



Pharmacy Technician Syllabus

Curriculum Description

The Career Step Pharmacy Technician training program includes 14 modules and a final exam designed to help students gain the knowledge and skills necessary to work in both retail and institutional settings, and to prepare students for national certification exams. Numerous exercises and assessments throughout each module ensure that students master each concept before moving on, and knowledgeable student support advisors are available from program start to finish. After gaining a solid foundation of pharmacy technician knowledge, students can work with their instructor to discover externships in local Walgreens and CVS Pharmacy stores.

Program Orientation

In this module, the student will be introduced to the Pharmacy Technician training program. A learning objective for each of the modules in the program is presented, along with information on navigating and using the features and functions of the online program.

Working at a Pharmacy

This module provides an overview of pharmacy practice settings and describes the differences between the roles and responsibilities of pharmacists and pharmacy technicians. It also outlines pharmacists' expectations for their pharmacy technicians.

Computer Fundamentals

In this module, the student will become familiar with basic computer skills, including using hardware, software, and the Internet.

Keyboard Kinetics

This module will teach the student typing basics and help increase their efficiency on the computer keyboard for the input of patient, prescription, and insurance information.

Pharmacology

This module will introduce the student to the science of pharmacology, including drug actions and effects, dosage forms and routes of administration, and drug classifications. Students will learn the generic and brand names of common medications, as well as their uses. The module also provides an overview of drug references and other resources available to pharmacy technicians.

Pharmacy Law, Regulations, and Standards

In this module, the student will learn about U.S. pharmacy law and its effects, including the regulation of controlled substances and confidentiality of patient medical records. The student will learn about regulatory bodies such as the Food and Drug

Administration (FDA) and Drug Enforcement Administration (DEA). Ethics for pharmacy technicians are also addressed.

Business of Pharmacy

This module teaches essential communication skills, customer service techniques, and payment processing. Students will receive training in insurance billing, including an overview of private and government insurance plans. This module also provides training in inventory management for both retail and institutional settings.

Prescriptions

In this module, the student will learn to create and review patient profiles and to read prescriptions, including common abbreviations. They will also learn the steps of the dispensing



process, such as counting, packaging, and labeling. Information is included about special prescription types as well as avoiding medication errors.

Pharmaceutical Calculations

This module begins with an overview of basic mathematic principles and their applications in the pharmacy. Students will learn about and practice dosage calculations, systems of measurement, compounding calculations, preparing injectable and intravenous medications, and business mathematics.

Nonsterile Compounding

This module teaches the basics of nonsterile compounding in the pharmacy. It also includes step-by-step instructions for filling capsules, making lozenges, reconstituting powders, creating suspensions, and preparing ointments, creams, and gels.

Retail Pharmacy Practice

In this module, the student will learn about factors specific to the retail pharmacy, such as over-the-counter medications. They will also use simulated pharmacy software to practice entering patient data, processing prescriptions and refills, processing third-party claims, verifying cash pricing, and producing audit logs.

Institutional Pharmacy Practice

In this module, the student will learn about factors specific to the institutional pharmacy. This encompasses hospital organization, inpatient drug distribution, aseptic technique, sterile compounding, and hazardous agents. Step-by-step instructions are given for preparing oral syringes, filling medication carts and floor stock, charging and refilling crash carts, aseptic hand washing, garbing, hood cleaning, using ampules, preparing parenteral solutions, and preparing sterile powder drug vials.

Preparing for the Workforce

This module provides information about specific state requirements for pharmacy technicians in the United States, including explanations of registration, licensure, and certification. It also describes the certification exams and gives tips on preparing for and taking them.

Final Exam Preparation

Upon completion of the program, students will have the opportunity to assess their skills through a final exam. This module contains information about the structure of the exam, tips for passing it, and how to schedule a time to take it.



Approximate Unit Completion Hours

Program Orientation	1
Working at a Pharmacy	5
Computer Fundamentals	5
Keyboard Kinetics	10
Pharmacology	48
Pharmacy Law, Regulations, and Standards	15
Business of Pharmacy	15
Prescriptions	25
Pharmaceutical Calculations	60
Nonsterile Compounding	20
Retail Pharmacy Practice	35
Institutional Pharmacy Practice	40
Preparing for the Workforce	5
Final Exam Preparation	1
TOTAL	285



Employment of pharmacy technicians is expected to increase by 31 percent from 2008 to 2018, which is much faster than the average for all occupations.

–The U.S. Department of Labor