



PHARMACY TECHNICIAN PROGRAM STUDENT HANDBOOK



dated: Spring 2025

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WELCOME MESSAGE

Dear Pharmacy Technician Student,

Congratulations on your acceptance into our Pharmacy Technician Basic Program! We are delighted to welcome you to this exciting journey toward becoming a skilled pharmacy technician. The healthcare field offers rewarding opportunities to make a positive impact on patients' lives, and pharmacy technicians play a crucial role in the medication management process.

This handbook has been prepared to guide you through the program's requirements, expectations, and resources. It contains essential information that will help you navigate your educational experience successfully. Please read it thoroughly and refer to it regularly throughout your studies.

Our dedicated faculty and staff are committed to your success. We encourage you to actively participate in your learning experience, ask questions, and seek assistance whenever you need it. The skills and knowledge you gain in this program will serve as the foundation for your professional career.

We look forward to supporting you on your educational journey and watching you grow into a competent and compassionate healthcare professional.

Sincerely,

Dr. Sharlene Chapman
Program Coordinator, Pharmacy Technician Program

PROGRAM OVERVIEW

The Pharmacy Technician Program is designed to prepare students for employment as pharmacy technicians in various pharmacy settings. The program combines classroom instruction, laboratory practice, and clinical experiences to develop the knowledge and skills necessary for successful practice.

Program Length: 2-12-week semesters (1 yearlong)

Credential Awarded: Pharmacy Technician Certificate

Total Credit Hours: 20

Program Start Dates:

- Fall Semester: September
- Spring Semester: February

Class Schedule:

- Lectures/Labs: Monday - Thursday
- Clinical Rotations: Varies by site and semester

ACCREDITATION INFORMATION

The Pharmacy Technician Program is accredited by:

American Society of Health-System Pharmacists (ASHP)

4500 East-West Highway, Suite 900

Bethesda, MD 20814

Phone: 866-279-0681

Website: www.ashp.org



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South Suburban College

Mission: The mission of South Suburban College is to Serve our Students and the Community through lifelong learning.

Vision: South Suburban College is a welcoming, attractive, efficient, safe, transparent, and financially secure institution that fosters creative communication and synergy within the campus community and between that community and its partners.

Through innovative teaching, integration of technology, modeling sustainable practices that value the environment, cultivation of external partnerships, and a culture of assessment, SSC will play a pivotal role in transforming the lives of its diverse student population.

Pharmacy Technician Program

Program Mission Statement: The mission of the Pharmacy Technician Program is to prepare competent, ethical pharmacy technicians who possess the knowledge, skills, and behaviors necessary to contribute to the delivery of quality patient care in various pharmacy settings.

Program Goals:

1. **Educational Effectiveness:** To prepare graduates who are competent in the knowledge and skills needed for entry-level pharmacy technician practice.
2. **Professional Preparation:** To instill professional values, behaviors, and ethical standards essential for pharmacy practice.
3. **Technical Competence:** To develop students' technical abilities in medication preparation, dispensing, inventory management, and technology utilization.
4. **Critical Thinking:** To foster critical thinking skills necessary for problem-solving in pharmacy practice.
5. **Communication Skills:** To develop effective communication skills for interaction with patients, caregivers, and healthcare professionals.
6. **Certification Success:** To prepare graduates for successful completion of national pharmacy technician certification examinations.
7. **Career Readiness:** To equip students with the professional skills necessary for employment and career advancement.

Program Learning Outcomes

Upon completion of the Pharmacy Technician Program, graduates will be able to:

1. State the objectives listed in the Pharmacy Technician Model Curriculum as identified by the American Society of Health-System Pharmacists (ASHP), the only accrediting body for Pharmacy Technician Programs in the United States.
2. Differentiate between the educational preparation, clinical roles and responsibilities, and practice laws pertaining to the pharmacist and the pharmacy technician.
3. Describe the Pharmacy Technician Certification Board (PTCB) and its national exam process.
4. Explain pharmacy terminology with respect to common dosages, abbreviations, and routes of administration.
5. Apply pharmacy calculations to various medication orders/prescriptions.
6. Discuss laws affecting pharmacy practice.
7. Interpret medication orders and prescriptions.
8. Describe the important factors that affect drug activity.
9. Identify pharmacy references available in practice settings to answer medication-related questions.
10. Identify pharmaceutical compounding equipment.
11. Relate the importance of aseptic technique to intravenous compounding.
12. Identify the major causes of medication errors.
13. Demonstrate an understanding of pharmacy purchasing and inventory control.
14. Differentiate between institutional, ambulatory, home care, mail service, and managed care pharmacy practices.
15. Examine financial issues affecting pharmacy practice, including third-party programs, online adjudication, rejected claims, and management company audits.
16. Illustrate how good interpersonal skills lead to better customer/patient services.
17. Partake in a site visit and compare the operational systems of organized pharmaceutical facilities.
18. Discuss the various career opportunities for the Pharmacy Technician.

