Student Handbook

Pharmacy Technician Diploma Program

2018-2019 ACADEMIC YEAR

Allied Health
Faculty of Health and Community Studies

Faculty of Health and Community Studies Office
Hours: Monday to Friday, 0800-1630

Location: 6th floor, Civic Employees Legacy Tower (CELT)
10215-108 Street, Edmonton, AB

Phone: 780-644-6395
Fax: 780-644-6529
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MESSAGE FROM THE DEAN

Jackie Nelson, RN, MPH

Welcome to the Faculty of Health and Community Studies! We are very pleased that you have chosen NorQuest College as a starting point on your journey to becoming a Pharmacy Technician. Here, you will find highly qualified faculty, a current and workforce-relevant program curriculum, and a supportive learning environment.

As a graduate of the NorQuest College Pharmacy Technician Diploma Program, you will have excellent career opportunities with a skill set that is in high demand.

The Instructional Team looks forward to working with you as you embark on your educational journey. We encourage you to seek our assistance and support to help you achieve your goals.

This student handbook is designed to provide you with information to guide your success in the program.
NORQUEST COLLEGE VISION/MISSION/VALUES

Vision

NorQuest College is a vibrant, inclusive and diverse learning environment that transforms lives and strengthens communities.

Mission

NorQuest College inspires lifelong learning and the achievement of career goals by offering relevant and accessible education.

Values

We value people. We:
- Treat people with integrity and respect
- Empower and encourage risk taking
- Celebrate commitment, contribution and accomplishments

We value learning. We:
- Foster creativity, innovation and critical thought
- Encourage growth, development and lifelong learning
- Build on the diversity of our learners, employees and partners

We value our role in the community. We:
- Display leadership and responsibility for our outcomes
- Partner to achieve community goals

We value the quality of the processes we use in reaching our goals. We:
- Demonstrate a learner-centred approach
- Set clear expectations, measure results and demonstrate accountability
- Promote teamwork, cooperation and sharing throughout the College
- Follow fair process in accomplishing our objectives

OUR COMMITMENT

The NorQuest Learning Experience

Your experience as a learner in the Pharmacy Technician program is important to us. You will have an inclusive learning experience, embracing diversity and developing skills needed to succeed. You will be taught by exemplary faculty with relevant experience in the pharmacy field, who will respect you as a partner in learning and bring together theory and practice in practical ways. Our commitment is to partner with you to prepare you for a successful career as a pharmacy technician.

For more information on the NorQuest Learning Experience:  

OUR TEAM

DEAN
Jackie Nelson, RN, MPH  
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ASSOCIATE DEAN
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INSTRUCTIONAL ASSISTANT
Vanyelle Behr, Dip. Pharm Tech, RPhT  
vanyelle.behr@norquest.ca  780-644-6395
CONTACT INFORMATION

CELT = Civic Employee Legacy Tower (formerly Heritage Tower)
SCFL= Singhmar Centre for Learning

<table>
<thead>
<tr>
<th>Service / Area</th>
<th>Location</th>
<th>Phone</th>
<th>Email</th>
<th>Additional Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookstore</td>
<td>1-091 SCFL</td>
<td>780 644 6203 or toll free at 1 866 534 7218</td>
<td><a href="mailto:studentbookstore@norquest.ca">studentbookstore@norquest.ca</a></td>
<td><a href="https://www.norquest.ca/resources/services/facilities/bookstore.aspx">Link</a></td>
</tr>
<tr>
<td>Computer Commons</td>
<td>2-111 SCFL</td>
<td>780 644 6085</td>
<td><a href="mailto:computercommons@norquest.ca">computercommons@norquest.ca</a></td>
<td><a href="https://www.norquest.ca/resources/services/facilities/computer-commons.aspx">Link</a></td>
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<tr>
<td>Exam Bookings</td>
<td></td>
<td>780 644 6055</td>
<td><a href="mailto:assessmentexams@norquest.ca">assessmentexams@norquest.ca</a></td>
<td><a href="https://www.norquest.ca/resources/services/college-services/assessment-testing-services/exam-request-writing-information.aspx">Link</a></td>
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<td>Financial Aid</td>
<td>1-205 CELT</td>
<td>780 644 6130</td>
<td></td>
<td><a href="https://www.norquest.ca/resources/services/student-services/funding-your-education.aspx">Link</a></td>
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<td>Service</td>
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<td>Centre for Growth and Harmony</td>
<td>1-101 SCFL</td>
<td>780 644 6155</td>
<td><a href="mailto:wellness@norquest.ca">wellness@norquest.ca</a></td>
<td><a href="https://www.norquest.ca/resources-services/student-services/safety-wellness/health-services.aspx">https://www.norquest.ca/resources-services/student-services/safety-wellness/health-services.aspx</a></td>
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<td>International Student Office</td>
<td>1-215 CELT</td>
<td>780 644 6128</td>
<td><a href="mailto:international@norquest.ca">international@norquest.ca</a></td>
<td><a href="https://www.norquest.ca/prospective-students/international-students.aspx">https://www.norquest.ca/prospective-students/international-students.aspx</a></td>
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<tr>
<td>Library Services</td>
<td>2-180 SCFL</td>
<td>780 644 6070</td>
<td><a href="mailto:library@norquest.ca">library@norquest.ca</a></td>
<td>Online student info: <a href="http://libguides.norquest.ca/cgi.php?g=254108">http://libguides.norquest.ca/cgi.php?g=254108</a></td>
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<td>(Learner Centre)</td>
<td></td>
<td>or 1 866 534 7218</td>
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<tr>
<td>Office of Student Judicial Affairs</td>
<td>1-205 CELT</td>
<td>780 644 6490</td>
<td><a href="mailto:OSJA@norquest.ca">OSJA@norquest.ca</a></td>
<td><a href="https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs.aspx">https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs.aspx</a></td>
</tr>
<tr>
<td>Office of the Registrar</td>
<td>Main floor CELT (1-205)</td>
<td>780 644 6000 or toll free at 1 866 534 7218</td>
<td><a href="mailto:enrolment@norquest.ca">enrolment@norquest.ca</a></td>
<td><a href="https://www.norquest.ca/resources-services/college-services/office-of-the-registrar.aspx">https://www.norquest.ca/resources-services/college-services/office-of-the-registrar.aspx</a></td>
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<tr>
<td>(enrolments, extensions, tuition payment, withdrawals)</td>
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<td>Parking Services</td>
<td>Located in the Bookstore (1-091 SCFL)</td>
<td>780 644 6203 or toll free at 1 866 534 7218</td>
<td><a href="mailto:studentbookstore@norquest.ca">studentbookstore@norquest.ca</a></td>
<td><a href="https://www.norquest.ca/resources-services/facilities/bookstore.aspx">https://www.norquest.ca/resources-services/facilities/bookstore.aspx</a></td>
</tr>
<tr>
<td>Faculty of Health and Community Studies</td>
<td>6th Floor CELT</td>
<td>780 644 6395</td>
<td>6th Floor Reception Desk</td>
<td>Fax: 780 644 6529 Open M-F from 0800 – 1630</td>
</tr>
<tr>
<td>Services for Students with Disabilities</td>
<td>Located inside the library, 2-180 SCFL</td>
<td>780 644 6055</td>
<td><a href="mailto:learning.support@norquest.ca">learning.support@norquest.ca</a></td>
<td><a href="https://www.norquest.ca/resources-services/student-services/services-for-students-with-disabilities.aspx">https://www.norquest.ca/resources-services/student-services/services-for-students-with-disabilities.aspx</a></td>
</tr>
<tr>
<td>Students’ Association</td>
<td>1-114 SCFL</td>
<td>780 644 6250</td>
<td><a href="mailto:students.association@norquest.ca">students.association@norquest.ca</a></td>
<td><a href="http://www.sanqc.ca/">http://www.sanqc.ca/</a> <a href="http://www.sanqc.ca/distance-students/">http://www.sanqc.ca/distance-students/</a></td>
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OUR CAMPUS

Your program is delivered at the Edmonton Downtown Campus. This consists of four buildings:

- **Health Education Centre 102**
  “HEC 102”, with room numbers beginning in B – located at 10704-102 Avenue
- **Health Education Centre 106**
  “HEC 106 with room numbers beginning in E – located at 10232-106 Street
- **Civic Employees Legacy Tower (CELT)**
  Located at 10215-108 Street (south end of 108 Street)
- **Singhmar Centre for Learning (SCFL)**
  Located at 10215-108 Street (north end of 108 Street)


*Please note that our campus is a non-smoking campus. There is no smoking permitted inside any building or on campus property.*

STUDENT INFORMATION ON WEBSITE

Please visit your student website, at [https://www.norquest.ca/current-students.aspx](https://www.norquest.ca/current-students.aspx) for information on news, events, and resources available to you.

ROLES IN YOUR PROGRAM

Your instructor is responsible for the following items:

- Course Syllabus, schedule, materials, assignments, and exams
- Monitoring, and recording student progress
- Grading student assignments and providing feedback to the student
- Responding to student questions pertaining to the course
- Approving final course grades
• Responding to questions about the material: readings, assignments, grades, classes, information on Blackboard/Moodle, and exams
• Course and classroom policies and procedures
• Responding to requests for extensions/deferrals
• Addressing concerns if there is a discrepancy with your mark or you have not received your marks.

**The Chair, Associate Chair, or designate is responsible for the following items:**

• Working with students to outline their program plan
• Presenting various delivery options to students
• Responding to student questions
• Information about change of course registration
• Information if you have failed, withdrawn, or need to take a break from the program
• Information if you would like to transfer to another delivery option

**Program Administration staff are responsible for the following items:**

• Maintaining student records
• Maintaining program information
• Collection of the following student documents: CPR, WHMIS, AHS Confidentiality and User Agreement Form
• If you are having difficulty contacting your instructor
• If you will be absent for guided practice, clinical, or an exam
• General program information
• Booking appointments to see the Associate Chair, or Program Chair

**The Program Chair and Associate Chair are responsible for the following items:**

• Overseeing all student activities
• Concerns about the program or curriculum
• Issues that are not satisfactorily addressed by other Faculty members

**The Program Chair is responsible for the following items:**

• Overseeing the program for the College
• Faculty and program evaluation
• Program policies
• Issues not satisfactorily addressed by the Associate Chairs

**The Office of the Registrar (OR) is responsible for the following items:**

• Registering students into courses
• Updating student information and maintaining student records
• Course fees and course extensions
• Criminal Record Checks
• Transfer credit requests – refer to the policies and forms at: [https://www.norquest.ca/accepted-students/completing-admission-requirements/transfer-credit.aspx](https://www.norquest.ca/accepted-students/completing-admission-requirements/transfer-credit.aspx)
STUDENT NAVIGATOR ROLE

If you are having trouble navigating College services, or need guidance on the resources available to you, please consult with you Student Navigator, accessed through the main reception area in the Civic Employees Legacy Tower lobby (1-204).

What is a Student Navigator? A team of centralized advisors who are available to answer student questions and concerns – providing advising services for students from application to graduation. As soon as students apply to the College and pay an application fee, they can access Student Navigator services.

