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| WI Youth Apprenticeship Logo | Pharmacy Technician  Youth Apprenticeship |

# Pharmacy Technician

Pharmacy Technician youth apprentices prepare medications under the direction of a pharmacist. They may also measure, mix, count out, label, and record amounts and dosages of medications according to prescription orders.

**Length of Apprenticeship:** One year

# Required Competencies

Youth apprentices must become proficient in both general employability and occupation-specific competencies. All of these, and examples of how each can be demonstrated, are found in the following pages. Below are 14 occupational competencies that must be learned for this occupation (employers may substitute out one of these and should write in the competency they are adding).

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| **Competencies** (See examples below) |
| 1. Accept prescription orders 2. Perform calculations for medication orders 3. Apply standard precautions and infection prevention controls 4. Prepare supplies and instruments 5. Assist to prepare patient medications 6. Prepare medication for distribution 7. Maintain inventory 8. Perform customer service tasks 9. Participate in quality assurance practices 10. Maintain pharmacy records and other documents 11. Use pharmacy references 12. Implement error prevention and safety strategies to improve safety and accuracy of prescription preparation and delivery 13. Place medication and supply orders 14. Assist to prepare nonsterile compounds |

# Registered Apprenticeship Bridging Opportunities

The following Registered Apprenticeship is available in this area:

* Pharmacy Technician

# Post-Secondary Pathway Opportunities

There are several post-secondary pathway opportunities in this area. The following is a partial list.

* Pharmacy Technician
* Pharmacy Services Management

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| WI Youth Apprenticeship Logo | Pharmacy Technician  Youth Apprenticeship  On-the-Job Learning Performance Standards Guide |

# Youth Apprentice information

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| --- | --- |
| **Youth Apprentice Name** | |
| **YA Coordinator** | **YA Consortium** |
| **School District** |  |

# Work Requirement

All YA Health Science Pharmacy Technician student must be registered with the Wisconsin Department

of Safety and Professional Services (DSPS). Instructions for application are available on the [DSPS](https://dsps.wi.gov/pages/Home.aspx)

[website.](https://dsps.wi.gov/pages/Home.aspx)

# SIGNATURES

The On-the-Job Learning Performance Standards Guide includes a list of competencies youth apprentices learn through mentoring and training at the worksite.

Instructions for the Worksite Employers/Mentors and School-Based or YA coordinators: This document should be reviewed with the employer/mentor, school-based or YA coordinator on a regular basis with the youth apprentice to record progress and plan future steps to ensure completion of the required competencies. Mentors, school-based/YA coordinator, and the apprentice sign below.

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| --- | --- |
| Employer/Mentor Signature | Employer/Mentor Signature |
| Employer/Mentor | Employer/Mentor |
| Business/Company | Business/Company |
| Date Signed | Date Signed |
|  | |
| Employer/Mentor Signature | Employer/Mentor Signature |
| Employer/Mentor | Employer/Mentor |
| Business/Company | Business/Company |
| Date Signed | Date Signed |
|  |  |
|  | |
| School-Based and/or YA Coordinator Signature | School-Based and/or YA Coordinator Signature |
| School-Based and/or YA Coordinator | School-Based and/or YA Coordinator |
| School District or Organization | School District or Organization |
| Date Signed | Date Signed |
|  |  |
| School-Based and/or YA Coordinator Signature | School-Based and/or YA Coordinator Signature |
| School-Based and/or YA Coordinator | School-Based and/or YA Coordinator |
| School District or Organization | School District or Organization |
| Date Signed | Date Signed |
|  | |
| Youth Apprentice Signature | Youth Apprentice Signature |
| Youth Apprentice | Youth Apprentice |
| School District / High School | School District / High School |
| Date Signed | Date Signed |
|  | |
| Youth Apprentice Signature | Youth Apprentice Signature |
| Youth Apprentice | Youth Apprentice |
| School District / High School | School District / High School |
| Date Signed | Date Signed |

# employability Skills (TO BE COMPLETED BY yA EMPLOYER/MENTOR)

All youth apprentices must demonstrate the key employability skills listed below in order to complete the YA program. They do so by earning at least a "Meets Expectation" rating in each. At least two evaluations are required each year of a youth apprenticeship. More columns are included below for those who choose to conduct more frequent reviews.