ADMISSION REQUIREMENTS

General Admission Requirements

1. High school diploma or equivalent (GED)
2. Placement test and/or submit transcripts of previously completed Elementary Algebra (or higher) at another college with a “B” or better within the last three (3) years
3. Submission of completed application by the deadline
4. Student must be at least 18 years of age at the time of completion

Health Requirements

- Physical examination
 - Submit a Student Health Record Form indicating the candidate can perform the physical tasks required in the program
- Immunization records including:
 - Hepatitis B series
 - Annual influenza vaccine
 - COVID-19 vaccination (as required by clinical sites)

Background Check Requirements

- Submit proof of passing a Criminal background check
- Submit proof of passing a Drug screening check

Additional Requirements

- Current CPR certification (American Heart Association BLS for Healthcare Providers)
- Proof of health insurance
- Possess an Illinois/Indiana Pharmacy Technician License
- Professional liability insurance (may be provided by the program)

Admission

Students are accepted into the Pharmacy Technician Program each Fall and Spring semester. All admitted students are required to complete all Pharmacy Technician courses in order to graduate from the program.

For assistance with educational planning or career guidance, students are encouraged to meet with program faculty, staff, or an academic advisor.

Readmission Policy

Readmission into the Pharmacy Technician Program is **not automatic** and will be considered based on the following:

General Requirements for Readmission

- Submission of a written request for readmission to the Program Coordinator.
- A required meeting with the Program Coordinator to discuss the circumstances of withdrawal or dismissal.
- Fulfillment of any additional requirements outlined by the Program Coordinator.
- Passing of prior pharmacy courses with a “C” or higher
- Updated criminal background check and drug screening (at the student's expense) if more than one semester has passed since last enrollment.

Note: Students may be readmitted to the program only once during their academic career.

Readmission After Academic Failure

Students dismissed due to academic failure must:

- Submit a formal petition for readmission, including:
 - A written explanation of the reasons for reapplying
 - An account of the circumstances that led to the original failure

Students will be notified of the program’s decision before the start of the semester they are seeking to re-enter.

Readmission After Non-Academic Withdrawal

Students who withdraw for personal, health, or other non-academic reasons must:

- Submit a **written request** to the Program Coordinator explaining their reason for stopping out and their intent to return.

- Provide medical documentation if applicable:
 - Physical illness: A letter from a physician stating the student is medically cleared to resume the program
 - Mental illness: A letter from a mental health provider confirming readiness to return

Readmission Following Military Service

In accordance with the Higher Education Act of 2008 (Public Law 110-315) and Illinois Statute 330 ILCS 60/5.2, students who withdraw due to active military duty have the right to be readmitted under the following conditions:

- The student must provide official military orders prior to their absence.
- Absences due to active duty must not exceed five years.
- Students will be readmitted to the next available course(s) upon notifying the Program Coordinator and Registrar of their intent to return.
- For short-term military absences, students may reschedule missed coursework or exams in collaboration with their instructor.

For further assistance, contact the Veterans Services Center at South Suburban College.

Priority for Readmission

If space is limited, students will be considered in the following order:

1. Students who withdrew due to circumstances beyond their control (e.g., medical, personal hardship).
2. Students dismissed for academic reasons.
3. If students are equally qualified:
 - Pharmacy Technician course grades will be considered first.

Additional Notes

- Students who miss one whole semester without enrollment in a Pharmacy Technician course must repeat criminal background and drug screenings.
- Students must complete the Pharmacy Technician Certificate within one academic year of initial enrollment unless an extension is granted by the Program Coordinator.

