



COLLEGE OF
PHARMACISTS
OF MANITOBA

Pharmacy Technician Structured Practical Training Program

Manual

Updated July 2016

***To be reviewed by Supervisor and Pharmacy Technician-in-Training and used in conjunction with the Pharmacy Technician Structured Practical Training Program Logbook and Submission Forms**

Council Approved October 17, 2016

ACKNOWLEDGEMENTS

Alberta College of Pharmacists
College of Pharmacists of British Columbia
College of Pharmacists of Nova Scotia
College of Pharmacists of Ontario

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INTRODUCTION TO PHARMACY TECHNICIAN **STRUCTURED PRACTICAL TRAINING**

The Pharmacy Technician Structured Practical Training (SPT) Program is intended to ensure applicants understand and meet the competencies and standards of practice for pharmacy technicians as outlined in the *National Association of Pharmacy Regulatory Authorities (NAPRA) Professional Competencies for Canadian Pharmacy Technicians at Entry-to-Practice*. The NAPRA document describes the entry-to-practice competency requirements for pharmacy technicians across Canada. It is a foundational document that enables a national approach to the formalization of the pharmacy technician profession and facilitates labour mobility.

Competencies are often described as significant job related knowledge, skills, abilities, attitudes and judgments required for competent performance by members of a profession. They provide an overview of what a pharmacy technician at entry to practice is able to do rather than how a pharmacy technician is expected to perform tasks. This SPT is based on the 2014 NAPRA Competencies document.

Learning activities have been established to help each applicant achieve a satisfactory degree of ability in each of the competency areas below:

1. Ethical, Legal and Professional Responsibilities

Pharmacy technicians practise within legal requirements, demonstrate professionalism and uphold professional standards of practice, codes of ethics and policies.

2. Patient Care

Pharmacy technicians participate in meeting the patient's health and drug-related needs, through collaboration with the patient, the pharmacist and other health professionals, to achieve the patient's health goals.

3. Product Distribution

Pharmacy technicians implement safe and effective product distribution to ensure the safety and accuracy of released products.

4. Practice Setting

Pharmacy technicians contribute to the management of the practice setting with the goal of ensuring safe, effective and efficient product distribution.

5. Health Promotion

Pharmacy technicians support health promotion activities for patients, communities and populations in collaboration with the pharmacist.

6. Knowledge and Research Application

Pharmacy technicians access, retrieve and apply relevant information to make evidence-informed decisions within their practice with the goal of ensuring safe and effective product distribution.

7. Communication and Education

Pharmacy technicians communicate effectively with patients, the pharmacy team, other health professionals and the public, providing education when required.

8. Intra and Inter-Professional Collaboration

Pharmacy technicians work in collaboration with the pharmacy team and other health professionals to support the delivery of comprehensive services, make best use of resources and ensure continuity of care in order to achieve the patient's health goals.

9. Quality and Safety

Pharmacy technicians collaborate in developing, implementing, and evaluating policies, procedures and activities that promote quality and safety.

Not all enabling competencies in NAPRA's *Professional Competencies for Canadian Pharmacy Technicians at Entry-to-Practice* are included in the SPT Program, but the learner or pharmacy technician-in-training is expected to be familiar with all key and enabling competencies. Please review the full 2014 document at the following link:

http://napra.ca/Content_Files/Files/Comp_for_Cdn_PHARMTECHS_at_EntrytoPractice_March2014_b.pdf

Please note that the terms "pharmacy technician-in-training" and "learner" are used interchangeably throughout the SPT Program documents.

PROGRAM OVERVIEW AND REQUIREMENTS

All pharmacy technician applicants in Manitoba must successfully complete the Structured Practical Training (SPT) Program. In addition to the other requirements in the Pharmaceutical Regulation to the *Pharmaceutical Act*, according to section 60(2), a person who qualifies as a pharmacy technician must successfully complete a structured practical training program approved by the College Council. The Pharmacy Technician SPT Program allows learners to apply previously acquired academic or work knowledge and skills to a practical setting through observation and participation. This will aid the learner in further developing the required NAPRA competencies. The SPT must be carried out in accordance with the *Pharmaceutical Act* of Manitoba and the associated Regulation.

The Pharmacy Technician SPT Program is a minimum of 240 hours (6 weeks) of practical training that the pharmacy technician-in-training or learner must successfully complete under the direct supervision of a SPT supervisor. The learner must demonstrate his/her competency to the supervisor's satisfaction. Although the SPT can be completed in a minimum of 6 weeks, the learner may have up to 6 months to complete the SPT if the supervisor and/or the learner feel more time is needed to complete the program and demonstrate competency in all areas. A learner cannot work more than 8 hours per day or more than 40 hours per week at the pharmacy. Learners cannot start the SPT until they have received approval from the College.

The SPT Program consists of the following components to be completed in a minimum of 240 hours:

1) Pre-Rotation Self-Assessment

The self-assessment provides an opportunity for learners to assess their own knowledge, skills and abilities using the rating scale prior to beginning the learning activities.

2) Learning Activities

The learner is required to perform the activities and provide documentation and examples that support their achievement of each activity. Using the rating scale, learners provide a self-rating of their performance, and supervisors provide a rating of the learner's performance for each activity.

3) Demonstration of Product Release Proficiency (key competency 3.4)

The learner is required to complete and document a minimum of 200 consecutive prescription checks without error.

The activity sheets required for the Pre-Rotation Self-Assessment, Learning Activities, and the Demonstration of Product Release Proficiency, along with the Personal Learning Action Plan Template, are all contained in the separate Pharmacy Technician Structured Practical Training Logbook. These sheets do not need to be submitted to the College, unless requested. The forms that must be submitted throughout the SPT Program are contained in the separate Pharmacy Technician Structured Practical Training Program Submission Forms document.