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| **1** | ***Working to Meet Expectations:*** Needs improvement; requires much assistance and supervision; rarely displays this behavior |
| **2** | ***Meets Expectations:***  Meets entry-level criteria; requires some supervision; often displays this behavior |
| **3** | ***Exceeds Expectations:*** Exceeds entry-level criteria; requires minimal supervision; consistently displays this behavior |

|  | **Employability Skills** |  | **Rating** | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Competency and examples for each** | | **Year One Evaluation Rating** | | | | |
| **Initial** | | **Mid Year 1** | **Mid Year 2** | **Final** |
| 1. Develops positive work relationships with others.   *Examples of qualities and habits that the employee might exhibit include . . .*   * Interacts with others with respect and in a non-judgmental manner * Responds to others in an appropriate and non-offensive manner * Helps co-workers and peers accomplish tasks or goals * Applies problem-solving strategies to improve relations with others * When managing others, shows traits such as compassion, listening, coaching, team development, and appreciation | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 1. Communicates effectively with others   *Examples of qualities and habits that the employee might exhibit include . . .*   * Adjusts the communication approach for the target audience, purpose, and situation to maximize impact * Organizes messages/information in a logical and helpful manner * Speaks clearly and writes legibly * Models behaviors to show active listening * Applies what was read to actual practice * Asks appropriate questions for clarity | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 1. Collaborates with others   *Examples of qualities and habits that the employee might exhibit include . . .*   * Works effectively in teams with people of diverse backgrounds regardless of sex, race, ethnicity, nationality, sexuality, religion, political views, and abilities * Shares responsibility for collaborative work and decision making * Uses the problem-solving process to work through differences of opinion in a constructive manner to achieve a reasonable compromise * Avoids contributing to an unproductive group conflict * Shares information and carries out responsibilities in a timely manner | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 1. Maintains composure under pressure   *Examples of qualities and habits that the employee might exhibit include . . .*   * Uses critical thinking to determine the best options or outcomes when faced with a challenging situation * Carries out assigned duties while under pressure * Acts in a respectful, professional, and non-offensive manner while under pressure * Applies stress management techniques to cope under pressure | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 1. Demonstrates integrity   *Examples of qualities and habits that the employee might exhibit include . . .*   * Carries out responsibilities in an ethical, legal and confidential manner * Responds to situations in a timely manner * Takes personal responsibility to correct problems * Models behaviors that demonstrate self-discipline, reliability, and dependability | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 1. Performs quality work   *Examples of qualities and habits that the employee might exhibit include . . .*   * Carries out written and verbal directions accurately * Completes work efficiently and effectively * Performs calculations accurately * Conserves resources, supplies, and materials to minimize costs and environmental impact * Uses equipment, technology, and work strategies to improve workflow * Applies problem-solving strategies to improve productivity * Adheres to worksite regulations and practices * Maintains an organized work area | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 1. Provides quality goods or services (internal and external)   *Examples of qualities and habits that the employee might exhibit include . . .*   * Shows support for the organizational goals and principles by own personal actions * Displays a respectful and professional image to customers * Displays an enthusiastic attitude and desire to take care of customer needs * Seeks out ways to increase customer satisfaction * Produces goods to workplace specifications | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 1. Shows initiative and self-direction   *Examples of qualities and habits that the employee might exhibit include . . .*   * Prioritizes and carries out responsibilities without being told * Responds with enthusiasm and flexibility to handle tasks that need immediate attention * Reflects on any unsatisfactory outcome as an opportunity to learn * Improves personal performance by doing something different or differently * Analyzes how own actions impact the overall organization * Supports own action with sound reasoning and principles * Balances personal activities to minimize interference with work responsibilities | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 1. Adapts to change   *Examples of qualities and habits that the employee might exhibit include . . .*   * Shows flexibility and willingness to learn new skills for various job roles * Uses problem-solving and critical-thinking skills to cope with changing circumstances * Modifies own work behavior based on feedback, unsatisfactory outcomes, efficiency, and effectiveness * Displays a "can do" attitude | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 1. Demonstrates safety and security regulations and practices   *Examples of qualities and habits that the employee might exhibit include . . .*   * Follows personal safety requirements * Maintains a safe work environment * Demonstrates professional role in an emergency * Follows security procedures * Maintains confidentiality | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 1. Applies job-related technology, information, and media   *Examples of qualities and habits that the employee might exhibit include . . .*   * Applies technology effectively in the workplace * Assesses and evaluates information on the job * Assesses training manuals, website, and other media related to the job | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 1. Fulfills training or certification requirements for employment   *Examples of this requirement may include . . .*   * Participation in required career-related training and/or educational programs * Passing certification tests to qualify for licensure and/or certification * Participation in company training or orientation | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 1. Sets personal goals for improvement   *Examples of this requirement may include . . .*   * Setting goals that are specific and measurable * Setting work-related goals that align with the organization's mission * Identifying strategies to reach goals * Reflecting on goal progress to regularly evaluate and modify goals | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |

# OCCUPATIONAL Competencies (TO BE COMPLETED BY yA EMPLOYER/MENTOR)

Youth apprentices must a rating of at least "MEETS EXPECTATIONS" must be earned in each by the conclusion of the apprenticeship. **Thirteen** must be from the list below. If necessary, employers can substitute **1** competency with another occupationally appropriate skill. That skill should be added to the competency list for assessment.

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| --- | --- |
| **1** | ***Working to Meet Expectations:*** Needs improvement; requires much assistance and supervision; rarely displays this behavior |
| **2** | ***Meets Expectations:***  Meets entry-level criteria; requires some supervision; often displays this behavior |
| **3** | ***Exceeds Expectations:*** Exceeds entry-level criteria; requires minimal supervision; consistently displays this behavior |

| **Occupational Competencies** | |  | **Rating** | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Competency and Rating Criteria** | | **Year One Evaluation Rating** | | | | |
| **Initial** | | **Mid Year 1** | **Mid Year 2** | **Final** |
| 1. Accept prescription orders  * confirm patient identity * gather, review, and update patient information * verify the order is complete * confirm prescription is within date * gather, review, verify insurance information * prepare the medication label | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 2. Perform calculations for medication orders  * perform weight measurements * use graduated cylinders to measure * calculate day supply and quantity to dispense * perform conversions between measurement systems | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 3. Apply standard precautions and infection prevention controls  * put on and dispose of appropriate personal protective equipment properly * perform hand hygiene * handle needles and sharp devices safely to prevent injury * clean and disinfect areas and equipment according to facility policy * handle equipment and supplies to minimize the spread of infection * follow isolation procedures when needed * safely dispose of bio-hazardous materials | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 4. Prepare supplies and instruments  * rinse with appropriate solvent * clean items to remove residual matter * dry items * place items in sterilization pouches if required | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 5. Assist to prepare patient medications  * gather medication label * don Personal Protective Equipment (PPE) * select correct medication * fill correct medication quantity * label medication unit * obtain verification of final product * dispose of pharmaceutical waste and supplies | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 6. Prepare medication for distribution  * prepare or gather medication label * select proper packaging * label medication * follow storage requirements * organize product for distribution | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 7. Maintain inventory  * receive medication and supply orders * stock orders * set stock pars * perform cycle counts * add/remove formulary products * return or dispose of recalled, expired and unusable products * report discrepancies | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 8. Perform customer service tasks  * answer phones * respond to customer questions * greet customers courteously * service customer needs * perform cashiering duties | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 9. Participate in quality assurance practices  * file patient prescriptions * file purchasing invoices * file operation compliance logs | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 10. Maintain pharmacy records and other documents  * route requests for information, purchase orders, checks, and other business documents to appropriate parties * sort and distribute correspondence * update documents * verify authorizations * follow up to obtain missing information * store, retain, and/or destroy manual records as directed * collect and enter data for special programs such as staff credentialing, utilization management, risk management, and/or infection control programs | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 11. Use pharmacy references  * use pharmacy databases * use pharmacy texts * locate phone number for drug information and poison control centers | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 12. Implement error prevention and safety strategies to improve safety and accuracy of prescription preparation and delivery  * separate inventory * apply leading and trailing zero * use bar codes * apply tall man lettering * avoid use of error prone abbreviations * identify high-alert/risk medications and look-alike/sound-alike [LASA] medications | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| 13. Place medication and supply orders  * identify items to be ordered * determine supplier * place order (online process) * confirm accuracy of order | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| Assist to prepare nonsterile compounds  * don Personal Protective Equipment (PPE) * select compounding formulation * prepare compounding equipment and supplies * perform compounding calculations * measure quantities * document relevant information * label compound * prepare products | | **1**  **2**  **3** | | **1**  **2**  **3** | **1**  **2**  **3** | **1**  **2**  **3** |
| Competency Substitute (if you replaced a competency above, note the competency and rating) | | **1**  **2**  3 | | **1**  **2**  3 | **1**  **2**  3 | **1**  **2**  3 |
|  | **Comments**: | | | | | |

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