What do they do? They are your go-to people for any general College inquiries – anytime you have any questions/issues about college services, policies, or processes that you are unsure about or don’t know where to go to find the answer – your student navigator can help. This may include:

- Program Information (General policies and procedures)
- College Services (Provide information or direction to services such as: Career and Employment Services, Tutorial Centre, Counsellors, Social Worker, Bookstore, etc.)
- Student Funding (Grant Funding, Student Loans, how and when to apply, fulltime vs part-time, etc.)

How can I contact them?

Office Location: Civic Employee Legacy Tower, Room 1-204, 10215 108 Street
Phone Number: 780-644-6130
Email: student.navigator@norquest.ca
Hours of Operation: Monday-Friday, 8:30 am – 3:30 pm
Drop in or pre-booked appointments available – call or email for more information.
NOTE: Most Monday - Thursday evenings, a Student Navigator is available until 6:15 pm. Please call ahead to the number above to confirm that a Navigator will be available.

International Navigator Role

The International Office will help students make informed decisions. Advising and activity areas include:

- Application process
- An overview of the immigration process and important resources
- Online Pre-arrival sessions
- Orientation (ISTART)
- Settlement support
- Specialized workshop for managing your academic and immigration experience
- Referrals to appropriate internal and external resources

Contact Information:
Location: 1-215, Civic Employee Legacy Tower
Email: international@norquest.ca
Phone: 780-644-6128
ORIENTATION

Mandatory Orientation:
Fall Intake 2018 Orientation is Wednesday, August 29th from 9:00 am to 3:00 pm.

Please watch your @mynorquest.ca email for important details about your program orientation. Orientation provides you with an opportunity to get valuable information about your program, meet other students, and get you initial questions answered. It is critical to start your program equipped with the right information and tools for success.

Booklists

Booklists are available to view at the bookstore, or online at: http://www.norquest.ca/resources-services/facilities/bookstore/booklists.aspx.

You may purchase your books through our College bookstore (new or used books available through our buy-back program), through another online vendor, or from a previous student. We provide more information about used book sales at Orientation.

New for Fall 2018: We have an Allied Health Student Textbook Sales Page on Moodle! You can post books that you would like to sell, or browse for books. Allied Health provides this service as a voluntary means for students to connect to buy used books, and assumes no responsibility for the transactions that occur as a result of using the page. More information will be provided.

Emergency Procedures


Scent-Free Environment

NorQuest College maintains a scent-free environment. No scented products are permitted in the classroom, lab, or clinical setting.

Lab Requirements

Your instructor will provide you with an orientation to lab requirements for your program. This may include dress code, materials to bring, and ways to prepare for lab experiences, as well as a code of conduct for lab. Detailed information is included in this manual in the next section.
**Lockers**

Lockers are rented per term. To obtain a locker: choose an available locker and secure it with your lock, then go immediately to the Bookstore to register and pay for the locker. More information is found at: [http://www.norquest.ca/resources-services/student-life/lockers.aspx](http://www.norquest.ca/resources-services/student-life/lockers.aspx).

**Media Consent**

During your time in your program, we may be requesting to take your photo for educational or marketing purposes. We will provide a consent form for you to complete for such times. If you have any concerns, please discuss with your instructor or Associate Chair.

**OVERVIEW OF THE PROGRAM**

The Pharmacy Technician Diploma Program prepares graduates to work as members of a pharmacy team preparing prescription medications for dispensing under the supervision of a pharmacist. Tasks may involve accepting, dispensing and checking prescriptions; preparing compounded medications; preparing sterile products; repackaging pharmaceuticals; managing inventory; and providing patient care.

Graduates are qualified to work in community, long term care and hospital pharmacies and may also find work with insurance or drug companies.

The curriculum integrates the knowledge, skills, behaviours, and attitudes that contribute to your ability to be successful in your role as a health-care professional. Upon completion you will be able to demonstrate professionalism through the following behaviours:

- Demonstrate accountability and responsibility for own actions
- Communicate in a positive, tactful way using effective therapeutic and interpersonal communication skills.
- Work well as a member of an interdisciplinary team
- Demonstrate critical thinking
- Be knowledge and competent to practice within the scope of practice
- Protect the health and safety of the public

**ACCREDITATION**

The NorQuest College Pharmacy Technician Diploma Program has been granted accreditation by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP) for a four-year for term from July 2017 to June 2021.
PROGRAM ADVISORY COMMITTEE (PAC)

Each program in Allied Health has an active Program Advisory Committee, made up of educators, practitioners, industry leaders, and alumni. The purpose of this committee is to provide guidance to the program area in ensuring the curriculum and its delivery is current and relevant to the workforce. The PAC for this program meets at least twice per year.

STUDENT REPRESENTATIVE COMMITTEE

Students have the opportunity to represent their peers on the Student Advisory Committee. This committee provides feedback to the Chair regarding scheduling, curriculum, instruction, facilities, and learner experience in the program. The Student Representative Committee meets 3-5 times per academic year.

STUDENTS’ ASSOCIATION INVOLVEMENT

Allied Health students are encouraged to become involved and volunteer with the Student Association. You can volunteer for special events, or choose to be a part of the Student Council. Not only does this involvement provide valuable experience, it also is a great way to build your resume. Learn more about opportunities at: http://www.sanqc.ca/get-involved/students-council/

PHARMACY TECHNICIAN DIPLOMA PROGRAM LEARNING OUTCOMES

The primary outcomes of the Pharmacy Technician Diploma Program at NorQuest College are to graduate a student eligible for registration and competent for entry-to-practice as outlined by the National Association of Pharmacy Regulatory Authorities (NAPRA). More information can be found at: http://napra.ca/pages/PharmacyTechnicians/pharmacytechnicianscompetencies.aspx.

Specifically, the graduate will:

1. Integrate related theory, principles, and concepts into professional practice.
2. Use knowledge and skills to provide safe, competent, patient-centered services in a variety of settings.
3. Establish and maintain effective interpersonal relationships with individuals and groups.
4. Work collaborative with the patient, patient’s agent, family and pharmacist.
5. Communicate effectively and demonstrate cultural competence, using written, verbal, and technological methods.
6. Work within the parameters of his/her scope in the pharmacy setting as defined by legislation and agency policy.
7. Accept ethical and legal responsibility and accountability for his/her own actions.
8. Apply critical thinking skills to make decisions, plan strategies and solve problems, and act as a patient advocate.
9. Use self-evaluation and ongoing learning to demonstrated personal and professional growth and development.
10. Demonstrate leadership skills within the pharmacy technician scope of practice in the community and institutional pharmacy technician.
11. Apply pharmacy business operations principles to community and institutional practice settings within the scope of practice of the pharmacy technician.

PROGRAM DELIVERY

The Pharmacy Technician Diploma Program is offered full-time (face-to-face delivery). Students may be given permission to take a course online during their program, but should first consult with the Associate Chair or Student Navigator.

Students who choose to withdraw from certain courses in an effort to pursue part-time studies should be aware that the program is not offered in this format, and enrollment in courses is first secured to full-time students. This may delay program completion.

The program is completed with Year 1 (Fall, Winter and Spring Terms) from September – June, and Year 2 completed in September – April (Fall and Winter Terms only).

This program has been designed to give you the best possible education. The courses provide instruction that will increase your knowledge and skills within this field, as well as general studies that enable you to enhance your interdisciplinary understanding and communication.

To graduate from the Pharmacy Technician Diploma Program, you must successfully pass all courses. Upon graduation you will receive the following:

- A NorQuest College Diploma
- An official transcript

Although you may have transfer credit from other post-secondary work, please note that to graduate from this program, at least 50% of your coursework must be obtained at NorQuest College.

GENERAL LAB POLICIES AND PROCEDURES

The following applies to all students participating in any practical lab course (PHRM 1030, PHRM 1040, PHRM 2030, and PHRM 2040) and may apply to any other PHRM course under certain circumstances, which will be outlined by your instructor. The purpose of these expectations is to foster a sense of professionalism while performing your duties as a pharmacy technician student. Appearance and demeanour are an essential part of professionalism. Patients must be confident in the care, commitment, and competency of the pharmacy staff. If pharmacy staff members do not appear professional in dress, cleanliness, or attitude, a patient may quickly lose confidence in the pharmacy.
staff’s ability to provide competent care. It is therefore very important that you are aware of your appearance and demeanor when conducting yourself in laboratory, practicum, and actual practice settings.

In addition, every practical lab course includes a Professionalism Assessment, and professionalism is a pass/fail component of each practical lab course as well as PHRM 2007.

Professionalism Expectations (and some examples that are assessed) include:

<table>
<thead>
<tr>
<th>Professionalism Expectations</th>
<th>Examples</th>
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<tbody>
<tr>
<td>Adaptability</td>
<td>Adapt to new situations, people, procedures and ideas</td>
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<td></td>
<td>Display a willingness to approach situations in different ways to achieve better outcomes</td>
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<td>Appearance &amp; Dress Code</td>
<td>Comply with lab dress code, proactively discussing any concerns with instructor</td>
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<tr>
<td></td>
<td>Use proper hand and personal hygiene</td>
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<td>Communication</td>
<td>Respect confidentiality of classmates</td>
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<td>Convey information in a clear, respectful and organized manner</td>
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<td>Demonstrate respect for the feelings and opinions of others</td>
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<td>Develop positive working relationships with others</td>
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<td>Use active communication skills that respect the learning environments</td>
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<td></td>
<td>Proactively communicate concerns to instructor</td>
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<tr>
<td>Honesty &amp; Integrity</td>
<td>Demonstrate honesty, integrity, and accountability</td>
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<td>Inform instructor of any issues (equipment, academic integrity, inappropriate conduct)</td>
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<td>Personal Growth &amp; Continued Competence</td>
<td>Demonstrate reflective practice in both written and verbal forms</td>
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<td>Actively engage in lab activities</td>
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<td>Implement actions to improve performance and skills based on feedback</td>
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<td>Respond maturely and positively to suggestions and constructive criticism</td>
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<td>Demonstrate self-confidence in labs, assessments, and other learning opportunities</td>
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</tbody>
</table>
| Problem Solving & Critical Thinking | • Identify problems and recognize risks to safety  
• Analyze situations and carry out solution-oriented actions  
• Demonstrate strong problem-solving and critical-thinking skills to work effectively in an independent capacity  
• Use available resources as appropriate to solve problems |
| Collaboration & Teamwork | • Engage in teamwork as an active, cooperative participant  
• Offer creative and appropriate ideas to further the goals of the team  
• Report pertinent information to others, as appropriate, in a timely manner  
• Contribute equally to team learning activities  
• Manage interpersonal conflict effectively  
• Identify appropriate situations for collaboration  
• Provide constructive feedback to classmates and instructional team  
• Share College resources (supplies, equipment, etc.) fairly |
| Attendance & Punctuality | • Adhere to attendance, punctuality, and absence notification requirements for labs, assessments |
| Work Habits | • Demonstrate preparedness for labs, assessments  
• Follow all NorQuest College and program specific policies and procedures  
• Maintain a clean and safe working environment  
• Plan and organize to successfully complete work for labs, assessments  
• Bring required materials & textbooks  
• Manage lab time effectively |

The student will be asked to self-reflect on their performance at the midpoint and at the end of the course by providing examples of how they demonstrate the professional behavior and/or what they need to improve.

