



Pharmacy Quality Assurance Commission
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Guidelines for the Implementation of a Washington Pharmacy Technician Training Program

The commission has prepared the following to assist pharmacies in the development of training programs for pharmacy technicians. Your program should be consistent with the needs and operation of your pharmacy and should relate to your ancillary utilization plan (AUP) as filed with the commission office. Please note that if you are submitting an updated AUP, you must complete a separate AUP application found on the commission's website. Please see the [commission's sample AUP](#) for reference.

Individuals enrolled in a technician training program must have an active pharmacy assistant registration. In addition, individuals enrolled in a commission-approved pharmacy technician training program shall obtain a pharmacy-technician-in-training endorsement for experiential training.

[WAC 246-945-203](#).

Format for Program Submission

Prepare your training program submission in two sections as follows.

- Section I: Director, Instructors, and Pharmacy
- Section II: Resources and Program Instruction

Please send completed submission to
Department of Health
Washington State Pharmacy Commission
PO Box 47877
Olympia WA 98504-7877 or

HSQAFC@doh.wa.gov – Please note that email is the most efficient way to submit your application.

Please allow up to 60 days from the date of submission for commission approval. Please contact the commission's office (360-236-4946 or WSPQAC@doh.wa.gov) if you have any questions.

Section I: Director, Instructors, and Pharmacy

Each training program must have a pharmacist program director that is accountable for the overall quality of the program. [WAC 246-945-215\(2\)\(c\)](#). The responsible pharmacist in each pharmacy is usually the director of the training program. Please list the director's name, license number, qualifications, and any experience they have in training pharmacists, interns, or technicians. For others involved in the training program, please list their name(s), practice and instruction experience, if any, and areas of responsibility in your program.

List the pharmacy's name, location, phone number and license number.

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email doh.information@doh.wa.gov.

Section II: Resources and Program Instruction

List texts, manuals, journals, and other current references used in the training or available in the pharmacy as references using a bibliographical format. Include any written material you have prepared for technician use or training. All reference materials used in training must be the latest edition available.

The use of a training manual is mandatory. The training manual may contain such items as job description, training program objectives, orientation to the organization and to the pharmacy department, course outline, schedule and assignments, evaluation forms for trainees, instructors and for the training program, selected information resources, and departmental policy and procedure manual. List any evaluation procedures for candidates such as quizzes, examinations or observation.

The technician training program must have a mechanism for evaluating the trainee's progress in each knowledge and skill area. Such evaluations may be accomplished by any of the following methods: written examination, oral examination, written assignments, reports, practical examination, and evaluation in the work environment. Training programs must have a passing score that is not lower than 75%.

Records of the evaluations as well as periodic individual conferences reviewing the trainee's progress should be maintained for each trainee and should be available for review by the commission for a period of two years and must be readily available following completion of the training program. See [WAC 246-945-020](#).

Please submit a copy of the ancillary utilization plan (AUP) your technician training program will utilize.

Teaching methods utilized by training programs must combine individual discussion and supervised work experience. In addition, the following techniques may be utilized to develop skills and provide reinforcement.

- workshop discussion with demonstrations
- films
- simulated work experiences
- programmed texts
- individual and group conferences
- observations in the work environment
- individualized work experiences

The following subject matters should be included in any basic training program considered for approval by the commission to prepare students for entry-level practice in a variety of settings:

- A. Orientation to Pharmacy Practice - Health care delivery systems, broad definitions of pharmacy practice and practice settings, communications techniques, confidentiality of information, and safety considerations. [WAC 246-945-215\(2\)\(a\)\(i\)](#).
- B. Basic Pharmaceutics - Medical and pharmaceutical terminology and abbreviations, components of a prescription and patient medication record, drug dosage forms, routes of administration and drug product packaging, weighing and measuring, labeling, drug nomenclature, aseptic techniques, drug storage and handling, and drug standards and information sources. [WAC 246-945-215\(2\)\(a\)\(ii\)](#).
- C. Federal and State Regulations – A minimum of eight hours in principles of applicable state and federal pharmacy laws, rules, regulations, guidelines, and interpretive statements. [WAC 246-945-215\(2\)\(a\)\(iii\)](#).

- D. Pharmaceutical Calculations - Basic mathematics including fractions, decimals, percentages, proportions, and weights and measures. [WAC 246-945-215\(2\)\(a\)\(iv\)](#).
- E. Multicultural Health Curriculum - Required by [RCW 43.70.615](#). [WAC 246-945-215\(2\)\(b\)](#).
- F. Additional Program Areas – Additional program areas may be included in a training program based upon the individual requirements of the trainee and the functions to be performed by the pharmacy technician in the particular practice setting, such as sterile admixture techniques and fundamentals of pharmacology.

The technician training program must include a minimum number of hours of education and training that extends over a period of 15 weeks but does not exceed 24 months and includes the following:

- Vocational or Technical Training Programs: 800 hours which includes 160 hours supervised practice experience. [WAC 246-945-215\(2\)\(d\)\(i\)](#).
- Formal or Academic Training Programs: 2 academic quarters with 30 credit hours each and includes 160 supervised practice experience. [WAC 246-945-215\(2\)\(d\)\(ii\)](#).
- On-the-Job Training Programs: at least 520 hours with 12 hours of instructive education. [WAC 246-945-215\(2\)\(d\)\(iii\)](#).

Pharmacy Technician Training Sample Schedule

Subject	Weeks	Hours
A. Orientation to pharmacy practice	2	10
B. Pharmacy terminology and basic pharmaceuticals	4	15
C. Pharmacy law - state and federal	4	8
D. Pharmaceutical calculations	2	15
E. Processing the prescription/drug order	4	20
F. Stocking/ordering/inventory	4	15
G. Receiving merchandise	2	10
H. Inventory control and returned goods procedure	4	15
I. Telephone procedure and communication	4	15
J. OTC drugs	3	15
K. Pharmaceutical compounding	2	15
L. Pharmacy computer system	6	20

Commission Review

Commission staff review the training programs and may reach out for clarification or additional information. Once all documentation is complete, the training program will be submitted for commission review and at an upcoming business meeting. The commission can approve the training program, deny approval of the training program, or approve the training program contingent on the program making specific changes. Staff will communicate the decision to the applicant. Staff encourage the program director to attend the commission meeting where the commission will be reviewing the training program. The Director shall submit each approved program to the commission for re-approval every five years unless listed in [WAC 246-945-215\(1\)](#).