ABC Adult School
Pharmacy Technician Instructional Plan
2025 - 2026

Revised: 8/7/2025

MISSION STATEMENT:

The Mission of ABC Adult School is to provide quality education to our diverse community with meaningful opportunities for success in career, academic, and personal goals.

1. PROGRAM/COURSE IDENTIFICATION

- **Program Title:** Pharmacy Technician
- **Program Length/Duration:** 684 hours
- **Target Audience:** Individuals seeking to obtain a state pharmacy technician license and gain employment in retail and hospital pharmacies.
- **Prerequisites:** High school diploma/High school equivalency certificate
- **Funding Model:** This is a fee-based course, with any other expenses funded through the general Adult School budget.
- **Class Content Breakdown:**
  - Keyboarding/Data Entry: 84 Hours
  - Computer Essentials: 84 Hours
  - Pharmacy Practice: 104 Hours
  - Pharmacy Calculation: 104 Hours
  - Pharmacology and Medication: 104 Hours
  - Electronic Health Records: 84 hours
  - Externship: 120 Hours

2. PROGRAM GOALS AND LEARNING OBJECTIVES

Overall Program Objective: Successful pharmacy technician students are prepared and qualified to obtain employment in retail and hospital pharmacies. They learn the basic concepts of Pharmacology, including knowledge of practice settings, standards and ethics, state board of Pharmacy laws and regulations, basic pharmacy calculations, drug dosages, forms, record-keeping, labeling, and customer service. They are trained to pass the Pharmacy Technician State License.

Terminal Performance Objectives (TPOs): Upon successful completion of this program, students will be able to:
  - **A. Communications:**
    - Interpret verbal and nonverbal communications effectively and respond appropriately in a professional pharmacy setting.
    - Follow verbal and nonverbal instructions accurately and communicate effectively with pharmacists, patients, and other healthcare staff.
    - Read, understand, and accurately follow pharmacy procedures and protocols.
  - **B. Career Planning and Management:**
    - Identify personal interests, aptitudes, and necessary skills for informed career decision-making within various pharmacy technician pathways.
    - Utilize information and communication technology (ICT) to research and explore

training and job opportunities in the pharmacy field.
- Prepare career portfolios including resume, letter of introduction, awards and certificates, licensing, and certifications.

C. Problem Solving and Critical Thinking:
- Identify and ask significant questions to clarify dispensing challenges and effectively solve pharmacy-related problems.
- Use systems thinking to analyze how various pharmacy components (e.g., software, inventory, patient flow) interact to produce efficient and safe outcomes in a complex work environment.

D. Health and Safety:
- Understand and adhere to all federal, state, and local health and safety regulations, including OSHA standards, pertaining to pharmacy operations, hazardous material handling, and sterile compounding, to ensure the safety of patients, staff, and oneself.
- Demonstrate how to prevent and respond to work-related accidents or injuries, including an understanding of ergonomics in a pharmacy setting.
- Interpret policies, procedures, and regulations that govern the workplace environment, including both employer and employee responsibilities.

E. Technology Orientation & Foundational Skills:
- **Welcome & Course Introduction:** Understand the course objectives, weekly routine, classroom rules (including tech use etiquette), and the types of projects and tools to be used.
- **Technology Orientation:** Successfully navigate login processes, identify computer components (monitor, CPU, keyboard, mouse), and properly turn systems on/off.
- **Platform Access:** Access the class website or Canvas, email accounts, and key applications/software (e.g., pharmacy management systems, Microsoft Office Suite).
- **Hands-On Task: "Getting to Know the Computer":** Perform basic digital tasks such as creating folders, opening word processors, typing, and saving files.
- **Basic Digital Citizenship Intro:** Apply principles of safe and responsible technology use, including password safety, appropriate online behavior, and adherence to school computer use policies.

F. Basic Understanding of Pharmacy Laws
- Apply understanding of pharmacy laws, state and federal law. Understanding drug scheduling systems and HIPAA laws.

3. INSTRUCTIONAL STRATEGIES AND DELIVERY METHODS

Instructional Approach: A blend of theoretical lectures, extensive hands-on lab exercises, interactive demonstrations, simulated pharmacy scenarios, and an externship for real-world application.

Teaching Methods:
- **Direct Instruction:** For foundational concepts in pharmacology, pharmacy law, and calculation principles.

- **Demonstrations:** Live demonstrations of prescription processing, sterile compounding techniques (if applicable), inventory management, and use of pharmacy software.
- **Guided Practice:** Supervised lab sessions for hands-on practice of pharmacy calculations, mock prescription filling, and sterile compounding.
- **Role-Playing:** Simulations of patient interactions, customer service scenarios, and communication with pharmacists.
- **Case Studies:** Analysis of patient profiles and prescription orders to apply knowledge of drug interactions, dosages, and patient counseling points.
- **Technology Integration:** Extensive use of pharmacy management software, electronic health records, and online drug information databases.
- **Differentiation and Support:** Instructors will provide individualized feedback during lab sessions and externship, offer varied learning materials, and adapt instruction to meet diverse learning needs, including those of English Language Learners and students with disabilities.
- **Initial Technology Orientation:** A comprehensive initial orientation will guide students through login processes, classroom technology components, platform access, Canvas, email, key applications, and basic digital citizenship, reinforced with hands-on tasks.
- **Materials/Tools Checklist for Orientation:** Student login credentials, working computers/devices, projector/screen for demonstration, internet access, access to LMS, Google Workspace, or other platforms.

4. INDUSTRY ALIGNMENT AND PROGRAM EVALUATION

Occupational Advisory Committee (OAC) Review: The program outline undergoes an annual evaluation by the Occupational Advisory Committee. This committee, comprising experienced pharmacists, pharmacy technicians, pharmacy managers, and program alumni, meets annually to:

- Review program objectives and curriculum content to ensure alignment with current pharmacy practice standards, emerging medications, and employer expectations for pharmacy technician roles.
- Provide recommendations on instructional materials, pharmacy software versions, equipment, and new technologies in pharmacy automation.
- Evaluate the appropriateness of instructional methods and student evaluation criteria, particularly for hands-on skills such as dispensing and compounding.
- Ensure the program effectively prepares students with the essential technical skills, ethical understanding, and professional attitudes required for success in the pharmacy field.

Student Outcome Data Review: Annual review of student achievement data, including state licensure exam pass rates, externship performance, completion rates, employment rates in relevant pharmacy settings, and feedback from employers. This data is critical for identifying areas for program improvement and ensuring continuous quality enhancement in alignment with COE standards.