The instructor will then provide feedback at the midpoint and at the end of the course by providing examples of behaviors and grade how current behaviors align with the expectations outlined.
Students are expected to conduct themselves in the following manner while participating in labs:

**Appearance**

Students must have a neat and tidy appearance for lab.

- Hair should be clean and long hair should be tied back. Facial hair is permitted but it must be kept neat and well-groomed.
- Nails must be kept short, clean and neat; long nails, artificial nails, and nail art are not acceptable. Nail polish must not be chipped and should be of a neutral hue. For Sterile Products Lab (PHRM 2040), nail polish of any kind is not permitted.
- Jewellery should be conservative and it should be noted that some work sites do not allow visible body piercings.
- For Sterile Products Lab (PHRM 2040), no hand or arm jewellery (rings, watches, bracelets) are allowed and no necklaces or earrings that hang below the earlobe can be worn. Visible body piercings must be covered or removed.
- Make-up should be conservative and used in moderation. No makeup of any kind is allowed in Sterile Products Lab (PHRM 2040).
- NorQuest College is a scent-free institution as are many health care facilities. Scented products may include but are not limited to:
  1. Perfumes and colognes
  2. Creams or lotions
  3. Hair products

**Dress Code**

Business casual dress is expected. All clothing must be in good repair and have a conservative- and professional-looking fit. It should be clean and free from wrinkles. Bare legs, ankles or feet are not acceptable.

- The NorQuest College dispensing jacket must be worn at all times and must be buttoned closed. You will use your student identification as a name tag which must be worn at all times in lab and on practicum.

- Conservatively-styled blouses, shirts or T-shirts are acceptable. Shoulders, cleavage, and midriffs must be covered. Examples of unacceptable shirts include:
  - Denim shirts of any colour
  - Tank tops, halter tops, or tops with spaghetti straps
  - Crop tops or midriff tops
  - Shirts with logos, slogans, or inappropriate or offensive terms
  - Sweatshirts or hoodies
• Dress pants made from wool, cotton, or synthetic material are acceptable. Examples of unacceptable pants include:
  o Denim pants of any colour
  o Pants made from any material that looks like denim
  o Athletic wear including sweat pants, spandex, and leggings
  o Leisure pants
  o Cargo pants
  o Pajama pants

• Skirts or dresses are acceptable as long as the length is sufficient to allow the student to reach up, sit, and bend over comfortably without exposing the upper thigh (approximately 2 inches above the knee) or undergarments. Examples of unacceptable skirts or dresses include:
  o Denim skirts or dresses of any colour
  o Skirts or dresses made from any material that looks like denim

• Shoes must be closed-toe and closed-heel to conform to safety and infection protocols. Walking shoes, casual shoes and runners are acceptable. Conservative colours and styles are preferred. Examples of unacceptable shoes include:
  o Sandals or flip-flops
  o Crocs
  o Winter boots and most fashion boots

• No hats or head coverings are permitted; head coverings for religious reasons are acceptable.

• Scrubs are acceptable during Sterile Products Lab (PHRM 2040) only. The scrub set must be matching top and bottom.

**Attitude**

Students are expected to be prepared for lab and display a positive attitude at all times. Students must strive to be able to work competently in an independent capacity and must demonstrate a commitment to teamwork as well.

In addition, students are expected to respond maturely and positively to suggestions and constructive criticism by implementing actions to improve performance. As future health care professionals, it is expected that students will practice with patient and worker safety as top priorities.

**Demeanour**

Use of foul or disrespectful language in lab will not be tolerated. It is expected that students will arrive on time for labs. Chewing gum in lab is not acceptable. No food is permitted in lab. Students may bring a drink to lab as long as the container has a lid and are careful to keep it away from the computers and your work. Work spaces must be kept neat and tidy at all times. Cell phones, backpacks and personal items are not permitted in lab.
Any equipment which is used must be returned in the same working condition as when it was acquired by the student. Any deficiencies in equipment functioning must be reported to the laboratory instructor(s) immediately upon their discovery.

**Laboratory assignments, supplies, equipment, inventory, and reference materials SHALL NOT be removed from lab.** In certain circumstances, instructional staff may grant permission to remove certain items from the lab. Prior written approval and documentation is required.

It is expected that students work independently on laboratory assignments unless otherwise indicated. Failure to work independently when expected to may be interpreted as academic dishonesty.

**Basic Laboratory Safety**

An integral responsibility of the pharmacy technician is to ensure safety within the practice setting. Following proper safety precautions is every pharmacy technician's professional, ethical, and legal responsibility. Pharmacy technicians must work in accordance with safety requirements outlined in standards of practice, legislated acts, statutes, and regulations. Unsafe work habits may negatively affect you, your colleagues, and patients. The following outlines the safety practices that must be adhered to when participating in PTD labs. Failure to adhere to these policies may result in deduction of marks in lab, documentation and potentially failing the professionalism assessment portion of a course, or expulsion from the lab or program. In actual practice, failure to adhere to workplace safety policies may result in termination of employment.

**Health and Safety Training**

Students must have completed the Workplace Hazardous Materials Information System (WHMIS) course within the last 12 months prior to participating in dispensing and compounding labs. The WHMIS course provides students with an overview of standardized labelling of chemical agents and highlights the purpose of Material Safety Data Sheets (MSDS). In the PTD lab, MSDS sheets are maintained for all chemical substances used in compounding. Prior to working with any unfamiliar chemical or drug substance, it is good practice to consult a reference source, such as the MSDS sheet, and take the necessary precautions outlined in the reference material prior to handling the substance.

**Hand Hygiene and Prevention of Infectious Disease**

It is the role of every health care professional to take the appropriate routine precautions to prevent the spread of infectious disease to patients, other health professionals, and themselves. Infection prevention and control (IPC) has been identified as a core competency for health care workers. The Community and Hospital Infection Control Agency – Canada (CHICA) is an organization devoted to promoting best practices in infection control. Routine precautions include following proper hand hygiene and donning appropriate personal protective equipment (PPE). Hand hygiene is the most important mechanism to reduce the spread of infectious pathogens in hospital and community. In an actual practice setting, hand washing should occur before and after contact with patients, prior to and at the end of each shift, and after eating or using the washroom. Gloves do not eliminate the need for
hand washing; hands must be washed prior to gloving and after gloves are removed. Sterile product preparation requires that extra care and attention be given to hand washing, gloving, and gowning.

It is expected that students perform proper hand washing technique at the beginning and end of each lab. For safety reasons, hands should also be washed after skin exposure to any drug or chemical products.

In Sterile Products Lab (PHRM 2040), the proper technique for hand washing and donning PPE prior to aseptic preparation will be taught and evaluated. The precautions for sterile product preparation are additional to those required for non-sterile preparation due to the route of administration of the product.

In a pharmacy practice setting, exposure to biological materials (blood, saliva, etc.) can occur. All biological materials should be considered infectious and appropriate precautions must be adhered to (donning gloves, proper hand hygiene). All sharps, even those that have not come into contact with biological materials, must be disposed of in an appropriate biohazardous sharps container.

**Handling of Drug Products and Chemicals**

Pharmacy technicians may be exposed to thousands of chemical substances, some of which are more hazardous than others. No drug product or chemical should be handled without donning the appropriate personal protective equipment (PPE). In a community setting, the appropriate PPE may be as simple as a dispensing jacket. When preparing cytotoxic parenteral products, as encountered in cancer care centers, much more elaborate PPE is used, which includes gowns, gloves, and full face respirators.

At a minimum, buttoned up dispensing jackets must be worn by all students and instructional staff while in dispensing and compounding labs. Students are required to consult the MSDS sheets to decide if they need additional PPE and discuss with instructional staff if they are unsure.

For both hygiene and safety reasons, no drug product should be directly handled with bare hands. Drugs can be absorbed transdermally into systemic circulation, and this can present a hazard in certain situations. Tweezers shall be used if an individual tablet must be picked up, as is when preparing compliance packing. For safety reasons, hands should be washed after skin exposure to any drug or chemical products and students must notify instructional staff immediately.

If the eyes are exposed to chemicals, immediately inform the instructional staff. An eyewash is available and instructional staff will assist the affected individual in flushing the eye. Instructional staff will assess the situation, consult the MSDS, and if appropriate, prompt medical attention will be sought.

**If students have a drug allergy, it is their responsibility to be aware of possible allergens in lab and take the necessary precautions to protect themselves. If a student is unsure, he/she is to ask instructional staff.**
Disposal of Drugs and Chemicals

Drugs must never be disposed of in a way that could harm the environment, human, or animal populations. Drugs that require disposal must be placed in a dead drug bin. The instructional staff will inform students where the bin is located. Instructional staff must be immediately informed if a drug product is identified as unsuitable for use. Note that the majority of drug and chemical products in lab are expired as they are being used for educational purposes only. In actual practice, expired drugs must be promptly removed from the drug inventory and stored separately from other drugs until they are sent for destruction.

Responding to Chemical Spills, Injury, and Fire

- Instructional staff must be informed immediately in the event of a chemical spill. Instructional staff will consult the MSDS sheet as necessary and give direction to the student on how to manage the spill and the appropriate first aid response if necessary.
- Students shall report any injury, incident, or near miss which occurs in the lab to instructional staff immediately upon their occurrence/discovery. Instructional staff will assess the situation and determine what level of care is required. Instructional staff is responsible for ensuring the appropriate forms have been completed. Depending on the nature and severity of the injury, consultation with the College nurse should be considered.
- Orientation to the lab shall include overview on the location and use of the eyewash station and first aid kit. The first aid kit must be maintained in accordance with College policy and Occupational Health and Safety (OHS).
- In the event of a medical emergency, instructional staff is responsible for assessing and taking control of the scene. It is mandatory that at least one of the instructional staff in lab has current First Aid/CPR. Students may be required to contact 911 on behalf of the instructional staff. The College nurse must also be contacted.
- In the case of a fire or lockdown, NorQuest College emergency procedures must be followed.

COURSE OF STUDY

The Pharmacy Technician Diploma Program is composed of 24 courses, 80 credits, and 1370 hours.