Practice Sites in Manitoba

Pharmacy technicians-in-training are required to find their own practice site and SPT supervisor. A pharmacy technician-in-training must complete his/her SPT hours in a patient care setting where he/she would be able to effectively complete the requirements of the SPT Program. The practice site must be a licensed community pharmacy or hospital pharmacy in Manitoba where dispensing, compounding, and product preparation occurs. The SPT may be completed at the pharmacy technician-in-training's current workplace as long as no conflict of interest exists, or has been declared to and approved by the Registrar. A conflict of interest exists if there is a family relation, personal relationship, or any other factor that could be perceived as potentially compromising an objective, candid and fair assessment of the candidate's competency. This criterion applies to all pharmacists, pharmacy staff and managers at the site. There must be an eligible pharmacist or qualified pharmacy technician willing to assume the role of supervisor. The primary supervisor (or appropriate pharmacist delegate) must be physically present at the workplace site when the pharmacy technician-in-training is undertaking the SPT program activities. Please see the section on SPT Supervisor Qualifications and Responsibilities for more information.

In most cases, learners must complete the SPT at a single site to facilitate continuous learning and cannot change their SPT site midway through the SPT Program. Any changes (supervisor, extensions, site, etc.) to their SPT must have prior approval by the Registrar at the College of Pharmacists of Manitoba.

Recent Canadian Graduates Listing Timeframe

As of January 1, 2014, the pharmacy technician-in-training must complete the SPT program and become listed with the College of Pharmacists of Manitoba within five years of graduation from a CCAPP accredited pharmacy technician program. If the pharmacy technician-in-training graduated from a CCAPP accredited pharmacy technician program before January 1, 2014, he/she must become listed with the College of Pharmacists of Manitoba by January 1, 2019.

Attendance

The learner's attendance at the SPT site is mandatory. All SPT hours must be completed according to the schedule arranged with the supervisor. Learners are expected to work with their supervisors to gain experience and facilitate exposure to required activities. This will allow the supervisor to complete a meaningful and accurate performance assessment of the learner's skills and knowledge throughout, and at the end of the program. Collaboration between the pharmacy technician-in-training and other pharmacists and pharmacy technicians should also be encouraged.

Evaluation

- The assessment of the pharmacy technician-in-training shall be completed by the SPT supervisor on the evaluation forms included in the Pharmacy Technician SPT Submission Forms document. There are two evaluation forms and one declaration of completion. The first evaluation is to be completed after the first 120 hours, the second evaluation after a minimum of 240 hours, and the declaration at the completion of the SPT Program.
- The completed forms shall be returned to the College within 7 days of the completion of each block.
- The completed evaluation forms shall be signed by both the pharmacy technician-in-training and the supervisor.

Regardless of the number of hours completed in the program, the learner must demonstrate **all** competencies with confidence and a limited amount of support. If the SPT supervisor does not feel the competencies have been demonstrated at an acceptable level, additional time and learning should be planned.

- Successful completion of the SPT Program shall be considered based on the supervisor's assessment of the pharmacy technician-in-training's performance and recommendation as indicated on the Declaration of Completion. The supervisor must sign and date the "Declaration of Completion" verifying that the pharmacy technician-in-training has successfully completed all components of the SPT Program.
- The completed declaration shall be returned to the College within 7 days of completion of the SPT Program.
- Feedback forms on the SPT Program shall be completed by the pharmacy technician-in-training and the supervisor at the end of the Program. The completed assessment forms shall be returned to the College by the pharmacy technician-in-training within 7 days of completion of the SPT Program.

Language Proficiency

Evidence of English language proficiency is demonstrated by successfully meeting the minimum language requirements of the National Association of Pharmacy Regulatory Authorities (NAPRA). Visit the [NAPRA website](#) for additional information on the minimum language proficiency requirements for pharmacy technicians.

Language proficiency is an essential skill required of all pharmacy technicians in the day to day practice of pharmacy in Canada. Although language proficiency does not guarantee that effective communication will take place, it is the foundation for reading, speaking, listening/comprehension, and writing skills – all components of communication. A pharmacy technician's ability to communicate is critical to safe and effective patient care.

The current standards were approved by the NAPRA Board of Directors, are amended from time to time and include the accepted Standard Error of Measurement (SEM) for each test for greater clarity.

Language Proficiency Requirements

1. The following documentation must be submitted by all pharmacy technician-in-training applicants:
 - a) Language proficiency test results (sent directly to the College from an approved assessment centre) that meet the NAPRA *Language Proficiency Requirements for Licensure as a Pharmacy Technician in Canada*; or
 - b) A notarized copy of a transcript confirming graduation from a high school in Canada with three consecutive, first language English or first language French courses/credits (*); or
 - c) A notarized copy of a transcript confirming graduation from a Collège d'enseignement général et professionnel in Quebec with three consecutive, first language English or French courses/credits (*); or
 - d) A notarized copy of a transcript or diploma confirming graduation with an undergraduate degree from a university in Canada, where the curriculum is taught in either French or English.
2. Language proficiency standards will be assessed during the structured practical training program. Assessment at this time supports public protection and enables the candidate to derive the expected educational benefits from the program, while at the same time allows for language proficiency to improve through the program's emphasis on communication. Any concerns are to be reported by the supervisor to the Registrar of the College.
3. Prior language proficiency test results described under #1.a. listed above will be accepted as valid if completed within two years prior to beginning:
 - a) the structured practical training program, or
 - b) the CCAPP-accredited pharmacy technician program.