PROGRAM CURRICULUM

Program Sequence

Semester 1

- PHT 100: Pharmacy Technician Orientation - 3 credits
- PHT 101: Pharmaceutical Mathematics - 3 credits
- PHT 104: Pharmacology I - 3 credits
- PHT 118: OTC, Herbal and Alternative Therapy - 3 credits
- Total: 12 credits

Semester 2

- PHT 102: Pharmacy Operations I - 3 credits
- PHT 105: Pharmacy Technician Internship I - 3 credits
- PHT 110: Pharmacy Tech Board Certification Review Class - 2 credits
- Total: 8 credits

Total Program Credits: 20

COURSE DESCRIPTIONS

PHT 100: Pharmacy Technician Orientation - 3 credits

This course serves as an essential introduction to the pharmacy technician profession, equipping students with foundational knowledge and skills necessary for success in their roles as retail pharmacy technicians. Also, providing students a comprehensive overview of the pharmacy environment, the difference between pharmacists and technicians, and the key responsibilities of pharmacy technicians. The course aligns with the American Society of Health-System Pharmacists (ASHP) Accreditation Standards to ensure competence in pharmacy practice.

Prerequisites: Admission to the program or approval of the program coordinator.

PHT 101: Pharmaceutical Mathematics - 3 credits

This course teaches pharmacy technician students mathematical skills for accurate medication preparation and dispensing calculations. It emphasizes precision in pharmaceutical practice, as minor calculation errors can have significant consequences for patient safety. Key topics include ratio and proportion, percentages, ratio strength, dilution/concentration problems, and IV admixture calculations. Proper application of pharmaceutical calculations is critical to ensuring patient safety and minimizing medication errors. *Prerequisites:* Admission to program, Completion of MTH 095 or equivalent

PHT 104: Pharmacology I - 3 credits

This course provides students with a comprehensive foundation in pharmacology, emphasizing the mechanisms of action, therapeutic uses, side effects, and interactions of various drug classes. The focus is on medication management, patient safety, and the role of pharmacy technicians in supporting pharmacological therapy. Topics include pharmacokinetics, pharmacodynamics, medication safety, and legal considerations, aligning with ASHP accreditation standards.

Prerequisites: Admission to program

PHT 118: OTC, Herbal and Alternative Therapy - 3 credits

This course equips pharmacy technician students with comprehensive knowledge of over-the-counter (OTC) medications, herbal supplements, and alternative therapies. Students will learn to understand the therapeutic benefits, potential risks, and appropriate uses of these products used in medical conditions that are self-treatable, as well as how they may interact with prescription medications. *Prerequisites:* Admission to program

PHT 102: Pharmacy Operations I - 3 credits

This hands-on, experiential learning course provides students with practical training in pharmacy operations, emphasizing workflow processes, inventory control, prescription processing, and

customer service in a simulated retail pharmacy environment. Through lab-based simulations, students develop proficiency in medication management, billing, pharmacy law compliance, and non-sterile extemporaneous compounding. *Prerequisites:* Successful completion of PHT 100, PHT 101, and PHT 104 and/or Approval from the program coordinator

PHT 105: Pharmacy Technician Internship I - 3 credits

This course provides pharmacy technician students with a supervised, hands-on internship in a retail pharmacy setting. Students apply theoretical knowledge to real-world practice, focusing on prescription processing, patient communication, inventory management, and compliance with legal/ethical standards. The internship emphasizes ASHP competency standards, including medication safety, workflow efficiency, and professional behavior. Internship requires the completion of 150 contact hours. *Prerequisites:* Successful completion of PHT 100, PHT 101, and PHT 104, and/or Approval from the program coordinator

PHT 110: Pharmacy Tech Board Certification Review Class - 2 credits

This course is designed to prepare students for the Pharmacy Technician Certification Exam (PTCE) administered by the Pharmacy Technician Certification Board (PTCB) and the Exam for the Certification of Pharmacy Technicians (ExCPT). It covers major topics and knowledge domains required for both exams, providing comprehensive review and practice to ensure students are well-prepared for certification. The course focuses on key areas such as pharmacology, federal and state regulations, patient safety, order entry and processing, and professional development. Students will gain the knowledge and skills necessary to pass the PTCB or ExCPT and embark on a successful career as certified pharmacy technician. *Prerequisites:* Successful completion of PHT 100, PHT 101, and PHT 104 and/or Approval from the program coordinator

PROGRAM POLICIES

Absenteeism and Tardiness Policy

Students in the Pharmacy Technician program are expected to attend classes and clinical rotations regularly and on time. If you anticipate being absent or late, please notify your instructor or clinical coordinator via phone or email before the scheduled start time. Arriving more than 5 minutes after the scheduled time is considered tardiness.