Students admitted to the Pharmacy Technician Program complete the following courses:

<table>
<thead>
<tr>
<th>Term</th>
<th>Course Code</th>
<th>Course Name</th>
<th>Credits</th>
<th>Hours</th>
<th>Passing Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall (Yr. 1)</td>
<td>ANPH 1000</td>
<td>Introduction to Anatomy and Physiology</td>
<td>3</td>
<td>45</td>
<td>D</td>
</tr>
<tr>
<td></td>
<td>COMM 1001</td>
<td>Introduction to Communications</td>
<td>3</td>
<td>45</td>
<td>D</td>
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<tr>
<td></td>
<td>ENGL 2510</td>
<td>Scientific and Technical Writing</td>
<td>3</td>
<td>45</td>
<td>D</td>
</tr>
<tr>
<td></td>
<td>PHRM 1010</td>
<td>Community Prescription Processing Lab</td>
<td>3</td>
<td>45</td>
<td>B</td>
</tr>
<tr>
<td>Course Code</td>
<td>Course Title</td>
<td>Hours</td>
<td>Credits</td>
<td>Grade</td>
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<tr>
<td>PHRM 1000</td>
<td>Introduction to Pharmacy Practice</td>
<td>3</td>
<td>45</td>
<td>C-</td>
<td></td>
</tr>
<tr>
<td>PHRM 1001</td>
<td>Pharmaceutical Calculations</td>
<td>3</td>
<td>45</td>
<td>P</td>
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<tr>
<td>OPTION</td>
<td>COMM 2011 or another post-secondary option</td>
<td>3</td>
<td>45</td>
<td>P</td>
<td></td>
</tr>
<tr>
<td>Winter (Yr. 1)</td>
<td>PATH 1010</td>
<td>Pathophysiology</td>
<td>3</td>
<td>45</td>
<td>D</td>
</tr>
<tr>
<td>PHRM 1002</td>
<td>Pharmacy Law and Ethics</td>
<td>3</td>
<td>45</td>
<td>C-</td>
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<tr>
<td>PHRM 1003</td>
<td>Pharmacotherapeutics I</td>
<td>3</td>
<td>45</td>
<td>C-</td>
<td></td>
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<tr>
<td>PHRM 1020</td>
<td>Community Pharmacy Practice</td>
<td>3</td>
<td>45</td>
<td>C-</td>
<td></td>
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<tr>
<td>PHRM 1030</td>
<td>Community Pharmacy Lab</td>
<td>6</td>
<td>45</td>
<td>P</td>
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<tr>
<td>PHRM 1040</td>
<td>Compounding Lab</td>
<td>3</td>
<td>45</td>
<td>P</td>
<td></td>
</tr>
<tr>
<td>Spring (Yr. 1)</td>
<td>PHRM 1004</td>
<td>Professional Practice for Pharmacy Technicians</td>
<td>3</td>
<td>45</td>
<td>C-</td>
</tr>
<tr>
<td>PHRM 1013</td>
<td>Pharmacotherapeutics II</td>
<td>3</td>
<td>45</td>
<td>C-</td>
<td></td>
</tr>
<tr>
<td>PHRM 2010</td>
<td>Institutional Prescription Processing Lab</td>
<td>3</td>
<td>45</td>
<td>C-</td>
<td></td>
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<tr>
<td>PHRM 2020</td>
<td>Institutional Pharmacy Practice</td>
<td>3</td>
<td>45</td>
<td>B</td>
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<tr>
<td>Fall (Yr. 2)</td>
<td>PHRM 2006</td>
<td>Medication Safety and Risk Management</td>
<td>3</td>
<td>45</td>
<td>C-</td>
</tr>
<tr>
<td>PHRM 2007</td>
<td>Integrated Skills for Pharmacy Technicians</td>
<td>3</td>
<td>45</td>
<td>P</td>
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<tr>
<td>PHRM 2030</td>
<td>Institutional Pharmacy Lab</td>
<td>4</td>
<td>60</td>
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<tr>
<td>PHRM 2040</td>
<td>Sterile Products Lab</td>
<td>3</td>
<td>45</td>
<td>P</td>
<td></td>
</tr>
<tr>
<td>HEED 1000</td>
<td>Health Education: Individual Health and Wellness</td>
<td>3</td>
<td>45</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>Winter (Yr. 2)</td>
<td>PHRM 2201</td>
<td>Pharmacy Technician: Community Practicum</td>
<td>5</td>
<td>160</td>
<td>P</td>
</tr>
<tr>
<td>PHRM 2202</td>
<td>Pharmacy Technician: Institutional Practicum</td>
<td>5</td>
<td>160</td>
<td>P</td>
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</tr>
</tbody>
</table>

**TOTAL HOURS/CREDITS**

80      1370

**UNIVERSITY TRANSFER**

Please note that certain courses are administered by the Colleges’ University Transfer department. These include English, Sociology, Psychology and Health Education courses. While taking these courses, you are subject to policies of the University Transfer department, which can be found on your course outlines for these courses. Any questions or concerns should be directed to your University Transfer course instructor or to Program Chair Leigh Dyrda at leigh.dyrda@norquest.ca.
## COURSE DESCRIPTIONS

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
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</table>
| ANPH 1000| Study the basics of normal anatomy and physiology. The structure and function of each body system is covered, and the relationship between the structure and function of each system is explored. Learn about the interactions of body systems.  
**Prerequisite:** None                                                                                                                   |
| COMM 1001| Explore the fundamentals of communication and interpersonal relationships. Examine effective communication, barriers to effective communication, and specific communication strategies that can improve interactions with others and enhance critical thinking skills. Learn and apply theories related to communication climate, groups, teams, conflict management, and problem solving.  
**Prerequisite:** None                                                                                                                   |
| ENGL 2510| This technical writing course prepares students with the skills required for writing in a professional setting. Students will learn to produce documents reflecting different types of technical communication such as technical descriptions, proposals, reports, web pages, and instructional manuals. Students will also learn how to organize information effectively, write in a clear, concise style, rigorously edit their writing, and format and cite sources using APA style. Effective document design and use of graphic elements are also examined. Students will be required to deliver oral presentations.  
**Prerequisite:** 60% in English Language Arts 30-1 or 70% in English Language Arts 30-2 or equivalent  |
| HEED 1000| Gain an overview of the physical, social, psychological, environmental, and spiritual aspects of personal health and wellness within the context of the community, the Canadian health-care system, and the global environment. Lifestyle choices are introduced as physical and social determinants affecting personal health and the health of others. Learn how to take responsibility for your own health and to advocate for the health of others.  
**Prerequisite:** None                                                                                                                   |
| PATH 1010| This course focuses on the pathological processes underlying diseases and disorders. It gives learners a foundation for understanding the phenomena that produce alterations in human physiologic function across the lifespan. The course includes common disease entities as examples of pathological processes. Each pathological process is explained as a concept and illustrated by typical diseases and disorders. Disease is discussed in terms of manifestations, etiology, and complications. Learners will gain a basic understanding of the diagnosis and management of the disease process associated with pathophysiologic dysfunction.  
**Prerequisite:** ANPH 1000 or ANPH 1001/1002                                                                                           |
<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>PHRM 1000</td>
<td>Explore the history of pharmacy practice. Discover the role and scope of practice of the pharmacy technician within the Canadian healthcare system. Examine health promotion and primary health care in relation to medication use. Explore the use of critical thinking and evidence-based practice in pharmacy practice. Learn the fundamentals of pharmacy practice related to drug development and manufacturing, drug stability, drug formulations and uses, and safe medication practices. This course also introduces you to lifelong learning through reflective practice and has a mentorship component. &lt;br&gt;&lt;br&gt;<strong>Prerequisite:</strong> None</td>
</tr>
<tr>
<td>PHRM 1001</td>
<td>Learn the application of arithmetic to pharmacy calculations. Examine units of measurement, pharmacy math, prescription pricing, calculation of medication doses, and those calculations used in the preparation of extemporaneous compounds and parenteral products. &lt;br&gt;&lt;br&gt;<strong>Prerequisite:</strong> None</td>
</tr>
<tr>
<td>PHRM 1002</td>
<td>Examine the laws and ethics that govern health care, pharmacy practice, and the profession of pharmacy technician in Alberta. Learn the value of professionalism, the Code of Ethics, and the concept of self-regulated professions. Students will differentiate between personal and professional values and principles. &lt;br&gt;&lt;br&gt;<strong>Prerequisite:</strong> PHRM 1000  &lt;br&gt;&lt;br&gt;<strong>Co-requisite:</strong> PHRM 1020</td>
</tr>
<tr>
<td>PHRM 1003</td>
<td>Examine the physiological effects of drugs on humans, including therapeutic effects, adverse effects, and drug interactions. Study the drugs used to treat infections and various disorders affecting the nervous, respiratory, gastrointestinal, and urinary systems. &lt;br&gt;&lt;br&gt;<strong>Prerequisites:</strong> ANPH 1000, PHRM 1000  &lt;br&gt;&lt;br&gt;<strong>Co-requisite:</strong> PATH 1010</td>
</tr>
<tr>
<td>PHRM 1004</td>
<td>Examine the responsibilities of the pharmacy technician to the profession and the practice of pharmacy; explore the role of the technician with common self-medication products. Utilizing excellent patient-centered communication skills, learn to describe and demonstrate accurate and safe patient teaching for use of common devices and aids. &lt;br&gt;&lt;br&gt;<strong>Prerequisites:</strong> COMM 1001, ENGL 2510, PHRM 1003, PHRM 1020, PHRM 1030  &lt;br&gt;&lt;br&gt;<strong>Co-requisite:</strong> PHRM 1013</td>
</tr>
<tr>
<td>PHRM 1010</td>
<td>Learn to use community dispensary software programs to accurately enter prescription information. Computer software practice opportunities are provided for modification of drug and inventory information, as well as for updating patient and physician information. &lt;br&gt;&lt;br&gt;<strong>Prerequisite:</strong> None</td>
</tr>
<tr>
<td>PHRM 1013</td>
<td>Examine the physiological effects of drugs on humans, including therapeutic effects, adverse effects, and drug interactions. Study the drugs used to treat various disorders affecting the cardiovascular, musculoskeletal, and endocrine systems. Topical therapies, chemotherapy, and nutrition are also studied. &lt;br&gt;&lt;br&gt;<strong>Prerequisites:</strong> PHRM 1003, PATH 1010</td>
</tr>
<tr>
<td>Course</td>
<td>Description</td>
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</tbody>
</table>
| PHRM 1020  | Learn about community pharmacy operations in relation to the roles of pharmacy personnel, security, technology, and contemporary issues in community pharmacy practice. Explore the application of federal and provincial legislation to community pharmacy services.  
**Prerequisites:** PHRM 1000, PHRM 1001  
**Co-Requisite:** PHRM 1002                                                                                                                                                                                                                                                                                                                   |
| PHRM 1030  | Gain practical experience in applying safe and accurate medication practices in community pharmacy environments. Develop a knowledge base of frequently prescribed medications and related dosage forms while mastering basic concepts of prescription dispensing, checking, inventory management, and patient interactions. Performance evaluation is based on evidence of the attainment of skills and demonstration of professionalism throughout the lab sessions.  
**Prerequisites:** COMM 1001, ENGL 2510, PHRM 1000, PHRM 1001, PHRM 1010  
**Co-requisite:** PRHM 1020                                                                                                                                                                                                                                                                                                                    |
| PHRM 1040  | Gain practical experience in preparing a variety of extemporaneous compounds, including liquids, suspensions, emulsions, lotions, capsules, solutions, elixirs, ointments, creams, and suppositories. Learn how to competently calculate, weigh, and measure chemicals and complete records required in pharmacy practice.  
**Prerequisites:** PHRM 1000, PHRM 1001, PHRM 1010                                                                                                                                                                                                                                                                                               |
| PHRM 2006  | Examine safe medication practices and risk-management strategies designed to reduce the occurrence of medication incidents while supporting zero-tolerance for errors, effective reporting and disclosure, and the development of a just culture of patient safety in all pharmacy environments. Explore the medication reconciliation process and its impact on patient safety.  
**Prerequisite:** COMM 1001, ENGL 2510, PHRM 2020                                                                                                                                                                                                                                                                                             |
| PHRM 2007  | Integrate theory and hands-on lab skills from throughout the pharmacy technician diploma program as you prepare for clinical placement in the program and a career as a pharmacy technician.  
**Prerequisites:** PHRM 1004, PHRM 1013, PHRM 2010, PHRM 2020  
**Co-requisites:** PHRM 2006, PHRM 2030, and PHRM 2040                                                                                                                                                                                                                                                                                   |
| PHRM 2010  | Expand your knowledge in the use of pharmacy software programs. Practice order entry of prescriptions for institutionalized patients by entering the prescriptions according to simulated institutional healthcare agency guidelines.  
**Prerequisite:** PHRM 1030  
**Co-requisite:** PHRM 2020                                                                                                                                                                                                                                                                                                                       |
| PHRM 2020  | Explore the ways in which institutional pharmacy operations influence the work of pharmacy personnel and the function of drug distribution systems and pharmacy services. Study the issues that affect institutional pharmacy practice and the impact of technology and trends. Learn how federal and provincial legislation applies to institutional pharmacy services. In addition, you will learn about aseptic technique in the preparation of sterile products.  
**Prerequisite:** PHRM 1001, PHRM 1002, PHRM 1020                                                                                                                                                                                                                                                                               |
**PHARMACY TECHNICIAN, Student Handbook, 2018-2019**