(*) Note: Must be English credit or French credit courses.

Jurisprudence Examination

The pharmacy technician-in-training must successfully complete the College of Pharmacists of Manitoba Pharmacy Technician Jurisprudence (JP) Examination prior to the completion of the first 120 hour block of the SPT Program. The pharmacy technician-in-training cannot complete any of the remaining 120 hours of the SPT program until they have successfully passed the JP Exam. The supervisor must confirm that the pharmacy technician-in-training has successfully completed the JP Exam by viewing the confirmation letter emailed by the College to the technician-in-training.

Unsuccessful Completion

Should the pharmacy technician-in-training be unsuccessful at the completion of the SPT Program, he/she can be referred to another practice site and be reviewed by another supervisor to verify the result of the SPT Program. Upon confirmation of the result, the pharmacy technician-in-training will be advised to seek remediation to address insufficiencies. Subsequent attempts at the SPT Program must be pre-approved by the Registrar of the College of Pharmacists of Manitoba.

PHARMACY TECHNICIAN-IN-TRAINING AND SPT SUPERVISOR RESPONSIBILITIES

Learner Responsibilities

As a pharmacy technician-in-training, it is your responsibility to:

- Review the SPT Manual, Logbook and forms with your supervisor and give him/her a copy for reference. Identify and agree on the objectives for your experiential program.
- Be aware of, and adhere to, all of the policies and procedures of the practice site.
- Safely practice within the boundaries of your knowledge, skills and abilities.
- Maintain professionalism at all times in manner, attire and attitude. Learners are expected to follow the site's dress code, be punctual and complete assignments on time.
- Be motivated, self-directed, and assume responsibility for your own learning.
- Approach your SPT Program with a commitment to actively participate in all learning experiences.
- Begin to develop lifelong learning skills including self-assessment, self-directed learning, and reflection on learning.
- Identify yourself as a pharmacy technician-in-training; do not represent yourself as a pharmacy technician.
- Keep all practice site policies, operations, records and patient information strictly confidential. When you are asked to sign a confidentiality agreement, be sure to carefully read and understand what you are signing. Ask questions if you are unsure!
- Acquire knowledge and develop new skills by observing, asking questions, researching information, being open-minded, and willing to cooperate.
- Perform a variety of tasks and activities to apply your acquired knowledge and skills in practice situations under the direct supervision of your SPT supervisor.
- Receive approval or advice of your supervisor or a pharmacist before making professional decisions or judgments.
- Discuss any concerns you may have in private with your SPT supervisor or other pharmacy staff.
- Ask questions regularly and seek regular consultation with your supervisor or other pharmacy staff to obtain feedback on your performance.
- Seek help when you are unsure of what you should do.
- Evaluate your experience fairly and objectively offering constructive feedback to your supervisor.
- Notify the College office if you discontinue your training program.
- Comply with federal and provincial legislation including, but not limited to, the *Pharmaceutical Act*, By-laws, Regulations, and Practice Directions of the College which govern the profession of pharmacy, PHIA, PIPEDA, etc.
- Be familiar with and apply the principles of failure modes and effects analysis (FMEA) in order to prevent errors and improve safety.

- Be familiar with the goals of the SPT Program and bring the SPT course materials to the site each day.
- Complete the pre-assessment prior to the start of the SPT Program; identify learning goals and take appropriate action to address learning needs.
- Discuss any issues or barriers to learning with the supervisor and the College in a timeframe that allows for supportive action to be taken.

Supervisor Qualifications and Responsibilities

A Structured Practical Training (SPT) supervisor must have the following qualifications:

- **Be a licensed pharmacist or listed pharmacy technician with the College of Pharmacists of Manitoba. A pharmacy technician serving as a supervisor must:**
 - **Have been listed for a minimum of 2 years if he/she is a graduate of a CCAPP accredited pharmacy technician program; OR**
 - **Have been listed for a minimum of 1 year if he/she qualified through the ‘transition stream’ (qualified for the PEBC Evaluating Examination through prior work experience); OR**
 - **Be referred and approved by the Registrar;**
- **Not have a conflict of interest with regard to the applicant (e.g. family relation or personal relationship) or as declared to and approved by the Registrar. This criterion applies to all pharmacists, pharmacy staff, and managers at the SPT site;**
- **Not have any conditions on practice; and**
- **Be able to review the applicant’s answers to the assignments to ensure accuracy and completeness.**

Please note that a pharmacist may serve as a preceptor for an intern (pharmacist applicant) and as a supervisor for a pharmacy technician-in-training at the same time, as long as other additional supports are present in the pharmacy to allow for proper supervision. Additionally, a supervisor for a pharmacy technician-in-training may serve as the supervisor for more than one pharmacy technician-in-training at the same time, as long as other additional supports are present in the pharmacy to allow for proper supervision.

As a SPT supervisor, it is your responsibility to:

- Become knowledgeable about the goals and objectives of the SPT Program of the pharmacy technician-in-training for whom you are serving as supervisor.
- Provide a safe and secure workplace and train the pharmacy technician-in-training on any applicable safety measures/aspects of the practice site.
- Establish a tailored learning plan (objectives) with the learner for the training period. Take into consideration the learner’s academic background, previous experience in a pharmacy and the learning experiences and resources available at your pharmacy site.