Authorized Absences:

1. Jury Duty
2. Military Duty
3. Funeral Leave
4. Death of a Family Member: Up to 3 days for the death of a spouse, parent, grandparent, sibling, or child.
5. Professional Organization Meeting
6. Medical Absence: Must be documented by a physician and evaluated by the program director and faculty.

Students must present documentation for authorized absences at the next class session.

Unauthorized absenteeism and tardiness may lead to disciplinary actions, including probation,

suspension, academic failure, or dismissal from the program. Absences due to extenuating circumstances may be granted upon petition to the program director.

Unexcused Absences, Tardiness, and Early Dismissals:

- Any absence, tardiness, or early departure not listed above is considered unexcused.
- Students are allowed 2 clinical absences with proper documentation and no more than 3 absences per semester (Fall and Spring).
- Missing three consecutive sessions without documentation may result in dismissal from the program.
- Students must notify the program of long-term illnesses.
- The program director will evaluate all documentation.

Students are responsible for all course requirements, regardless of absences or tardiness. The impact of classroom absences on the total grade is at the instructor's discretion and is included in the course syllabus. More than one unexcused absence or tardiness at a clinical site must be reported to the program, which may result in removal from the site. Losing a clinical site due to poor attendance or tardiness will result in a failing grade for the course, and the student will not be reassigned to another site.

Laboratory Attendance:

- Maximum of 2 absences per course per semester.
- Tardiness exceeding 15 minutes will be counted as an absence.
- Excessive absences may lead to course failure.

Clinical Attendance:

- 100% attendance is required for all clinical rotations.
- All missed clinical hours must be made up as arranged with the Clinical Coordinator.
- Failure to complete clinical hours may result in course failure.

Grading Policy

The following grading scale is used for all Pharmacy Technician courses:

Grade Percentage

| | |
|---|-----------|
| A | 90-100% |
| B | 80-89% |
| C | 70-79% |
| D | 60-69% |
| F | Below 60% |

Academic and Clinical Progression Policy

To successfully progress and complete the Pharmacy Technician program, students must meet the following academic and clinical requirements:

- A minimum grade of **“C” (70%) or higher** is required in all pharmacy tech courses.
- Students must achieve a **minimum score of 65% on the final exam** to pass any course, regardless of their overall course grade. This ensures a comprehensive understanding of the course material.

To receive a passing grade for a course, students must:

- Maintain a **minimum course average of 70% (C)**.
- Score **at least 65%** on the **Comprehensive Final Exam**.
- Complete assigned coursework.
- Pay all program and college fees in full.
- Maintain a satisfactory attendance record.

Course Failures and Dismissal:

- Failing the same course twice may result in dismissal from the program.
- Three total course failures, regardless of the course, may result in dismissal from the program.

Incomplete Grades (Temporary Grade):

An “I” grade indicates that an important assignment, such as a term paper, final examination, or experiment, is missing, and upon arrangement with the instructor, may be submitted to complete the course. Removal of an “Incomplete” establishes whatever grade is warranted, provided that the work is completed prior to the mid-term of the semester following the term in which the course was taken. Otherwise, the final grade of “F” (or appropriate grade) is then recorded. Please consult with course instructors concerning incomplete courses.

Student Grade Appeals:

Please follow the grade appeal process outlined in the SSC Catalog on pages 30-31 or visit the webpage [Student Grade Appeal Process](#).

Remediation Policy

Students who are not meeting the required academic standards may be allowed to improve their performance through a structured remediation plan at the discretion of the instructor.

Remediation may include:

- Meeting with the course instructor for academic guidance and support
- Accessing tutoring services to strengthen subject understanding
- Participating in additional lab practice sessions to improve hands-on skills
- Following an individualized improvement plan tailored to the student’s specific needs

All remediation activities must be finished by the deadline established by the instructor. Failure to complete the remediation requirements may impact the student’s progression in the program.

Student Responsibility in the Educational Process

The South Suburban Pharmacy Technician Program is committed to providing a high-quality educational experience. This includes a rigorous curriculum, hands-on laboratory training, and real-world clinical experiences designed to prepare students for professional practice as a pharmacy technician.

While the program offers the necessary tools and support, students are ultimately responsible for their learning and success. This includes:

1. Attending all classes and actively participating in discussions and activities
2. Completing all assignments by the deadlines provided
3. Producing work that meets program standards
4. Preparing for assessments, lab activities, and clinical experiences
5. Asking questions when clarification is needed
6. Accepting and engaging in remediation when offered or recommended

Assessments will include exams (given in class), quizzes, skill demonstrations, and online activities. Students are expected to prepare thoroughly and maintain academic integrity at all times. This ensures they acquire the knowledge and practical skills necessary for success in the pharmacy technician field.

Academic Rigor Statement

You are enrolled in an academically rigorous college-level program. Success in this program requires consistent effort both in and out of class.

: While the Illinois Community College Board Administrative Rules do not mandate study time, South Suburban College follows federal and accreditation guidelines suggesting:

- **Two hours of study time** for every one hour of lecture
- **One hour of study time** for every two hours of lab

The Pharmacy Technology curriculum is designed not just to help you pass exams, but to prepare you for clinical application and professional practice. You'll need to develop a deep understanding, strong critical thinking, and the ability to apply your knowledge in real-world settings.

Developing Effective Study Habits

Students often enter the program with study strategies that have worked in the past, but they may find that these strategies are insufficient for the level of academic and hands-on training required. Pharmacy technician education requires both knowledge mastery and the ability to perform technical skills in varied settings.

Recommended Study Strategies:

- Use multiple senses during study (read aloud, write notes, watch videos)
- Adapt study techniques to fit your learning style
- Develop and stick to a weekly study schedule — avoid last-minute cramming

- Study individually to grasp concepts, then reinforce them through small group sessions
- Choose distraction-free environments
- Study to understand and apply the material, not just to recognize it

Creating a Study Schedule

To be successful, students should schedule dedicated study time each week:

- For each lecture hour, plan 2 hours of study
- For each lab hour, plan one additional hour of practice

Remember, this program builds semester by semester. You are not only preparing for one exam — you're developing a foundation for clinical practice.

Tips for Planning:

- Treat study time like an appointment — schedule it in your calendar
- Avoid overscheduling yourself with work or outside activities
- Consider studying on campus between or after classes to reduce home distractions
- Start with an independent review, then reinforce concepts in small study groups

Learning Pharmacy Skills is Like Learning to Cook a New Recipe

When you first try cooking a complex recipe — such as baking a layered cake or creating a new dish from scratch — you can't simply read the instructions and expect perfection on the first attempt.

- *Reading the recipe (textbook or lecture) gives you the steps, but it doesn't automatically mean you know how to do them.*
- *Watching someone else cook (class demonstrations or videos) gives you an idea, but you still need to do it yourself to learn.*
- *Your first attempt might be messy or even a failure — maybe the cake doesn't rise or the flavors are off — and that's okay. You learn by doing.*
- *With repetition and reflection, you adjust: better measurements, better timing, more confidence.*
- *Eventually, it becomes second nature — and you can adapt the recipe or apply the technique to new situations.*

Just like in cooking, mastery of pharmacy tech skills requires practice, patience, and perseverance. Reading about it isn't enough. You must do the work, reflect on your results, and keep practicing until your “technique” becomes automatic and reliable.

Use the calendar templates provided at the end of this handbook to plan your weekly study schedule.

General Rules and Expectations

To maintain a professional, respectful, and safe learning environment, all students enrolled in the Pharmacy Technician Program are expected to follow these guidelines:

1. Uniform Requirement

Students must wear the designated program uniform scrubs on all laboratory days and during all clinical activities.

2. Respectful Conduct

Disrespect toward faculty, staff, peers, or clinical personnel will not be tolerated under any circumstances. Professionalism is expected at all times.

3. **Food and Drink Policy**

Eating and drinking are not permitted in the laboratory or clinical areas to maintain cleanliness and safety.

4. **Laboratory Compliance**

Students must follow all laboratory rules and safety protocols as outlined during lab orientation and course instruction.

5. **Clinical Conduct**

Students are expected to adhere to all clinical site rules and program-specific clinical education guidelines, including those related to conduct, confidentiality, and safety procedures.

CLINICAL/EXPERIENTIAL REQUIREMENTS

Clinical Requirements:

- Students must be in good academic standing to be placed at a clinical site. Academic remediation will be provided if needed, but clinical placement is not guaranteed.
- If a student is removed from a clinical site due to unsatisfactory performance, interpersonal issues, or any other reason, they will receive a failing grade. The student will not be reassigned to a new site.
- Students who withdraw from a clinical course after placement arrangements have been made will not be reassigned at a later time.

Drug Testing and Background Check Policy:

- Students may be required to undergo drug testing and or a background check before or during clinical placements.
- A failed drug test or background check will result in disciplinary action and/or dismissal from the program.

Clinical Site Requirements

Students must meet the following requirements before beginning clinical rotations:

1. Complete all prerequisite coursework with minimum grade requirements
2. Possess a current Illinois/Indiana Pharmacy Technician License
3. Maintain current health requirements (immunizations)
4. Pass criminal background check and drug screen
5. Meet any additional site-specific requirements

Clinical Placement Process

The Program Coordinator arranges clinical placements. Students:

- Will be notified of clinical assignments within the first 2 weeks of the PHT 105 class
- Are not allowed to arrange their clinical placements
- Must accept assigned placements
- Are responsible for their transportation to and from clinical sites. Lack of transportation is not an acceptable excuse for missing clinical rotations.

Dress Code and Appearance Standards

To uphold the professionalism required in healthcare environments, students in the Pharmacy Technician Program must adhere to the following dress code and grooming guidelines during all classroom, lab, and clinical activities:

Standard Uniform Requirements

- Students must wear Caribbean Blue scrub sets approved by the Pharmacy Technician Program, bearing the program's name, when in labs or at clinical sites.
- A valid college-issued ID badge must be visible at all times.
- Footwear must be clean, closed-toe, comfortable, and in good condition. Sneakers or professional nursing shoes are acceptable. Sandals, flip-flops, Crocs, or open-back shoes are not permitted.
- No jackets, hoodies, or sweaters are to be worn over the scrubs. Only the approved scrub jacket with the program's name may be worn over scrubs.
- Hats, caps, or headscarves are not allowed unless worn for religious reasons.

Grooming and Personal Hygiene

- Students are expected to maintain daily personal hygiene. Offensive odors, including body odor, cigarette smoke, or strong fragrances, will not be tolerated.
- Hair must be clean and neatly styled.
- Facial hair (beards or mustaches) must be neatly trimmed.
- Fingernails must be kept short, clean, and natural.
- Jewelry must be minimal. Only a plain wedding band and small stud earrings are acceptable. No large, dangling jewelry or visible body piercings (aside from ear piercings) are permitted.
- Visible tattoos must be covered during clinical activities.

Cell Phones and Personal Devices

- Cell phones must be set to silent or turned off during class and lab sessions.
- Cell phone use is strictly prohibited in clinical areas. Phones must be silent and stored away.
- Students may only check or return calls during scheduled breaks in the classroom or clinical settings.

PROFESSIONAL STANDARDS

Professional Behavior

Pharmacy Technician students are expected to:

1. Demonstrate respect for patients, faculty, staff, and peers
2. Maintain patient confidentiality in compliance with HIPAA regulations
3. Practice within the legal and ethical framework of pharmacy practice
4. Accept responsibility for personal actions and decisions
5. Demonstrate integrity in all academic and clinical settings
6. Follow written and verbal instructions

7. Work cooperatively with others
8. Maintain appropriate personal hygiene and appearance
9. Use appropriate language and behavior in all professional settings
10. Accept constructive criticism and modify behavior accordingly

Professional Communication

Students must demonstrate professional communication skills:

- Use appropriate verbal and non-verbal communication
- Listen actively and respond appropriately
- Document accurately and completely
- Communicate effectively with diverse populations
- Use professional language in all written communications
- Maintain appropriate boundaries in all professional relationships

Social Media Policy

As a student in the Pharmacy Technician Program at South Suburban, you are expected to maintain the highest level of professionalism at all times—including online. Your conduct on social media must reflect the values and responsibilities of a healthcare provider, particularly in relation to patient privacy, professionalism, and program integrity.