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
<th>Prerequisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHRM 2030</td>
<td>Gain practical experience in applying safe and accurate medication practices in institutional pharmacy environments. Develop a knowledge base of frequently prescribed medications and related dosage forms while mastering basic concepts of prescription dispensing and checking in a variety of drug distribution systems. Performance evaluation is based on evidence of the attainment of skills and demonstration of professionalism throughout the lab sessions.</td>
<td>PHRM 1013, PHRM 1040, PHRM 2010, PHRM 2020</td>
</tr>
<tr>
<td>PHRM 2040</td>
<td>Apply your previous knowledge in the preparation of sterile products, including parenteral medication. Develop competency in the skills required by pharmacy technicians for sterile products: basic aseptic techniques, accuracy, record keeping, and strict adherence to protocol.</td>
<td>PHRM 1013, PHRM 1040, PHRM 2010, PHRM 2020</td>
</tr>
<tr>
<td>PHRM 2201</td>
<td>Gain practical experience applying the knowledge and skills of a pharmacy technician in a community pharmacy setting. Students are preceptored in a community pharmacy for four consecutive weeks (20 days/160 hours). Some evening or weekend shifts may be required.</td>
<td>Successful completion of all course work and practicum requirements (Clear Criminal Record Check, Immunizations, CPR Requirement and Pre-practicum Assessments)</td>
</tr>
<tr>
<td>PHRM 2202</td>
<td>Gain practical experience applying the knowledge and skills of a pharmacy technician in an institutional pharmacy setting. Students are preceptored in an institutional pharmacy for four consecutive weeks (20 days/160 hours). Some evening or weekend shifts may be required.</td>
<td>Successful completion of all course work and practicum requirements (Clear Criminal Record Check, Immunizations, CPR Requirement and Pre-practicum Assessments)</td>
</tr>
</tbody>
</table>

**OPTIONAL COURSES**

Students must also complete one cross-over domain option. You may choose to take COMM 2011 or have another post-secondary option approved.

**TRANSFER CREDIT**

Students may be eligible for credit for previous coursework at other post-secondary institutions. Students must apply for transfer credit to be assessed, and follow the policies outlined by the Office of the Registrar. More information, and the Request Form, can be found at: http://www.norquest.ca/accepted-students/completing-admission-requirements/transfer-credit.aspx

Some important notes regarding transfer credit:
• You must be admitted to your program prior to requesting transfer credit, and it is recommended that you submit your Transfer Credit Request form – found at: https://www norquest ca /resources-services/college-services/office-of-the-registrar/forms/transfer-credit-request-form.aspx -- at least one month prior to the start of term.
• Official transcripts and full course outlines or syllabi are required for transfer credit – short descriptions from an institution’s calendar do not provide enough information.
• Transfer credit requests do not go directly to the Program Office; they are submitted to the Office of the Registrar.
• Transfer credit is subject to time limits, or a “shelf life” of the course previously taken – typically 5 years for discipline-specific courses, and 10 years for more general courses.
• The form you use to request transfer credit can be found at the link above.
• Please be aware that it can take 4-12 weeks to process transfer credit. An official decision will be communicated by the Office of the Registrar.

PRACTICAL TIPS FOR SUCCESS

You are responsible for your success in the program, and your instructional team is eager to partner with you in this endeavor. The Pharmacy Technician Diploma Program is a fast-paced, demanding program to prepare you to enter a similar workplace. To succeed in the program, it is recommended that you:

• **Attend Orientation.** Important information about your program and the College is provided to set you up for success.
• **Prepare for class.** Each instructor will outline a plan for pre-reading, assignment preparation, and other ways to maximize your time in the classroom and lab.
• **Attend class regularly.** Although you are an adult learner and can choose whether or not to attend class, some learning experiences (labs, field trips, guest speakers, practicum discussions) are mandatory. Please treat your classroom as a workplace – let your instructor know if you cannot attend in advance and make a plan. In the case of mandatory attendance days, you will be required to provide adequate documentation (doctor’s note, etc.) regarding absences. Vacations should be planned for scheduled College breaks (Christmas, Reading Week, etc.)
• **Engage and participate.** There is a difference between attending class and actively participating in your learning experience. Ask questions, engage in discussions, and reflect on your learning experiences.
• **Communicate with your instructor.** If you are concerned about your success, or need additional resources, initiate contact with your instructor by emailing, dropping in during office hours, or making an appointment.
• **Utilize your Student Navigator.** If you need assistance navigating College services designed to maximize your potential for success, please see your Student Navigator.
• **Stay informed.** Students are asked to check NorQuest email daily, as this the only email address that any College employee will use to contact you. Check the student website at www.norquest.ca. Check you MyQuest page for mark information, and frequently check your course page on Moodle. As well, you receive regular general communications by email from the program area.
• **Make a plan for success.** Students who succeed plan for it early in their program. Maintain an up-to-date calendar of due dates, block study, review, and assignment preparation time. Ensure that you are balancing your studies with other aspects of your life to manage stress. If you need resources or assistance you can visit the professionals within *The Centre for Growth and Harmony* who provide free, non-judgmental mental health support, health support, newcomer support, basic need and community resource and workshops to NorQuest College students. Please visit norquest.ca/wellness for more information. It is not uncommon for post-secondary students to feel overwhelmed by workload, so seek assistance if required.

• **Buddy up.** Meet other students in your courses so that you have someone to ask for assistance if you are away. Your instructional team recommends forming study groups with other students as a study and support strategy.

DISCLOSURE – ACCOMMODATIONS AND ALLERGIES

It is the student’s responsibility to disclose any information to the Program Area that may affect his/her success in the program.

• **If the student requires an accommodation for classroom activities or exams,** it is his/her responsibility to discuss their needs with the instructor. Accommodations are assessed through Student Services. If exams are to be written outside of the classroom, please inform your instructor in advance so that the program area can arrange for the exam to be ready for you. However, please note that it is the student’s responsibility to book exams. Exams must be booked for the same time as the in-class exam. For more information: [http://www.norquest.ca/resources-services/student-services/services-for-students-with-disabilities.aspx](http://www.norquest.ca/resources-services/student-services/services-for-students-with-disabilities.aspx).

• **If a student’s accommodation includes audio recording for lectures,** they must provide the instructor with the completed form: Agreement Regarding Audio Recording of Lectures, located on Moodle.

• **Students with allergies** should be aware that the pharmacy technician lab contains real medication (vs. placebos) and they could interact/handle a variety of substances during learning activities. It is the student’s responsibility to be aware of their environment, ask for clarification as required, and inform the instructor or Associate Chair about any concerns.

SCHOLARSHIPS, BURSARIES, AND AWARDS

Allied Health students are eligible for a variety of scholarship opportunities. You can review this information at: [http://www.norquest.ca/resources-services/student-services/funding-your-education/scholarships-bursaries-awards.aspx](http://www.norquest.ca/resources-services/student-services/funding-your-education/scholarships-bursaries-awards.aspx). If you need assistance, you can consult with your Student Navigator.
GRADING SCALE

The final letter grade for all theory courses is based on the following scale:

<table>
<thead>
<tr>
<th>Letter Grade (Post-secondary programs)</th>
<th>Grade Point Value (Post-secondary programs)</th>
<th>Percentage (Alberta Education courses/preparatory)</th>
<th>Descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>4.0</td>
<td>95-100</td>
<td>Excellent</td>
</tr>
<tr>
<td>A</td>
<td>4.0</td>
<td>90-94</td>
<td></td>
</tr>
<tr>
<td>A-</td>
<td>3.7</td>
<td>85-89</td>
<td></td>
</tr>
<tr>
<td>B+</td>
<td>3.3</td>
<td>80-84</td>
<td>Very Good</td>
</tr>
<tr>
<td>B</td>
<td>3.0</td>
<td>75-79</td>
<td></td>
</tr>
<tr>
<td>B-</td>
<td>2.7</td>
<td>70-74</td>
<td></td>
</tr>
<tr>
<td>C+</td>
<td>2.3</td>
<td>67-69</td>
<td>Satisfactory/Acceptable</td>
</tr>
<tr>
<td>C</td>
<td>2.0</td>
<td>64-66</td>
<td></td>
</tr>
<tr>
<td>C-</td>
<td>1.7</td>
<td>60-63</td>
<td></td>
</tr>
<tr>
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<td>1.3</td>
<td>55-59</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>1.0</td>
<td>50-54</td>
<td>Pass</td>
</tr>
<tr>
<td>F</td>
<td>0.0</td>
<td>0-49</td>
<td>Fail</td>
</tr>
</tbody>
</table>

Note:
- Courses with a passing grade higher than a 1.0 will show all grades below the designated passing grade as an F.
- Some courses may be graded as Pass (P) or Fail (F).
- Passing grades for each course are found on the Course Outline on Moodle.

HONOURS STANDING

To complete the program with honours standing you must meet the following criteria:
- Obtain a cumulative grade point average greater than or equal to an A-
- Not have failed or repeated any courses
PHARMACY TECHNICIAN, Student Handbook, 2018-2019

PUNCTUALITY

Please be aware of the course and instructor-specific expectations regarding being on time. Instructors are supported in helping you to develop habits that will serve you well as a future health provider and creating an environment that minimizes disruptions to optimize learning.

COURSE OUTLINES

You are provided with a course outline for each course. It contains valuable information about the learning outcomes, assessments, and expectations for the course. Please review it carefully and consult with your instructor if you have any questions. **Please save your course outlines in case you are applying for transfer credit at another post-secondary institution in the future.**

ASSIGNMENTS

Unless otherwise instructed, your assignments are due at the start of class on the date indicated by the instructor. If no due date is indicated, the assignment is due on the last day of regular classes.

Your instructor will indicate how assignments should be handed in (by email, in print, or uploaded to Moodle). Follow the directions carefully, as this information varies assignment-to-assignment.

**Late Assignments**

If you are unable to submit the assignment on the due date, you must request an extension before the due date. You will be expected to initiate a discussion with your instructor and provide documentation (e.g. medical note) to support your request for an extension. Only in extenuating circumstances may the instructor, with the Program Chair’s approval, agree to allow a student to complete a supplemental assignment.