- Act as a role model and mentor in the development of the learner's professional and ethical values and attitudes.
- Be familiar with and apply the principles of failure modes and effects analysis (FMEA) in order to prevent errors and improve safety.
- Provide time to answer questions or discuss issues with the learner.
- Provide instruction and demonstrate desired skills to the learner before they undertake new tasks or skills.
- Supervise the learner and provide constructive feedback to assist in the further development of his or her skills and competencies.
- Review the learner's progress and revise the learning plan accordingly. Discuss the learner's accomplishments and any areas that need improvement. Provide constructive criticism and suggest additional activities to strengthen any areas of weakness and improve performance.
- At the end of the training blocks and throughout, constructively review the pharmacy technician-in-training's performance with him/her and provide feedback. Collect feedback from other pharmacy staff who may have worked with the pharmacy technician-in-training (if applicable) to point out areas of strength and possible weaknesses in his/her skills, abilities and knowledge development over the period in a tactful, supportive manner.
- Discuss questions, criticisms or disagreements in private.
- Seek feedback from the learner in order to assess your contributions as a supervisor.
- Evaluate the training program fairly and objectively, offering constructive feedback.
- Notify the College office if the learner withdraws, or ceases training at your site.
- Complete the applicable forms and evaluations.
- Ensure that any pharmacy technician-in-training engaged in practice experience has the level of supervision that, in the professional judgment of the supervisor, is required to ensure safe and effective patient care given the knowledge, skills, and experience of the pharmacy technician-in-training.

At any time, if the supervisor has any concerns about the applicant's readiness to practice as a pharmacy technician, the supervisor should contact the College of Pharmacists of Manitoba as soon as possible, and before the SPT Program has been completed.

STEPS TO COMPLETING THE SPT PROGRAM

STEP 1: Apply and be Approved for Pharmacy Technician-in-Training Status

In order to be eligible for the SPT Program, an applicant must have either successfully completed the PEBC Evaluating Exam AND the NAPRA Pharmacy Technician National Bridging Education Program (for those persons “in transition” or internationally educated) OR have graduated from a CCAPP accredited pharmacy technician program. Once the required examinations and/or program(s) (along with the other requirements) have been successfully completed, and before beginning the SPT Program or writing the College of Pharmacists of Manitoba Pharmacy Technician Jurisprudence Examination, the applicant must submit a completed “Pharmacy Technician-in-Training Application Form” (found on the College website and in the SPT Submission Forms document) to the College and receive approval as a pharmacy technician-in-training. Please see the application form for more information.

STEP 2: Complete the Pharmacy Technician Structured Practical Training Notification Form

Before beginning the SPT Program, the applicant must:

- Find a practice site and supervisor (more details found in section “Practice Sites in Manitoba” and “Supervisor Qualifications and Responsibilities”);
- Submit the completed “Pharmacy Technician Structured Practical Training Notification Form” (found on the College website and in the SPT Submission Forms document); and
- Receive approval from the College to begin the SPT.

STEP 3: Complete the Learner Pre-Rotation Self-Assessment

The pre-assessment provides an opportunity for learners to assess their own knowledge, skills and abilities based on the key and enabling competencies from *NAPRA’s Professional Competencies for Canadian Pharmacy Technicians at Entry-to-Practice* **prior to beginning the structured practical training activities**. This is baseline information for both the learner and SPT supervisor to raise awareness of any areas of strength and/or areas for improvement and help guide where to focus the SPT.

- Pre-assessment must be completed by the learner prior to starting the learning activities.
- Pre-assessment can be found in the Pharmacy Technician SPT Program Logbook.
- This section is **not** to be submitted to the College.
- Based on the description of the key and enabling competencies, the learner is to rate their own ability to perform each enabling competency using the rating scale or “no opportunity” if the learner has not experienced the enabling competency in past practice.
- Learner and SPT supervisor are to review the completed pre-assessment together. Information here is to be used as a guide to better familiarize and understand each competency, as well as develop learning goals for the SPT Program. The personal action plan template included in the Logbook can be used to record and monitor these goals.

STEP 4: Successfully complete the Jurisprudence Exam, Learning Activities, and the Demonstration of Product Release Proficiency

Successfully complete the CPhM Pharmacy Technician Jurisprudence (JP) Examination - Prior to the completion of the First 120 Hour Block

- The learner can write the Pharmacy Technician JP Examination at any point after applying and receiving approval of pharmacy technician-in-training status. However, the learner must successfully complete the JP Exam prior to beginning the second 120 hour block.
- The learner/pharmacy technician-in-training cannot complete the remaining 120 hours of the SPT program until he/she has successfully passed the JP exam.
- The supervisor must confirm on the Part I Evaluation form that the pharmacy technician-in-training has successfully completed the JP exam. This can be verified by viewing the confirmation letter emailed by the College to the candidate.

Begin the Learning Activities - First 120 Hour Block

- The learning activity sheets can be found in the Pharmacy Technician SPT Program Logbook and an introduction to the learning activities can be found later in this Manual.
- Throughout the SPT Program, the learner must perform each learning activity and maintain documentation, examples, and/or explanations that support the achievement of each activity. (The supporting documentation does not need to be submitted to the College unless requested).
- Once the learner has performed the activity, they are to rate their own performance of the enabling competencies based on the scale provided.
- The SPT supervisor is to rate and comment on the learner's performance of each of the enabling competencies. The supervisor's rating may or may not be the same as the pharmacy technician-in-training's rating.
- If the learner receives a rating of "unsatisfactory" or "needs improvement" (1 or 2) from the supervisor, the supervisor and learner must develop and document an action plan to help the learner achieve a rating of "satisfactory" or "exemplary" (3 or 4). The learner will have the opportunity to use the learning action plan to achieve a "satisfactory" or "exemplary" rating during the second half of the SPT Program. A personal action plan template is included in the Logbook.
- If the learner has not yet had an opportunity to perform the learning activity, the learner and supervisor may select a rating of "no opportunity". However, the learner must achieve a "satisfactory" or "exemplary" rating for each of these competencies during the second half of the SPT Program.
- All learning activities are to be completed and documented in the Logbook. Supplemental documentation may be attached. The Logbook does not need to be submitted to the College, but must be available for inspection on demand and may be requested at any time. The Logbook and supplemental documentation must be kept by the pharmacy technician-in-training in a readily accessible manner.