Prohibited Actions

Students are strictly prohibited from the following activities:

1. Posting or sharing any information about patients, including names, nicknames, initials, room numbers, photos, diagnoses, or stories—even if you believe the patient is not identifiable. This includes both text and images.
2. Recording or sharing any videos, photos, or audio from the classroom, labs, or clinical settings—whether on campus or at a clinical site.
3. Referencing any patient care activity, whether you were directly involved or not.
4. Sharing content that violates patient privacy laws, including any aspect of the Health Insurance Portability and Accountability Act (HIPAA).
5. Making disrespectful, harassing, threatening, or inappropriate comments about students, faculty, staff, clinical instructors, clinical sites, or patients.
6. Using social media to post personal opinions that could be interpreted as representing the views of the Pharmacy Technician Program, clinical sites, or the college.
7. Uploading images of yourself or others in clinical settings or wearing program scrubs in unprofessional contexts.

Professional Conduct Online

- Always maintain professionalism on your personal accounts. Even private groups and restricted posts may become visible to others.
- Avoid posting content that may reflect poorly on you as a future healthcare professional.
- Remember: What you post can be permanent, even if you delete it later.

Confidentiality and Privacy

You must maintain confidentiality at all times. A breach of patient or institutional privacy—even unintentional—can lead to disciplinary action, including immediate dismissal from the program.

Examples of violations include, but are not limited to:

- Mentioning a patient's condition in a group chat.
- Posting a “day in the life” photo in a clinical area.
- Sharing frustrations about a clinical rotation, even if names are not used.

Consequences

Violations of the Social Media Policy, HIPAA regulations, or professionalism standards may result in:

- A formal disciplinary process
- Suspension or dismissal from the Pharmacy Technician Program
- No refund of tuition, fees, or program costs

If you have any doubts about whether a social media post is appropriate, err on the side of caution—and don't post it.

Academic Integrity

Students are expected to maintain honesty and ethical behavior in all academic, lab, and clinical settings. Academic dishonesty includes:

- Cheating on tests or assignments
- Plagiarizing written work (failing to cite sources properly)
- Falsifying attendance, records, or evaluations
- Submitting work that is not your own
- Helping others engage in dishonest behavior

Violations may result in disciplinary action, including failing the assignment or course, suspension, or dismissal from the program.

Testing Policy

- Students must attend all scheduled exams on time.
- No phones, smartwatches, or electronic devices are allowed during exams.
- Make-up exams are offered only at the instructor's discretion.
- Some exams may be proctored or taken electronically.
- Cheating during an exam may result in immediate dismissal from the program.

Laboratory Performance

Students must safely and accurately perform required lab skills.

- A minimum score of 85% is required to pass each skills assessment.
- Failure to demonstrate competency may result in course failure.

Students dismissed for misconduct will not receive a refund for tuition, fees, or program costs.

CERTIFICATION AND LICENSURE

Certification

Students are expected to take the Pharmacy Technician Certification Exam (PTCE) offered by the Pharmacy Technician Certification Board (PTCB) or the Exam for the Certification of Pharmacy Technicians (ExCPT) offered by the National Healthcareer Association (NHA) upon successful completion of the Pharmacy Technician Basic Program. Passing this national exam allows students to earn their Certified Pharmacy Technician (CPhT) credential.

For exam registration and additional information, please visit the PTCB or NHA website:

www.ptcb.org or www.nhanow.com

1. Pharmacy Technician Certification Exam (PTCE)

Administered by the Pharmacy Technician Certification Board (PTCB) Website:

www.ptcb.org

2. ExCPT Exam

Administered by the National Healthcareer Association (NHA) Website:

www.nhanow.com

The program curriculum is designed to prepare students for these examinations, and a certification preparation course is included in the program.

State Registration/Licensure

Most states require pharmacy technicians to be registered or licensed with the State Board of Pharmacy. Requirements vary by state but often include:

- Completion of an approved training program
- National certification
- Criminal background check
- Application and fee submission

Students should research the specific requirements for the state in which they plan to practice.

Continuing Education

Certified pharmacy technicians must maintain their certification through continuing education:

- PTCB requires 20 hours of continuing education every two years

The program will provide information on continuing education resources.

Program Completion Requirements

To complete the Pharmacy Technician Program and be eligible for the certificate, students must:

1. Pass all program-required courses with a grade of “C” or higher.
2. Achieve a minimum score of 65% or higher on the program final examinations.
3. Complete an exit interview.
4. Complete 150 clinical hours as assigned.
5. Maintain a valid pharmacy technician license.

Failure to meet these requirements may delay or prevent program completion.

STUDENT RESOURCES

Student Support Services

- **Academic Advising:** reach an advisor by using QLess (<https://www.ssc.edu/qlless/>) or at (708) 596-2000, ext. 5724
- **Counseling Services: Call / Email** (708) 596-2000, ext. 5709 wellness@ssc.edu
- **Academic Assistance:** one-on-one tutoring. For more information, call (708) 596-2000 ext. 2397
- **Disability Services:** If you need assistance, call (708) 596-2000 ext. 2572 or email DisabilityServices@ssc.edu
- **Financial Aid:** For more information, reach out via [email](#) or call 708-210-5780.

Professional Organizations

Students are encouraged to join professional organizations:

- **American Society of Health-System Pharmacists (ASHP)**
Website: www.ashp.org/pharmacy-technicians
- **American Association of Pharmacy Technicians (AAPT)**
Website: www.pharmacytechnician.com
- **National Pharmacy Technician Association (NPTA)**
Website: www.pharmacytechnician.org
- **Illinois Council of Health System Pharmacists [Pharmacy Technician Network (ICHP)]**
Website: www.ichpnet.org/members/networks/technician_network/

Student memberships are often available at reduced rates.

Student Health Insurance and Liability Coverage

Health Insurance Coverage

Certain Health Sciences courses and clinical activities may expose students to increased health risks due to hands-on training in labs, practicums, or clinical settings. To address this, students are encouraged to maintain personal health insurance throughout their enrollment to ensure access to appropriate medical care.

All injuries that occur during class, lab, or clinical activities must be reported immediately to the instructor and the Program Coordinator.

Student Malpractice and Liability Insurance

To support clinical education, South Suburban partners with healthcare institutions and retail pharmacies to provide students with supervised clinical experience. In accordance with these agreements, the college provides liability coverage for students only during scheduled clinical hours and activities that are part of the program curriculum.

Students are personally responsible for any malpractice claims that arise from actions outside of approved clinical activities or program-related tasks.

Personal Property Disclaimer

South Suburban and/or any clinical sites do not accept responsibility for the loss, theft, or damage of personal belongings or equipment brought onto college or clinical premises. Students are responsible for securing and safeguarding their personal property at all times.

Study calendar

| TIME | MON | TUES | WED | THURS | FRI | SAT | SUN |
|----------|-----|------|-----|-------|-----|-----|-----|
| 6-7 am | | | | | | | |
| 7-8 am | | | | | | | |
| 8-9 am | | | | | | | |
| 9-10 am | | | | | | | |
| 10-11 am | | | | | | | |
| 11-12 pm | | | | | | | |
| 12-1 pm | | | | | | | |
| 1-2 pm | | | | | | | |
| 2-3 pm | | | | | | | |
| 3-4 pm | | | | | | | |
| 4-5 pm | | | | | | | |
| 5-6 pm | | | | | | | |
| 6-7 pm | | | | | | | |
| 7-8 pm | | | | | | | |
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| 10-11 pm | | | | | | | |

| TIME | MON | TUES | WED | THURS | FRI | SAT | SUN |
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| 7-8 pm | | | | | | | |
| 8-9 pm | | | | | | | |
| 9-10 pm | | | | | | | |
| 10-11 pm | | | | | | | |

Student Handbook Declaration

Student Handbook Acknowledgment and Agreement

I acknowledge that I have received and reviewed the South Suburban Pharmacy Technician Program Student Handbook. I have had the opportunity to ask questions and receive clarification from the Program Coordinator or a college staff member.

By signing below, I confirm that I understand and agree to comply with all requirements, policies, and expectations outlined in the most current Pharmacy Technician Program Student Handbook.

Student Name (Printed): _____

Student Signature: _____ Date: _____

Clinical Experience Agreement

I understand that I must meet all program and clinical requirements before participating in any clinical education experiences. Failure to meet these requirements may result in delayed or denied clinical placement.

I acknowledge that clinical sites may be located up to an hour away from my residence, and I am responsible for arranging my transportation.

By signing below, I agree to the conditions outlined above:

Student Name (Printed): _____

Student Signature: _____ Date: _____

Media Release Authorization

I authorize South Suburban Pharmacy Technician Program to photograph, video, or audio record my image or voice for use in printed materials, websites, social media, promotional campaigns, or other media platforms for the purpose of promoting the College or Program.

Please indicate your preference:

☐ Yes, I give permission

☐ No, I do not give permission

Student Name (Printed): _____

Student Signature: _____ Date: _____