**If your assignment is late, you will receive a penalty of 5% off per day, up until the day that the class’ assignments are returned to the class with a grade. At this point, no late assignments will be accepted and you will receive a grade of zero.**

EXAMINATIONS

Examinations are used to assess mastery of course outcomes in all theory courses. Each course outline specifies the examinations you will be required to write and the passing grade you will be required to achieve to meet course requirements. Please see the section titled Examination Protocol for more information.

Some exams you write may be written on paper (multiple-choice or short answer). Other exams are practical exams, or automated assessments on Moodle.
Paper Exams: How to Use a Multiple-Choice Answer Sheet

When you write multiple-choice exams, you will be provided with a computer answer sheet. Before you begin your exam, be sure to provide your name and ID number in the Identification area of the answer sheet, as shown in the following examples:

**IMPORTANT:** Be sure to mark your answers clearly on the Answer Sheet and only use HB pencil only.

When answering the questions, please remember the following:

- Place the correct answer in the appropriate space by filling in the space completely.
- Read each question carefully and choose the best response.
- Thoroughly erase any answer you wish to change.
- Any stray pencil or erase marks on the answer sheet may count against you.
- Return the examination, answer sheet, and any paper used to work out answers to the instructor or proctor when finished.
• Be sure to write your name and student identification number on all the papers before you hand them in to the instructor or proctor.

**Missed Examination**

If you are going to be absent for the writing of a scheduled examination, you are required to notify the program office **prior to the exam writing time**. Failure to notify will result in an exam grade of zero. Please see the section Examination Deferrals for more information.

**Please do not plan vacations during exams. A vacation is not an acceptable reason for exam deferral.**

**Late Arrival**

If you are late for an examination, you will be allowed to come into the room to write the examination, but you will not be given any extra time to write. **You may not be able to write your exam after 25% of the time has passed or if other students have already left the room.**

Email your proctor and your instructor to inform them of your late arrival ASAP. If you are unable to enter the exam room go to the Faculty of Health and Community Studies office on the 6th floor office of CELT and inform the front desk staff of the situation.

**Examination Deferrals**

**If you are ill or incapacitated and are unable to write an exam**, you MUST inform the College that you are unable to write the exam. Only in extenuating circumstances may the instructor, with the Program Chair’s approval, agree to allow a student to write a deferred exam. You should notify the program office and your instructor/proctor **prior to the scheduled examination writing time**. Within 48 hours of your absence notice, you need to speak with the Program Chair (or designate) and **ask to reschedule (defer) your exam**. If you choose not to reschedule your exam and proceed to write the examination while you are not well, you will be required to accept the mark obtained on the examination.

If you request a deferral of the exam, you must complete a Request for Deferral – Examination form (located in Moodle) and **provide documentation** (e.g. medical note) to support your request for deferment. Deferred examinations must be written within 10 days of the examination date. Approval from the Program Chair is required if the deferment will be greater than 10 days.

**What can be on your desk during exams**

• You must present **picture identification** in order to write your examination. If you do not present identification, and your identity cannot be verified by faculty or staff, the examination supervisor will ask you to leave the examination room.
• You must place your College identification on the right corner of your desk and write your student identification number on the examination sheet. If you have forgotten your College identification, you may use other photo identification (e.g. driver’s license).

• **No cell phones**, or personal devices are allowed during an exam. Ensure these are turned off prior to storing them for the exam. If your cell phone rings and disturbs the class writing the exam, you may be removed from the exam.

• You are allowed **writing materials** (pen, pencil, eraser) and other materials only as permitted (i.e. a calculator may be permitted)

• **All personal items** must be left in a locker or placed at the front of the room.

• Water bottles may be permitted during exams at the instructor’s discretion.

**Release of Examination Marks**

Marks will be released on MyQuest. Do not approach the program staff regarding the exam results prior to the release of the marks. Your instructor will inform you should there be a delay in the release of marks.

If an exam mark is posted and you believe this mark to be inaccurate, then you must first approach your instructor to discuss the issue. If your instructor is unavailable, you may discuss the issue with a Program Chair, and arrange to have a content expert address your questions, explain the rationale for the mark you received, and the level of understanding or skill you would need to demonstrate in order to obtain full marks. If you are unable to resolve the issue in this manner, you may initiate an appeal process (see Appeals section).

**Examination Reviews**

Instructors will not return exams, but will review exam material with you. Should you fail to have an exam mark posted, your first course of action is to contact your instructor. If your instructor is unavailable, you may then contact a program team member and/or the Program Chair to address the issue.

Your instructor may review the exam with the whole class. If you still have questions after this review, or require an individual review, you will need to make a request for Exam Review within five days of the mark being posted.

For final examinations, your instructor may or may not be available to assist you with the review, but a designate will be provided.

**Protocol for Writing Examinations**

• **Academic Honesty**

  You are expected to work on your own during an examination.
Be aware that glancing at the work of your fellow students or exchanging glances with other students is not appropriate. **Communicating with other students in any way is prohibited.**

Sharing your answers with other students during an examination is not allowed.

**If you are writing an exam on Moodle, you are not allowed to open any additional windows on the computer.** Instructors will be monitoring your online activity during exams.

It is recommended that you cover your work while you are completing an examination so others will not be tempted to glance at your answers.

- **Asking a Question**
  
  If you have a question, raise your hand and the examination proctor will come to you.

- **Personal Belongings**
  
  All personal belongings (backpacks, purses, bulky jackets, cellphones, etc.). Must be left at the front of the classroom or with the examination proctor.

- **Technology**
  
  Cellphones are to be turned off.

  If you are expecting a call regarding an emergency situation, please inform your proctor. Your proctor will monitor your communication device while you write the examination.

  If a calculator is being used during an examination, it will be provided to you by the program area. You cannot use the calculator on your cell phone or personal device.

- **Washroom Break**
  
  It is highly recommended that you try not to leave the room during an examination.

  If you must leave the room to go to the washroom, you must obtain permission from the proctor, give your examination, working papers, and answer key to the proctor prior to leaving the room. You will be escorted to and from the washroom area.

Failure to respect examination policies and procedures may result in severe penalties on your exam marks and in an academic misconduct report.

**STUDENT RIGHTS AND RESPONSIBILITIES**

NorQuest College is committed to maintaining high standards of non-academic conduct and academic performance and integrity, in order to foster a learning environment conducive to the personal,
educational, and social development of its students. This commitment is founded upon the principles of fairness, trustworthiness, honesty, respect, and responsibility.

The college expects that its students will be guided at all times by these principles in the work that they submit and the behaviour in which they engage. As members of this learning community, students have both fundamental rights and consequential responsibilities that NorQuest commits to protect and enforce under the provisions of the specific procedures related to this policy for the benefit of the entire college community.

**Students Rights**

Students have the right to:

- An educational environment that is safe, secure, and conducive to learning, and protects students from discrimination, harassment, indignity, or injury.
- The protection of their privacy according to college policy and privacy legislation.
- Reasonable and legitimate access to statements of college policies and procedures.
- Due process and procedural fairness in any investigation of alleged improper student conduct or alleged violations of college policy.
- Freedom of inquiry, expression, belief, political association, and assembly, provided that they are lawful and do not interfere with the rights of others or with the effective operation of the college or violate college policy.
- Reasonable and legitimate access to college buildings and facilities.
- Membership in an independent students’ association, and participation in its governance and activities, subject only to its by-laws.
- Timely and accurate information about the content and requirements of their courses and programs.
- The availability of their instructors for assistance outside of scheduled class periods at mutually agreeable times and through mutually acceptable modes of communication.
- Reasonable and supervised access to their official student records as contained in their permanent file.
- Consult any written submission for which a mark has been assigned and to discuss the submission with the examiner.
- Request an impartial review of any grade.

**Students Responsibilities**

Students have a responsibility to:

- Assist in making the college learning community respectful, safe, and inclusive by personally refraining from (and discouraging in others) conduct that threatens or endangers the health, safety, well-being, or dignity of any person(s).
- Exercise their rights and freedoms with integrity, respect for the rights of others, and acceptance of accountability for their words and actions, whether acting individually or as a member of a group.
- Abide by all relevant college policies and participate in related procedures, as required.
• Familiarize themselves with academic regulations, including graduation and program completion requirements.
• Comply with the policies of any employer or host organization where the student is involved in a work placement, site visit, practicum, or clinical placement.
• Respect the property of others, including the college’s buildings and facilities.
• Conduct themselves honestly in their academic work and responsibly in their non-academic behaviour.
• Comply with all requirements set out in course outlines, assignments, tests, and examinations.
• Adhere to class attendance policies and notify instructors in a timely manner of unavoidable absences.
• Participate in class activities, as instructed.
• Respect the instructor’s right to determine course content, instructional methodology, and evaluation.
• Respect the instructor’s right to manage the classroom and to set norms for acceptable behaviour.
• Maintain timely and respectful communication with appropriate college offices and personnel, whether in-person or through electronic means.

In addition to these rights and responsibilities, students must familiarize themselves with the college’s overarching Code of Conduct, which applies to all members of the college community. Please see: https://www.norquest.ca/resources-services/student-life/student-policies/student-conduct.aspx

COLLABORATION AND A RESPECTFUL LEARNING ENVIRONMENT

In most fields of study, students benefit from sharing ideas with their classmates, friends, or family. Often, during the exchange of ideas, an original idea can develop into a stronger or more complex idea. This is a benefit of classroom or online discussions between students. Therefore, students should read course materials before class and arrive with questions and ideas related to the topic to be taught.

Respect for your fellow students, faculty, and program staff is expected. Many controversial subjects are discussed and you are free to disagree with views presented by your instructor and fellow students; however, you must do so respectfully.

As well, hands-on practice in labs and clinical settings requires students to be prepared to work with people of all cultures, religions, and genders. A NorQuest college education is inclusive and our students are supported and prepared to meet the needs of a diverse society with hands-on training with people from a variety of cultures, religions, and genders.

It is the student’s responsibility to ask for clarification and initiate discussions with the instructor if expectations are not clear. For example, talk to your instructor if you are unsure whether a learning activity is meant to be collaborative (e.g. group work) or individual (e.g. a reflective practice journal). If you have concerns regarding participation, please consult with your instructor.

It is important to note that collaborating on assessments that are to be done individually could lead to an academic misconduct report.
AWARENESS OF POLICIES

Again, it is your responsibility to read and ensure you understand the standard practices for your program area and the college. These include those in the College Calendar, this manual, and information provided to you by your instructor, Associate Chair, or Chair.

You will have to accept any consequences associated with not following the policies even if you do not read them

ACADEMIC MISCONDUCT

Please review the following information provided by the Office of Student Judicial Affairs: https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs/academic-misconduct.aspx.

NorQuest College is committed to maintaining high standards of academic performance and integrity in order that all students may benefit equally from the opportunity to pursue their education in a learning environment that is characterized by high levels of fairness, trustworthiness, honesty, respect, and responsibility.

It is incumbent upon all members of the NorQuest community to uphold these standards by ensuring that they inform themselves and others of the fundamental importance of these standards.

Academic Misconduct

Academic misconduct may be defined broadly as the giving, taking, or presenting of information that dishonestly aids an individual or group in the determination of academic merit or standing. Common examples include, but are not limited to, plagiarism and cheating.