Complete the Part I Evaluation Form – First 120 Hour Block

- The supervisor must complete the Part I Evaluation Form included in this document after the first 120 hours of the SPT.
- The learner must successfully complete the College Pharmacy Technician JP Exam and cannot begin any of the remaining 120 hours of the SPT Program until they have successfully passed the JP exam.
 - The supervisor must confirm on the Part I Evaluation form that the pharmacy technician-in-training has successfully completed the JP exam. This can be verified by viewing the confirmation letter emailed by the College to the candidate.
- Both the pharmacy technician-in-training and the supervisor must sign the completed evaluation form. The supervisor should discuss the evaluation with the learner.
- The SPT supervisor is to provide comments on their evaluation of the applicant's performance, including demonstrated strengths and/or areas in need of improvement.
- The learner may also provide comments on the form in response to the supervisor's evaluation.
- The completed evaluation form shall be returned to the College within 7 days of the completion of the first 120 hour block.

Successfully complete the Learning Activities – Second 120 Hour Block (Minimum)

- The learner and supervisor are to continue with performing and completing all the learning activities in this section, as they did for the first 120 hours.
- The learning activities may have been successfully completed within the first 120 hours. If so, the activities should be repeated in the second 120 hour block to give the learner an opportunity to improve and build upon the knowledge gained in the first 120 hours. The supervisor should work with the learner to further develop his/her knowledge and skill in each enabling competency by further expanding on the learning activities, if appropriate.
- The supervisor is to continue to rate the learner's ability to demonstrate each of the enabling competencies.
- If a learner receives a rating of "unsatisfactory" or "needs improvement" (1 or 2) from the supervisor during the last block of the SPT Program, it will be considered competency not met, and the learner must repeat the learning activity to achieve a "satisfactory" or "exemplary" (3 or 4) rating. The supervisor and learner must develop and document a learning action plan for the learner to demonstrate the competency. A Personal Learning Action Plan template is included in the SPT Program Logbook for this purpose. The SPT Program is a minimum of 240 hours (six weeks); however a learner may extend their SPT to a maximum of 6 months to help achieve a rating of "satisfactory" or "exemplary" in all the learning activities.
- All learning activities are to be completed and documented in the Logbook. Supplemental documentation may be attached. The Logbook does not need to be submitted to the College, but must be available for inspection on demand and may be requested by the College at any time. The Logbook and supplemental documentation must be kept by the pharmacy technician-in-training in a readily accessible manner.

Complete the Part II Evaluation Form – Last 120 Hour Block

- The supervisor must complete the Part II Evaluation Form included in the SPT Program Submission Forms document at the completion of a minimum of 240 hours of SPT. Both the pharmacy technician-in-training and the supervisor must sign the completed evaluation form. The supervisor should discuss the evaluation with the learner.
- The supervisor is to provide a brief summary of their evaluation of the applicant's performance, including comments on demonstrated strengths and/or areas in need of improvement.
- Learner may also provide comments on the form in response to the supervisor's evaluation.
- The completed evaluation form shall be returned to the College within 7 days of the completion of the SPT Program.

Demonstration of Product Release Proficiency

The demonstration of product release proficiency (DPRP) of a minimum of 200 prescriptions is NAPRA enabling competency 3.4. The DPRP can be started at any time during the SPT Program, however, it is required that the pharmacy technician-in-training have the necessary knowledge and experience before he/she begins the DPRP. The SPT supervisor must be confident in the learner's abilities and must approve the start of the DPRP. The DPRP must be successfully completed in order for the SPT Program to be successfully completed.

- Using the daily tracking log found at the end of the Logbook, the pharmacy technician-in-training is to correctly check various types of prescriptions, including new and repeat prescriptions, compounds, sterile preparations (if applicable), different types of unit dose packages, cards and dosettes. The checking of products and prescriptions during the DPRP must be an accurate reflection of the types of checking the pharmacy technician would perform in practice.
- The daily tracking log does **not** need to be submitted to the College, rather the applicant should retain it for his/her own records. The daily tracking log must be available for inspection on demand and may be requested by the College at any time.
- The maximum number of prescriptions/orders checked each day must not exceed 50.
- No errors are permitted during the checking process. If an error occurs, the supervisor must inform the applicant and review and discuss the error made. The process will then be restarted at zero (for example: if an applicant makes an error after accurately checking 195 checks, they must begin again at zero checks).
- More information can be found in the section "Introduction to Demonstration of Product Release Proficiency" later in this Manual.
- Successful completion of the Demonstration of Product Release Proficiency is declared by the supervisor in the Declaration of Completion form.

STEP 5: Declaration of Completion

The Declaration of Completion form is to be completed by the SPT supervisor once the pharmacy technician-in-training has successfully completed all components and hours of the SPT Program: Learner Pre-Rotation Self-Assessment, Jurisprudence Exam, Learning Activities, and the Demonstration of Product Release Proficiency.

- The supervisor must evaluate the overall ability of the pharmacy technician-in-training to demonstrate all nine competency areas, including the completion of 200 accurate checks of prescriptions/orders.
- The supervisor must indicate whether the requirements have been met or not met (or incomplete/not demonstrated). If the applicant has received a final evaluation of requirements/competencies not met or incomplete/not demonstrated, please contact the Registrar at the College office.
- The completed declaration form shall be returned to the College within 7 days of the completion of the SPT Program.

STEP 6: Feedback Form

The pharmacy technician-in-training and the supervisor are each required to complete the feedback forms upon completion of the SPT Program.

- Information from the feedback form will be forwarded to the College of Pharmacists of Manitoba to help improve the program.
- The completed assessment forms shall be returned to the College by the pharmacy technician-in-training within 7 days of completion of the SPT Program.

CHECKLIST OF SPT PROGRAM FORMS TO BE SUBMITTED

The following forms need to be completed and submitted to the College of Pharmacists of Manitoba at various points throughout (or before) the SPT Program and are contained in the separate Pharmacy Technician Structured Practical Training Submission Forms document:

- Application for Pharmacy Technician-in-Training with the College of Pharmacists of Manitoba
- Pharmacy Technician-in-Training Structured Practical Training Notification Form
- Part I Evaluation Form
- Part II Evaluation Form
- Declaration of Completion of Pharmacy Technician Structured Practical Training
- Pharmacy Technician-in-Training's Evaluation of the Supervisor
- Pharmacy Technician-in-Training's Feedback on the SPT Program
- Supervisor's Feedback on the SPT Program

Please note that once all the requirements for regulation have been met (examinations, SPT, fluency, etc.), an individual who would like to be listed as a pharmacy technician in Manitoba, must submit a completed "Application for Pharmacy Technician with the College of Pharmacists of Manitoba" and receive approval from the College. This application form is available on the website or in the SPT Submission Forms document.

INTRODUCTION TO PROGRAM LEARNING ACTIVITIES

The Pharmaceutical Regulation to the *Pharmaceutical Act* specifically describes the tasks in a licensed pharmacy that can be performed by a pharmacy technician. These tasks can also be performed by a pharmacist, pharmacist intern and pharmacy student, but not by an “other person” (pharmacy assistant).

Section 60(1) of the Regulation states:

In a pharmacy, a pharmacy technician who is qualified under subsection (2) may perform the following tasks under a member's supervision:

- a) review the information in a prescription for compliance with federal and provincial law;*
- b) before a drug is dispensed, perform a final check when the process of preparing the drug for dispensing was performed by another technician, student, intern or a person referred to in section 64, but only if the pharmacy manager has applied to the council for approval of the drug packaging preparation processes used in the pharmacy and the council has approved them;*
- c) dispense a drug, if a member has approved filling the prescription and the standards of practice related to a member's counselling the patient are met;*
- d) identify drug-related problems that require referral to a member;*
- e) give instructions to a person about how to operate a medical device, but not an explanation involving the interpretation of the results or value of the device;*
- f) ask a practitioner and receive his or her instructions as to whether an existing prescription can be refilled as previously prescribed and without any change to the prescription;**
- g) perform necessary tasks at an external dispensing site.*

Section 60(4) reads:

Notwithstanding anything in this section, a pharmacy technician-in-training may perform the tasks described in subsection (1) under the direct supervision of a member (licensed pharmacist) or a pharmacy technician.

Please note:

- Pharmacy technicians in Manitoba are *not* authorized to receive or transfer prescriptions from another pharmacy; this must be completed by a pharmacist in Manitoba.
- * A pharmacy technician cannot accept a verbal order from a practitioner for any of the drugs covered under the Controlled Drugs and Substances (including benzodiazepines and narcotics).

An 'other person' or pharmacy assistant is considered a pharmacy technician-in-training only once they have completed the Pharmacy Technician-in-Training Application Form and been approved by the College. A pharmacy technician-in-training cannot start the SPT Program until they have submitted the completed Pharmacy Technician Structured Practical Training Form and have received approval to start the SPT from the College of Pharmacists of Manitoba.

Pharmacy Technician SPT Program Logbook

The Personal Learning Action Plan Template, Learner Pre-Rotation Self-Assessment, Learning Activities, and Demonstration of Product Release Proficiency Daily Tracking Log are outlined in the Pharmacy Technician SPT Program Logbook. Learners must successfully complete all activities and competencies. The self-assessment, and all learning activities are to be completed and documented in the Learner Logbook. Supervisors must record the rating of the activity in the log book and on the evaluations. Constructive comments are strongly encouraged. Additional and supplemental documentation may be attached.

The Learner Logbook does not need to be submitted to the College, but must be available for inspection on demand and may be requested by the College at any time. The Logbook and supplemental documentation must be kept by the pharmacy technician-in-training in a readily accessible manner.

Using the Rating Scale

For the Pre-Assessment and Learning Activities, learners and supervisors must rate the achievement of the enabling competency/activity based the following rating scale:

RATING SCALE		
1	Unsatisfactory	Learner's knowledge to perform the task is below expectations. Learner requires assistance and extensive intervention and support to complete the task. <i>Demonstrates objective < 60% of the time.</i>
2	Needs Improvement	Learner has the knowledge and understands process, but does not always apply them consistently and independently without supervision. Frequently requires support. <i>Demonstrates objective 60% to < 75% of the time.</i>
3	Satisfactory	Learner can perform tasks independently and with confidence. Requires only occasional support. <i>Demonstrates objective > 75% of the time.</i>
4	Exemplary	Learner can perform in an independent fashion. Rarely needs support. No improvement needed. Always above expectations. <i>Demonstrates objective > 90% of the time.</i>
N/O	No opportunity	No opportunity to experience the enabling competency in previous work experience. No opportunity is only valid for the learner's Pre-Assessment and for the first 120 hour evaluation (Part I). The learner must have successfully completed all competencies and learning activities in order to successfully complete Pharmacy Technician SPT Program.

INTRODUCTION TO DEMONSTRATION OF PRODUCT RELEASE PROFICIENCY

Activity

The demonstration of product release proficiency (DPRP) is a process where a pharmacy technician-in-training's competency or ability to accurately and consistently perform a technical check of product preparation or prescriptions in the workplace is verified by an evaluator. **The items that are checked must be done using an independent double check.** As adapted from the Institute for Safe Medication Practices Canada (ISMP), an independent double check is a process in which a second qualified individual conducts a verification. Such verification can be performed in the presence or absence of the first qualified individual but in either case, the most critical aspect is to maximize the independence of the double check by ensuring that the first individual does not communicate what he or she *expects* the second individual to see, which would create bias and reduce the visibility of an error.

Please note that a pharmacy technician can only perform a final check when the process of preparing the drug for dispensing was performed by another pharmacy technician, student, intern or other person (section 64), AND only if the pharmacy manager has received approval from the Council of the College of Pharmacists of Manitoba for the drug packaging preparation processes used in the pharmacy.

Even if a pharmacy technician is the pharmacy technician-in-training's supervisor for the SPT, the pharmacy technician can only verify the work of the pharmacy technician-in-training without a pharmacist checker if the process used in that pharmacy has been approved by Council. Otherwise, even if a pharmacy technician acts as the evaluator for this exercise, a pharmacist must still do the final check and act as the evaluator. **In addition, no product can be released to the patient until the pharmacist has assessed the appropriateness of therapy and has counselled the patient.**

The DPRP can be started at any time during the SPT Program, however, it is required that the pharmacy technician-in-training have the necessary knowledge and experience before he/she begins the DPRP activity. The SPT supervisor must be confident in the learner's abilities and must approve the start of the DPRP. The DPRP must be successfully completed in order for the SPT Program to be successfully completed.

The pharmacy technician-in-training must demonstrate proficiency in completing a check to the satisfaction of the evaluator and SPT supervisor by completing a minimum of 200 consecutive checks with 100% accuracy. If the evaluator or SPT supervisor is not satisfied that the learner has demonstrated proficiency, the evaluator or SPT supervisor may require the technician-in-training to complete more than 200 checks. Prior to beginning this exercise, the evaluator and/or SPT supervisor must have a conversation with the pharmacy technician-in-training to highlight the expectations of the learner with respect to the checking process. There should be a clear understanding between the evaluator and learner regarding:

- a. What will be considered to be an error in the filling process (and therefore reportable as an error); and
- b. The procedure that will be followed in the event that the learner misses identifying an error made in the filling process. The steps that the learner takes in response to the error are key to ensuring that the error can be prevented in the future.

A maximum of 50 checks can be completed per day. A full complement of the various types of prescriptions seen in practice should be checked, in the same proportion seen in practice and under normal working conditions. This includes new and repeat prescriptions, compounds, sterile preparations (if applicable), different types of unit dose packages, cards and dosettes. This allows for a variety of checks and would encompass community and hospital practice. Checking of batch prepared unit dose drugs can count towards the 200 checks but should only be a small portion. For example, if a pharmacy technician-in-training works in a practice site where 80% of the prescriptions are sterile preparations, 10% are other compounds, and 10% unit dose packages, the learner must check the same proportion during their DPRP.

The DPRP daily tracking log found in the SPT Program Logbook is to be used by learners to record all their checks and for the evaluator to verify that each check was performed accurately. No errors are permitted during the checking process. If the learner makes an error, the evaluator must inform the learner and discuss the error made. The checking process must then be restarted at zero (for example: if an applicant makes an error after accurately performing 195 checks, they must begin at zero). If an error is made a second time, a detailed discussion will help to identify what part of the checking process will need to be re-evaluated and steps to minimize the risk of it recurring. Occasionally, a period of time off from checking may be encouraged if attention to the fundamental skills of drug distribution is deemed necessary, or if the learner needs a break to review their system and address deficiencies.

A pharmacy technician-in-training may be given a maximum of three attempts to attain the minimum 200 checks with 100% accuracy. If the pharmacy technician-in-training is unable to complete the process in three attempts, the evaluator or SPT supervisor must work with the learner to develop and document a learning action plan for the learner to demonstrate the competency. A Personal Learning Action Plan template is included in the SPT Program Logbook for this purpose. The SPT is a minimum of 240 hours (six weeks); however a learner may extend their SPT to a maximum of 6 months to help attain the minimum number of checks with 100% accuracy.

The DPRP daily tracking log forms do **not** need to be submitted to the College. Rather, the applicant should retain them for their own records. The daily tracking log must be available for inspection on demand and may be requested by the College at any time. The pharmacy technician-in-training must confirm the technical accuracy of a minimum of 200 prescription items being checked in order to successfully complete the DPRP. Successful completion of the Demonstration of Product Release Proficiency is declared by the SPT supervisor in the Declaration of Completion form to be submitted in the final submission. Communication between the evaluator(s) and the SPT supervisor is vital. Meaningful feedback on the learner's performance

must be provided to the SPT supervisor by the evaluator(s). The onus is on the SPT supervisor to ensure that this communication occurs.

DPRP Daily Tracking Log

The purpose of the Daily Tracking Log is to record/track the checking that has been completed and help document any errors caught or made during the filling or checking process.

The learner must start a new tracking log each day to record all checked prescriptions and any identified errors. The forms provided are a template. (Other daily tracking forms specific to the practice site may be used as long as all the required information is recorded).

The pharmacy technician-in-training must record all relevant information on the forms, including:

- Date and name of pharmacy technician-in-training
- Prescription number (if applicable) and type of item checked
- Any errors identified or “no error” if none are found
- Initials once the check has been completed

The evaluator must also check the item checked by the pharmacy technician-in-training and:

- Initial “no error missed” if:
 - there is no error in the prepared prescription and this has been appropriately identified by the pharmacy technician-in-training; or
 - there is an error in the prepared prescription but this has been appropriately identified by the pharmacy technician-in-training
- Initial “error missed” if:
 - there is an error in the prepared prescription but it is NOT appropriately identified by the pharmacy technician-in-training

Record the type of error missed by the pharmacy technician-in-training if applicable. The DPRP Daily Tracking Log can be found in the SPT Logbook.

Please note that the items that are checked must be done using an independent double check. As well, a pharmacy technician can only perform a final check when the process of preparing the drug for dispensing was performed by another technician, student, intern or other person (section 64), AND only if the pharmacy manager has applied to the Council of the College of Pharmacists of Manitoba for approval of the drug packaging preparation processes used in the pharmacy and the Council has approved them. Otherwise, a pharmacy technician can still do a check, but the final check MUST be performed by a pharmacist.

The Technical Checking Process

When verifying the technical accuracy of a prepared prescription, applicable legislation surrounding the appropriateness of the order is paramount. This must be determined before other checks, as described below, are performed.

When checking the medication to be dispensed, the label and medication should always be checked against the prescription. The order in which these checks are carried out may vary but all of the following checks must be performed on each prescription:

- a) Right patient
- b) Right drug, dosage form and route
- c) Right dose and quantity
- d) Right directions
- e) Right prescriber
- f) Additional considerations

Depending on the workplace, a different set of “rights” may be used. This is acceptable as long as all the appropriate checks are completed.

The following process may be used as a reference for checking community and/or hospital prescriptions, orders, vials, compounds, unit dose bins, blister packing and other compliance packaging, or other similar processes. All steps may not be applicable to all settings so the learner and evaluator or supervisor may need to adapt the checking process to be workplace specific where necessary.

a) Right patient

- Check the patient’s name on the prescription/order and vial/product label for accuracy. Be extra vigilant when there are duplicate names in the pharmacy computer system.
- Check patient’s address and/or date of birth especially when multiple patients have the same name. Always check two identifiers.
- (Hospital) Check that the bin/card/product item, etc. has been labeled with the correct patient name, room number, and floor.

b) Right drug, dosage form, and route

- Check to ensure that the drug name on the prescription/order matches the name on the vial/product label and with the stock bottle being used (with allowance for generic substitution). Pay particular attention to drugs that have similar names to another medicine to ensure that the correct drug is dispensed.
- Refer to the Manitoba Interchangeability Formulary to determine if a generic drug is available.
- (Hospital) Follow automatic substitution (generic and therapeutic) policies as applicable.
- Match the DIN (Drug Identification Number) on the hard copy to the manufacturer bottle label/product.

- Check that the dosage form matches the form stated on the prescription.
- Check the physical appearance of the drug to ensure that the product in the vial/package is what the label states and is of good quality.
- Ensure integrity of the final product.
- Check the expiration date on the manufacturer's stock bottle/product to ensure that the product will not expire during the treatment period. Take extra care with liquids which may have a shorter shelf life once the stock bottle has been opened.
- Check if the medication is a high alert or high risk medication that may need further checks.

c) Right dose and quantity

- Check the strength of the medication to ensure that the strength and dose on the prescription have been interpreted correctly.
- Check calculations for dosage, compounding, etc.
- Check the quantity on the prescription and vial label to ensure they are the same. If the quantity has been calculated from information on the prescription, double check the calculation.
- Check the number of refills on the prescription and vial/product label to ensure they are the same.
- (Hospital) Ensure the product and quantity have been correctly selected and placed into the correct bin/card/bag/etc.
- Check that the quantity of the product item matches the quantity on the pick list/medication administration record (MAR)/label or other form of checking list.

d) Right directions

- Verify that the directions on the prescription provide the same dose as what is stated on the vial/product label.
- Ensure that the directions and label are clear and easy to understand.
- Confirm the dosing interval and frequency.
- (Hospital) Check that administration times have been respected according to the system in place (e.g. scheduled doses in front, prn doses in back).

e) Right prescriber

- Check the prescriber's name on the prescription and vial/product label to ensure all information is correct.
- Consider prescribing laws and regulations (scope, authority, prescribing conditions, etc.).

f) Additional considerations

- Check that the most appropriate packaging/container has been used.
- Consideration should be given to auxiliary information/labels necessary for appropriate care and use of the drug (may be site specific).
- Prescriptions/orders need to be checked that they are in compliance with all legislation regarding the dispensing of drugs (labeling, pricing, etc. as applicable).

- Ensure all documentation has been completed and filed.
- Take responsibility for the accuracy of the filling and distribution process.
- Bring any drug related problems to the pharmacist's attention if identified.
- Ensure proper storage conditions.

After the independent double check has been completed, your evaluator will validate and verify each item.

Note: A pharmacy technician is always responsible to ensure that a therapeutic and clinical assessment has been completed by a pharmacist to confirm the appropriateness of the order for the patient and to counsel the patient. This is required for every prescription item including new and refill orders. No product can be released to the patient until the pharmacist has assessed the appropriateness of therapy and has counselled the patient.