake, Western Wake, and Perry Health Sciences campuses. Students must present a valid student identification badge, driver's license, or passport prior to taking a test. For additional information, visit the Distance Education Testing Center's web page: www-dot-waketech-dot-edu/student-services/online-learning/technical-support/eltc or call 919-335-1071.

Additional Distance Education Testing Centers may be available at other NC Community Colleges. Special arrangements will need to be made in advance for students to utilize these facilities. Students will need to inform their instructor and Program Director at the beginning of the course, if they would like to test at another community college.

LIBRARY RESOURCES

Students enrolled in online courses have access to all Wake Tech libraries. The library website, www-dot-waketech-dot-edu/student-services/libraries, is available to all students and provides information on electronic and print databases, interlibrary loans, loan periods, and hours of operation. The website also has links that provide access to other libraries, resources, search engines, and services such as NC LIVE.

Appendices



Wake Technical Community College

Pharmacy Technology

Technical Standards

The following listing has been prepared to assist you in understanding the technical standards of the Pharmacy Technology program in order to affiliate in the clinical agencies and ultimately practice the profession. The technical standards as stated herewith are not conditions of admission to a program of study. Rather, they reflect performance abilities that are necessary for a student to successfully complete the requirements of the specified Health Sciences program.

It should be noted that under the Americans with Disabilities Act “A qualified person with a disability is one who can perform the essential function of a job with or without reasonable accommodation.”

The purpose of this document is to notify prospective Pharmacy Technician Training students of these technical standards to enable them to make an informed decision regarding enrollment in the Pharmacy Technician Training Program at Wake Technical Community College.

Technical Standard	Examples of Activities (Not All-Inclusive)
Cognitive ability: • Demonstrate critical-thinking ability sufficient for collecting, analyzing, and integrating information and knowledge in order to safely and accurately process primary care provider orders and promote positive patient outcomes and professional behavior. • Exhibit ability to follow policies and procedures required by clinical and academic settings. • Exhibit ability to organize and prioritize tasks. • Exhibit ability to function effectively under stress and time constraints. • Exhibit awareness of, and ability to work with, diverse populations.	• Demonstrate problem solving abilities (measure, calculate, reason, prioritize, and synthesize data). • Understand and recall complex information and apply to new situations. • Perform calculations. • Organize and prioritize multiple tasks; integrate and analyze written, verbal, and observed data regarding patient care. • Manage distractions. • Follow a process from start to finish utilizing sequential established policies and procedures. • Utilize sound judgment and safety precautions. • Understand the rationale for, and comply with, HIPAA standards, especially confidentiality.

• Exhibit ability to follow policies and procedures required by clinical and academic settings.	• Process prescriptions and/or prepare compound medications Description (Performed consistently and dependably) • Demonstrate ability to be familiar with, and acquire a knowledge base of, brand/generic names of the most commonly prescribed medications. • Demonstrate ability to read and interpret handwritten prescriptions. • Process prescriptions in an accurately and timely manner that matches level of training and pharmacy's demands. • Demonstrate the ability to assist accurately with all patient care duties and pharmacy procedures.
Communication Ability: • Demonstrate ability to speak, read, comprehend, and write English at a level that meets the need for clear and effective communication with instructors, peers, other healthcare professionals, and patients. • Demonstrate ability to adjust non-verbal and verbal language appropriately to meet the needs of the multilingual and culturally diverse patients, families, and colleagues.	• Understand written and verbal English communication and follow directions explicitly. • Read and interpret common medical/pharmacy abbreviations. • Understand patient information and provide verbal feedback. • Interact and establish rapport with individuals, families, and groups from diverse populations. • Read and respond to professional emails in a timely manner. • Provide explanations and teaching. • Demonstrate empathy.
Interpersonal/Intrapersonal Skills and Behavior: • Demonstrate emotional and psychological stability sufficient to function under stress and to adapt to ever-changing situations. • Follow a professional code of ethic.	• Display a caring attitude. • Demonstrate professional behavior in classroom, lab and clinical settings; including, but not limited to, appropriate personal hygiene, timeliness, preparation, and concentration. • Demonstrate empathy for patients and peers, exhibit sensitivity to the needs of others', and treat all with dignity and respect. • Demonstrate awareness of other's reactions and understanding of why they react the way they do. • Respond calmly to, and remain focused during, stressful situations.

	• Respond professionally and appropriately to emergency situations. • Maintain composure in clinical and didactic environments. • Establish productive working relationships. • Work independently or in a team. • Interpret non-verbal communication.
Visual Ability: • Demonstrate visual acuity sufficient for reading, evaluating, and processing prescriptions, labels, and packages of all types.	• Read numbers and letters in fine print, such as would appear on prescription labels and patient package inserts accurately. • Differentiate solid dosage forms by size, shape, and color. • Demonstrate ability to accurately distinguish demarcations and be able to calibrate all equipment used to weigh, measure, and dispense medication. • Read Roman numerals accurately. • Read medication labels, and draw up and read syringe volumes accurately. • Perform visual inspections of preparations for discolorations, precipitations, bubbles, clumps, etc. on compounded sterile and not-sterile preparations.
Auditory Ability: • Demonstrate hearing acuity sufficient to communicate and interact with patients, pharmacists, and other health care professionals.	• Hear and communicate clearly in person and by telephone. • Hear conversations well enough to communicate with patients, peers, instructors, and other health care providers. • Listen for awareness of equipment function or malfunction and/or emergency signals.
Tactile Ability: • Demonstrate tactile ability sufficient for preparation and compounding of sterile and non-sterile products. • Demonstrate ability to put on and remove Personal Protective Equipment, or PPE.	• Manipulate syringes and dispose of needles safely. • Manipulate vials, ampules, and medication packaging. • Calibrate and use equipment. • Demonstrate ability to put on and remove gloves, gown, shoe covers, mask, protective eyewear, and head covering.
Olfactory Ability: • Demonstrate olfactory ability sufficient to detect unusual odors/smells in the environment.	• Detect malodorous or unusual odors of medicines. • Distinguish smells which adversely affect the environment (fire, noxious fumes, etc.). • Tolerate exposure to various chemical odors.

Strength and Mobility: • Demonstrate physical abilities and strength sufficient to perform clinical and administrative duties. • Demonstrate strength sufficient to lift heavy objects. • Demonstrate ability to move in tight quarters. • Demonstrate ability to freely walk, stand, sit, squat, balance, climb, reach, grip, lift, pull, and push as needed in the performance of clinical duties.	• Demonstrate ability to maneuver in small spaces (walk, stand, and bend over). • Squat, bend/stoop, reach above shoulder level, kneel, and use standing balance. • Demonstrate ability to withstand repetitive hand, fine motor movements, and manual dexterity without incident. • Squat, bend/stoop, reach above shoulder level, kneel, and use standing balance to place medications in the proper place. • Lift and/or carry up to 50 pounds safely and exert up to 100 pounds force for push/pull utilizing a cart with wheels.
Motor Skills: • Demonstrate gross and fine motor abilities sufficient to effectively prepare, package, carry, and deliver medications in a timely manner. • Demonstrate physical ability sufficient to maneuver in small spaces (including standing, walking, bending, and range-of-motion of extremities).	• Calibrate, adjust, use, and clean equipment. • Demonstrate fine motor skills required to safely manipulate syringes and needles. • Manipulate vials, ampules, and medication packaging. • Load paper and labels in printer or automated medicated dispensing machines. • Demonstrate keyboarding skills sufficient to complete data entry and/or clinical duties in a timely manner. • Perform Cardiopulmonary Resuscitation (CPR) on a patient if needed.
Physical Endurance: • Demonstrate sufficient physical endurance to complete assigned periods, the required shift, and assigned tasks.	• Work 8- to 12-hour shifts on AM or PM rotations. • Sit or stand for long periods of time, including up to 12 hours. • Carry at least 20 pounds while walking for extended periods of time. • Climb stairs
Environmental Tolerance: • Demonstrate ability to work in the pharmaceutical environment. • Demonstrate sensitivity and ability to protect self and others from environmental risks and hazards. • Demonstrate ability to tolerate prolonged periods of time amidst artificial lighting, air conditioning, dust and odors, residue from cleaning	• Wear gloves, mask, head covering, protective eyewear and gown for extended periods of time during patient treatment, educational study, and labs. • Perform frequent evaluation and correction of facility for vapors/fumes, excessive noise, and facility cleanliness in the performance of patient care. • Use MSDS (materials safety data sheets) for specific drugs, chemicals, and common environmental handouts.

products, noise, and congested workplace. • Demonstrate ability to wear Personal Protective • Equipment, or P.P.E., for extended periods of time during work, educational study, and labs. • Demonstrate awareness that the health care environment may contain latex and other allergens, including but not limited to medication (topical and ingestible), chemical, and mundane; tolerance of such allergens in the work place must also be demonstrated	
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Adapted from: *Cerro College*. Cerritos College, n.d. Web. 1 Aug. 2017.

<https://cms.cerritos.edu/uploads/PharmacyTechnology/TS_EF_Pharm_Final_2014-COMPLETED_PRODUCT.pdf>.

Declaration:

I have read and understand the technical standards required for the Pharmacy Technology program. I hereby declare that:

☐

I am **able** to meet the above listed essential technical standards

☐

I am **unable** to meet the above listed essential technical standards based on the following: (please list the standard that cannot be met).

Name of Applicant: _____

Signature of Applicant: _____ Date: _____



Publicity Release Form

Instructions: Please print your complete name in the blank on the first line of the statement, sign your complete name on the signature line at the bottom and note the correct date.

If you have not reached your 18th birthday, your parent/guardian must also sign the form as indicated below.

I, _____, hereby authorize Wake Technical Community College to record, tape film, photograph, digitize or otherwise preserve in permanent form my name, likeness, image, biographical material, voice and/or statements.

I agree that any such recordings may be used and reused in whole or in part for publication, broadcast, cablecast, multimedia production, internet distribution as deemed fit by Wake Technical Community College, in perpetuity, throughout the world.

I also release Wake Technical Community College and its officers, agents, designees, faculty and employees from any and all claims based on the use of such recordings and agree to hold Wake Technical Community College harmless from any and all claims by third parties, including any claim based on allegation of copyright infringement from my statements.

Student Signature

Date