Examples of Academic Misconduct:

Plagiarism is a form of academic misconduct that occurs when someone presents that has been created by another as his or her own work. Specific examples include:

- Presenting in any format the words, ideas, images, or data created by or belonging to someone else as if it were one’s own
- Manipulating source material in an effort to deceive or mislead
- Submitting work that contains misleading references that do not accurately reflect the sources actually used

Cheating is a form of academic misconduct that occurs when someone employs an unauthorized means to obtain credit for work submitted; to gain advantage over others in the assessment of academic work; or to assist others in obtaining such advantages. Specific examples include:
- Accessing information from unauthorized sources such as other students or notes in the course of completing an assignment, test, or examination
- Being in unauthorized possession of evaluation materials in advance of their administration
- Collaborating on any project, assignment, or examination without prior permission

Related Information

- Download the Academic Misconduct Procedure (171k pdf)
- Misconduct Report Form (112k pdf)

For more information on this procedure, contact OSJA@norquest.ca.

USING APA

All work is to be referenced in APA format, unless otherwise indicated by the instructor.

The Learner Centre offers regular tutorials regarding APA, and more information can be found at: http://libguides.norquest.ca/apa6

As well, the Bookstore sells a beneficial guide: Clearly APA: The NorQuest Guide to APA Style.

The Writing Centre is available to support you in using APA. Please access them in the Learner Centre for specific assignment assistance.

ACADEMIC PROGRESS

Students must complete all assessments in each course, with the exception of extenuating circumstances which may result in alternate arrangements or supplemental assessments as determined by the Program Chair.

Students must successfully obtain credit by achieving the minimum passing grade for each course, meeting the pre-requisites for each course, and maintain a GPA of 2.0 (C) in order to progress through the program. Lab courses include professionalism expectations, which must be met in order to pass the course.

Students must successfully complete all courses prior to practicum.

Students must complete all Diploma requirements within five years from admission.

Auditing a Course:

If you are interested in auditing a course (taking the course not for credit, with no assignments, exams, grades, evaluation, or progress reports), you must receive permission from the Program Chair or Associate Chair.
If You Are Unsuccessful In A Course (Grade of F Or WF):

- You will be required to repeat the course.
- If you are repeating a course, you must complete all components of the course and may not submit any previously completed work.
- If you are repeating a lab course, be aware that students attempting the course for the first time are given priority if class capacity is an issue.
- You may register in other courses only if you meet the prerequisite and co-requisite requirements for those courses.
- You may attempt a course in the program only two times.
- Another delivery option may be available. Please discuss with the Chair/Associate Chair.

How to Calculate GPA

A grade point average (GPA) is a weighted average of a student’s grades. GPA is calculated according to the formula using the credits assigned to each course and the grade points received. The calculations used in recording a student's grades are:

- Grade Points = Credits x Grade Point Value if 4.0 grade scale is used, or percentage grade if Percentage Grade Scale is used
- GPA = Total Grade Points/Total Credits taken


ACADEMIC PROBATION

Academic Probation is a means of identifying students at risk of not being successful in the program. When a student has failed two courses (or received a mark of WF) or failed to maintain a GPA of 2.0 (64%), they are placed on academic probation for their next 5 courses. While on academic probation, the student must pass all courses and maintain a 2.0 GPA. If the student fails a course (or receives a mark of WF) or is unable to meet the requirement of 64% (2.0) GPA in their next 5 courses, the student may not be able to continue in the program.

A students is automatically put on Academic Probation under the following circumstances:

- The student is re-admitted to the program after being required to withdraw
- The student commits an act of academic dishonesty but is allowed to remain in the program
- The student fails two courses (receiving a mark of F or WF) while in the program
- The student’s GPA falls below 2.0 (64%) in any term

Once a student has successfully completed the next 5 courses while on academic probation, they will be returned to status as a student in good standing.
Please note: there may be additional requirements that need to be met while on academic probation. These will be outlined for you by the Chair/Associate Chair. Students on academic probation will also be unable to register in future courses until meeting with the Chair/Associate Chair.

Withdrawal from the Program

Program and Course withdrawals may be initiated by the student or the program.

If a student is initiating a withdrawal for any reason, they are advised to discuss this decision with the Chair/Associate Chair to map out a plan prior to completing the withdrawal forms. Students who withdraw from the program need to re-apply and meet the current admission requirements for the program.

The Program Chair/Associate Chair will withdraw a student from the program if they:

- Are unsuccessful in their second attempt of a course (F or WF);
- Are unsuccessful in a total of 3 courses (F or WF)
- Are unsuccessful in a course while on academic probation (F or WF)
- Achieve a GPA below 2.0 (64%) while on academic probation
- Have taken more than 5 years to complete the diploma credential
- Do not attend the first two weeks of term
- Demonstrate a lack of academic progress (not enrolling in courses for more than one term)

When the program initiates a withdrawal, conditions for re-entry to the program will be outlined. These may include:

- Volunteer hours or work experience in the field
- Coursework as an open studies student (not in the program)
- Remedial work or workshops
- Evidence of self-reflection and growth (essays, reference letters)
- Evidence of supports in place for future success in the program

Exceptions

Exceptions regarding academic progress or withdrawals in the program may be determined at the discretion of the Program Chair/Associate Chair.

**COMMITHMENT TO PROFESSIONALISM FOR PHARMACY TECHNICIAN STUDENTS**

Professionalism Expectations are regularly assessed in the program. Students are required to self-reflect regularly on their perceptions of their performance in various aspects of professionalism. Instructors will also provide feedback on these aspects, and this is reviewed during regular meetings during the student’s course of study.
Expectations are set so that a student’s level of professionalism meets expectations by the time the student enters practicum.

In the Pharmacy Technician-program:
- Graded feedback is provided during Year 1, Term 2 in PHRM 1030 and PHRM 1040
- Graded feedback is provided during Year 2, Term 1 in PHRM 2007, PHRM 2030, and PHRM 2040

### Allied Health Student Professionalism Expectations

<table>
<thead>
<tr>
<th>Student Name:</th>
<th>Student ID:</th>
<th>Program: TR Year 1</th>
<th>Term in program:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course:</td>
<td>Instructor:</td>
<td>PASS Benchmarks at Final per Course:</td>
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</tr>
<tr>
<td>Final: Pass</td>
<td></td>
<td>PHRM 1030/1040: 0 F, 2 BE</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>PHRM 2007/2030/2040: 0 F, 0 BE</td>
<td></td>
</tr>
</tbody>
</table>

#### Grading Scale

<table>
<thead>
<tr>
<th>Grading Scale</th>
<th>Descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Above Expectations (AE)</td>
<td>Meets or exceeds standards of practicing health professional</td>
</tr>
<tr>
<td>Meets Expectations (ME)</td>
<td>Meets standards for this level of student, consistently demonstrates behavior</td>
</tr>
<tr>
<td>Below Expectations (BE)</td>
<td>Does not meet standards expected for this level of student, insufficient improvement in spite of feedback</td>
</tr>
<tr>
<td>Fail (F)</td>
<td>Fail – poor performance, no improvement in spite of feedback, or formal misconduct report, resulting in automatic fail at course endpoint</td>
</tr>
</tbody>
</table>

#### Examples of Observable Behaviors that Meet Expectations

| Adaptablety          | • Adapt to new situations, people, procedures and ideas                     |
|                     | • Display a willingness to approach situations in different ways to achieve better outcomes |
| Appearance & Dress Code | • Comply with lab dress code, proactively discussing any concerns with instructor |
|                     | • Use proper hand and personal hygiene                                      |
| Communication        | • Respect confidentiality of classmates                                    |
|                     | • Convey information in a clear, respectful and organized manner            |
|                     | • Demonstrate respect for the feelings and opinions of others              |
|                     | • Develop positive working relationships with others                        |
|                     | • Use active communication skills that respect the learning environments   |
|                     | • Proactively communicate concerns to instructor                           |
### Honesty & Integrity
- Demonstrate honesty, integrity, and accountability
- Inform instructor of any issues (equipment, academic integrity, inappropriate conduct)

### Personal Growth & Continued Competence
- Demonstrate reflective practice in both written and verbal forms
- Actively engage in lab activities
- Implement actions to improve performance and skills based on feedback
- Respond maturely and positively to suggestions and constructive criticism
- Demonstrate self-confidence in labs, assessments, and other learning opportunities

### Problem Solving & Critical Thinking
- Identify problems and recognize risks to safety
- Analyze situations and carry out solution-oriented actions
- Demonstrate strong problem-solving and critical-thinking skills to work effectively in an independent capacity
- Use available resources as appropriate to solve problems

### Collaboration & Teamwork
- Engage in teamwork as an active, cooperative participant
- Offer creative and appropriate ideas to further the goals of the team
- Report pertinent information to others, as appropriate, in a timely manner
- Contribute equally to team learning activities
- Manage interpersonal conflict effectively
- Identify appropriate situations for collaboration
- Provide constructive feedback to classmates and instructional team
- Share College resources (supplies, equipment, etc.) fairly

### Attendance & Punctuality
- Adhere to attendance, punctuality, and absence notification requirements for labs, assessments

### Work Habits
- Demonstrate preparedness for labs, assessments
- Follow all NorQuest College and program specific policies and procedures
- Maintain a clean and safe working environment
- Plan and organize to successfully complete work for labs, assessments
- Bring required materials & textbooks
- Manage lab time effectively

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**SHARED RESPONSIBILITY AND LEARNER IMPROVEMENT PLANS**

Your success in learning is a shared responsibility between you and your instructor. During the course of your program your progress will regularly be assessed. If, at any time you are having difficulty meeting course performance outcomes, you may be required to meet with your instructor. For minor concerns the instructor may provide guidance and direction verbally, or by email. Other concerns may warrant a Learning Improvement Plan, to advise you of any areas in which you need to improve.

The written Learning Improvement Plan is used to aid both you and your instructor to identify the areas of concern.
The first portion of the Learning Improvement Plan, completed by the instructor, will outline his or her assessment of your current level of performance in relation to the level of performance required to be successful in meeting the course/program objectives.

The second part of the Learning Improvement Plan, completed by the student, clearly identifies the actions you will take to improve your chances of successfully completing the course/program requirements. The instructor may work with you to develop this action plan, or refer you to the Program Chair who can help you to identify potential obstacles and discuss strategies for overcoming those obstacles.

The goal of the Learning Improvement Plan is to outline any areas of concern, steps to be taken in order to address those concerns, dates for reassessment, and persons designated to reassess your progress, as well as resources available to you and the consequences of not meeting the course/program objectives. If at any time you do not understand the expectations stipulated in the Learning Improvement Plan, please ask for clarification.

You are always welcome to have a person attend a Learning Improvement Plan meeting with you. This may be a counsellor, or other support person. You are responsible for arranging for that person’s attendance, and will be asked at the start of the meeting whether or not your situation can be discussed freely in front of the person accompanying you. Your situation will never be discussed with this person without your attendance and consent.

During the meeting, your performance issues will be discussed with you, and strategies will be identified to help you become more successful. These items will be written down in a Learning Improvement Plan, as stated above. It will be your responsibility to follow through on the commitments that you make when building the Learning Improvement Plan.

If you are still unable to meet course/program outcomes, the consequences stipulated in the Learning Improvement Plan will be implemented.

**ACADEMIC GRADE APPEALS AND STUDENT COMPLAINTS**

Should you disagree with a decision, you have the right to appeal. **If you disagree with a grade, you are asked to first speak with your instructor. If you have concerns about your experience in the program, please discuss with your Associate Chair or Chair.**

Processes regarding appeals and complaints are found at:  

The Student Complaint Report Form, used for grade appeals and complaints, is found at:  
If you need assistance in this process, you may contact:

- The Office of Student Judicial Affairs at: OSJA@norquest.ca
- Your Student Navigator at student.navigator@norquest.ca

**EVALUATION AND FEEDBACK TO THE PROGRAM AREA AND COLLEGE**

It is important to NorQuest College that you receive quality programs and services and are able to find a job related to your education. In order to determine if the College is successful in meeting both goals, you are asked, at various points during the program, to provide anonymous and confidential feedback on the College and the Pharmacy Technician Diploma Program. Requests for feedback will usually be in survey form, although periodically you may be asked to participate in an in-person focus group.

You will have a number of opportunities to provide feedback on your time at NorQuest:

1. **Class Pulse Checks:** These are instructor-led questionnaires to determine how students’ needs are being met in the classroom, and what could be done to improve the learner experience. These are typically done before the halfway point of the course.

2. **Impromptu Feedback:** The Program Chair may make an impromptu visit to your classroom to do a brief survey on your experience in the program so far.

3. **Student Representative Committees:** Each program in Allied Health elects a student representative to meet at least once per term with the Chair. The purpose of this group is to provide feedback to the Chair on the delivery of the program and learner experience.

4. **Program Instructor Student Feedback Questionnaire:** This is a formal survey that will determine your satisfaction with each of your instructors.

5. **Program Exit Survey:** This survey will determine your satisfaction with College programs and services.

6. **Graduate Follow-Up Survey and Focus Groups:** After graduation, you may be contacted by Institutional Research to discuss your experience in the program, and your current employment.

With the exception of the Class Pulse Checks, individual faculty members do not see the individual responses to the surveys listed. A summary of the results is compiled and provided to the Program Chair and to the instructor being surveyed.
Survey information is used by the College to continually assess and improve the program. Evaluation information is also collected for accreditation reporting purposes. This information is compiled with student names removed to ensure confidentiality.

**CLINICAL PLACEMENT (Practicum)**

You will be provided with detailed information, including a Practicum Manual and orientation, as you prepare for your clinical placement, or practicum. A successful placement includes a strong partnership between the student, the College, and the practicum site. Each student is assigned a preceptor at the site, who will provide informal and formal feedback; and an instructor from the college, who monitors the student progress through phone calls, email, reviewing learning journals and reflections, and site visits. The instructor uses feedback from the preceptor’s evaluation to determine a grade of P (PASS) or F (FAIL) for the practicum course.

In your program, you complete two practicum courses:

- **PHRM 2201**: Community Practicum (5 credits, 160 hours)
- **PHRM 2202**: Institutional Practicum (5 credits, 160 hours)

**Requesting a Practicum:**

- You will be asked to complete a Practicum Request Form and HSP-net Consent form. HSP-net is the requesting system that the College uses for securing and tracking placements.
- Once these requests are received, the placement process begins. In your program, the process is coordinated by Kim Dewling.
- While you may make requests on these forms, due to circumstances beyond our control the **College cannot guarantee you a placement at your facility of choice**. We do our best to place students within the Greater Edmonton region, but you may be placed outside the region depending on the availability of sites.

**Please note the following:**

- You are **not to contact potential sites**, unless instructed to do so. All practicums are coordinated through the College.
- **You will need to pay tuition for your practicum, as any other course.** Tuition is calculated by credit value, so ensure you are informed of the practicum course tuitions by contacting the Office of the Registrar, or reviewing the Tuition and Fees Estimator at: [http://www.norquest.ca/resources-services/student-services/funding-your-education/tuition-fees-estimator.aspx](http://www.norquest.ca/resources-services/student-services/funding-your-education/tuition-fees-estimator.aspx).
- You will work the same hours as the supervising preceptor and this may **include day, evening, and weekend shifts**. You must be available to work these hours during the practicum time.
• You will be notified of the practicum site that you have been assigned to once the arrangements have been made.

Requirements to Begin Placement:

• **Academic Requirements**: *All coursework must be successfully completed.* If you are at risk for failing any course in the term prior to placement, as determined by the Program Chair thirty days prior to placement beginning, the placement will be cancelled.

• **Clinical Requirements**: You must have all of the **clinical requirements** outlined for your program prior to requesting your practicum. Some of these will be completed in RHAB 1001 and will be valid during your time in the program. These are outlined on your “To Do” list on MyQuest.

The following table outlines the specific requirements for placement and timelines:

<table>
<thead>
<tr>
<th>To Do</th>
<th>Submit To</th>
<th>Details</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSPNet Consent Form</td>
<td>Faculty of Health and Community Studies Reception Desk 6th floor, CELT or by email to <a href="mailto:ClientServRep_Health@norquest.ca">ClientServRep_Health@norquest.ca</a></td>
<td>• Read the Information Sheet and sign and submit the Consent Form HSPNet Information Sheet and Consent Form</td>
<td>April 30th</td>
</tr>
<tr>
<td>Up-to-date Record Of Immunizations</td>
<td>Centre for Growth and Harmony SCFL Room 1-101</td>
<td>• See the Alberta Health Services (AHS) website for full details. Take note of the FAQs and Records and Assessment Questions. Download the Health Care Student Checklist. • Complete the Health Care Student Immunization Referral Form. • Collect all your immunization records. Take note of the Immunization Requirements for Pharmacy Technicians. • Email the completed Referral Form to: <a href="mailto:ibuschoolprogram@ahs.ca">ibuschoolprogram@ahs.ca</a> • You will be contacted by email to make an appointment.</td>
<td>April 30th</td>
</tr>
<tr>
<td>To Do</td>
<td>Submit To</td>
<td>Details</td>
<td>Due Date</td>
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</table>
| Police Information Check (PIC) | Faculty of Health and Community Studies Reception Desk 6th floor, CELT | • Edmonton and area residents can apply for a PIC in person through the Edmonton Police Services, Police Information Check Section  
• Applicants living outside of Edmonton can apply for a PIC through their local branch of the RCMP  
• The PIC must be clear – if it is unclear, you must book an appointment with the Associate Chair prior to submitting it as it may affect your ability to complete the program  
• The PIC must include vulnerable sector search if older than 18 years of age  
• Specify the purpose of the Police Information Check as "a Student/Instructor Placement with a healthcare organization"  
• Internet (online) criminal record checks are not accepted by the College. Please obtain one directly from a local law enforcement agency.  
• The original PIC must be submitted. It will be scanned and then placed on your official record at the College. The original will be returned to you.  
• More than one PIC may be necessary during the length of your program  
• If your criminal record changes at any point while in the program, it is your responsibility to notify the program immediately | April 30th |
| Practicum Request Worksheets (Community and Institutional) | Andrea Outram  
by email Andrea.Outram@norquest.ca | • Complete the PTD Community Practicum Request Worksheet and the PTD Institutional Practicum Request Worksheet  
• Information must be TYPED  
• Submit the completed forms by email in MS Word format | August 18th |
| Practicum Meeting | Faculty of Health and Community Studies Reception Desk 6th floor, CELT  
or by phone (780) 644-6395 | • Book a meeting with Andrea Outram through the Program Administrator at the reception desk to review your completed Practicum Request Worksheets and sign your forms  
• Meetings must be completed by due date | August 31st |
<table>
<thead>
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<th>To Do</th>
<th>Submit To</th>
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<th>Due Date</th>
</tr>
</thead>
</table>
| CPR Basic Life Support for Health Care Providers | Faculty of Health and Community Studies Reception Desk 6th floor, CELT or by email to ClientServRep_Health@norquest.ca | • Obtain your CPR/BLS certification. The following are acceptable:  
  o NorQuest – XHLT1200  
  o Other options (CPR for Health Care Providers Level C):  
    • www.reachtraining.ca  
    • www.firstaidsafetytraining.ca  
    • www.breathforlifeinc.com  
  o Obtain permission first for any other courses  
• This certification is valid for a health care provider for **one year only regardless of the date of expiry shown** | October 15th   |
| Alberta Heath Services Information and Privacy Training | Faculty of Health and Community Studies Reception Desk 6th floor, CELT or by email to ClientServRep_Health@norquest.ca | • Complete **Alberta Health Services (AHS) Information & Privacy training** online learning module  
• Submit the signed Confidentiality and User Agreement on the last page of the module  
• **NOTE:** students placed at **Covenant Health** will be required to do a different module | December 15th |
| Completion of all coursework | N/A                                           | • All required courses must be successfully completed  
• Includes common courses and elective | end of term 4   |

**APPLYING TO GRADUATE & CONVOCATION**

You must initiate the graduation process by applying to graduate.

- Regardless of whether or not you attend Convocation, you must apply to graduate in order to receive your credential.
- Please monitor your student email and www.student.norquest.ca for important information **about applying to graduate and planning for convocation**.
- Please note that strict deadlines apply to this process that may impact you receiving your credential.
- Convocation for all programs at the College takes place in May each year at the Winspear Centre in downtown Edmonton. Our team looks forward to this event each year, as an opportunity to celebrate the hard work and success of our students.
STUDENT CAREER AND EMPLOYMENT SERVICES

As you prepare for entering your chosen career, remember that Student Career and Employment Services organizes a number of job fairs each year and is a valuable resource in preparing for employment. Experts will review your resume, conduct mock job interviews with you, and assist you with effective job search techniques. More information on their services can be found at: http://www.norquest.ca/resources-services/student-services/student-career-employment-services.asp.

CONTINUING YOUR EDUCATION

Perhaps you see your diploma as a stepping stone for other educational goals. A number of NorQuest College courses have credit transfer agreements in place with other institutions; in some cases, block transfer agreements that give credit for the entire program of study can be accessed. Please ask your program office or consult the College Calendar for the most current transfer agreement information.

Currently, your program has the following courses with university transfer credit: COMM 1001, COMM 2011, ENGL 2510, and HEED 1000.

Diploma program graduates are eligible for block transfer credit to the following post-secondary programs:

- Athabasca University (Bachelor of Health Administration – up to 42 credits; Bachelor of Professional Arts Human Services – up to 30 credits; Bachelor of Science in Human Science – 30 credits)
- NAIT (Bachelor of Technology in Technology Management)
- Thompson Rivers University (Bachelor of Health Science – up to 57 credits; Bachelor of General Studies – up to 60 credits)

ALUMNI ASSOCIATION

As a graduate of NorQuest College, you are a member of the Alumni Association. Benefits to this membership include savings on different services and the opportunity to stay connected to the College. You can learn more at: http://www.norquest.ca/alumni.aspx.

STAY IN TOUCH!

Your instructional team has invested in your success, and we love to hear how our graduates are doing in the workforce or in furthering their studies. Please keep in touch with the program area via the Chair or Associate Chair and let us know how you’re doing. As we continually seek to ensure our programs are meeting the needs of the workforce, we may even ask you as an alumni to speak about your experience in the program at a recruitment event, or participate in a focus group.
*** Please note that students are responsible for awareness of information in this manual, and of all policies listed in the current College Calendar: