

AMERICAN SOCIETY OF HEALTH-SYSTEM PHARMACISTS  
ACCREDITATION COUNCIL FOR PHARMACY EDUCATION



**ASHP / ACPE ACCREDITATION STANDARDS FOR PHARMACY  
TECHNICIAN EDUCATION AND TRAINING PROGRAMS**

---

APPROVED:  
**June 2, 2018**  
**June 23, 2018**

PUBLISHED:  
**July 10, 2018**

---

**Bethesda, MD**

**© 2018**

# Table of Contents

**PREAMBLE**..... ii

## **SECTION I: COMPETENCY EXPECTATIONS**

**Standard 1** Personal/Interpersonal Knowledge and Skills..... 1  
**Standard 2** Foundational Professional Knowledge and Skills ..... 2  
**Standard 3** Processing and Handling of Medications and Medication Orders..... 2  
**Standard 4** Patient Care, Quality and Safety Knowledge and Skills. .... 4  
**Standard 5** Regulatory and Compliance Knowledge and Skills..... 1

## **SECTION II: STRUCTURE AND PROCESS TO PROMOTE ACHIEVEMENT OF COMPETENCY EXPECTATIONS**

**Standard 6** Authority and Responsibility provided to Program Director ..... 7  
**Standard 7** Strategic Plan..... 8  
**Standard 8** Advisory Committee..... 8  
**Standard 9** Curricular Length ..... 9  
**Standard 10** Curricular Composition and Delivery. .... 10  
**Standard 11** Student Recruitment, Acceptance, Enrollment, and Representation. .... 11  
**Standard 12** Faculty/Instructors..... 13  
**Standard 13** Documentation. .... 13

## **SECTION III: ASSESSMENTS OF STANDARDS AND KEY ELEMENTS**

**Standard 14** Assessment of Competency Expectations. .... 15  
**Standard 15** Assessments of Structure and Process. .... 15

## PREAMBLE

These Standards are developed to:

- protect the public by ensuring the availability of a competent workforce;
- describe pharmacy technician education and training program development at the Entry-level and Advanced-level;
- provide criteria for the evaluation of new and established education and training programs; and
- promote continuous improvement of established education and training programs.

The ASHP/ACPE Standards for Pharmacy Technician Education and Training (Standards) were developed with input from a broad range of constituents interested in or affected by pharmacy technician education and training. The intent is to establish a national standard for the preparation of the pharmacy technician workforce. The Standards focus on the competency expectations required of pharmacy technicians completing training programs and the assessment of those competencies by the program. The Standards also address the structural and process-related elements within training programs necessary to implement evidence-based outcome measures that document achievement of the Standards. ASHP/ACPE expects pharmacy technician education and training programs to be in compliance with all elements outlined in the Standards.

ASHP (American Society of Health-System Pharmacists) has been accrediting pharmacy residencies since 1963 and pharmacy technician education and training programs since 1983 ([www.ashp.org](http://www.ashp.org)). The Accreditation Council for Pharmacy Education (ACPE) was established in 1932 for the accreditation of professional degree programs in pharmacy, and in 1975, its scope was broadened to include accreditation of providers of continuing pharmacy education ([www.acpe-accredit.org](http://www.acpe-accredit.org)). In 2014, a collaboration was formed between ASHP and ACPE with the goal of working together in the accreditation of pharmacy technician education and training programs.

### Pharmacy Technician Accreditation Commission (PTAC)

The Pharmacy Technician Accreditation Commission (PTAC) is a collaboration between ASHP and ACPE to promote, assure, and advance the quality of pharmacy technician education and training programs in the United States. The responsibilities of the PTAC include recommending changes to the accreditation Standards, surveying programs for accreditation, modifying the Standards and regulations, and making recommendations for accreditation of programs to the ASHP and ACPE Boards of Directors. The ASHP

and ACPE Boards of Directors ratify the recommendations made by the PTAC and have the final vote for accreditation of programs and other work performed by the PTAC.

#### Revision of Standards: Summary of Changes

- Entry-level and Advanced-level pharmacy technician education and training standards have replaced the previous concept of one level of pharmacy technician education and training.
- Programs can choose to offer an Entry-level, an Advanced-level, or a combination of Entry-level and Advanced-level pharmacy technician education and training programs.
- All students need to complete an Entry-level program to pursue Advanced-level education and training or can complete a program that prepares for both levels as a continuous program.
- Standards have been reorganized into three sections with the competency expectations being moved to the forefront.
- The Standards have been restructured into 15 standards with key elements of each standard that need to be met.
- For some of the Standards, the key elements are broken into Entry-level and Advanced-level.
- These Standards no longer include the words “must” and “should”. The Standards are declarative statements of expectation.
- Minimum hour requirements have been edited to reflect education and training needs for Entry-level and Advanced-level competencies.
- More emphasis on collaborative behaviors and workflow with pharmacist and health care staff.

## **SECTION I: COMPETENCY EXPECTATIONS**

The education and training program develops the competencies that reflect current and future pharmacy technician functions and responsibilities at the Entry-level and the Advanced-level.

To educate at the Advanced-level, the education and training program will prepare students to achieve both Entry-level and Advanced-level knowledge, skills, behaviors, and abilities.

The program prepares students for practice as Entry-level pharmacy technicians in a variety of contemporary settings (e.g., community, hospital, home care, long-term care) and has students acquire knowledge, skills, behaviors, and abilities needed for such practice.

The program prepares students for practice as Advanced-level pharmacy technicians, in a broad range of advanced roles in a variety of contemporary settings (e.g., community, hospital, home care, long-term care) and has students acquire additional knowledge, skills, behaviors, and abilities beyond those of the Entry-level pharmacy technician, needed for such advanced practice.

### **Standard 1: Personal/Interpersonal Knowledge and Skills**

#### **Key Elements for Entry-level:**

- 1.1 Demonstrate ethical conduct.
- 1.2 Present an image appropriate for the profession of pharmacy in appearance and behavior.
- 1.3 Demonstrate active and engaged listening skills.
- 1.4 Communicate clearly and effectively, both verbally and in writing.
- 1.5 Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals.
- 1.6 Apply self-management skills, including time, stress, and change management.
- 1.7 Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork.
- 1.8 Demonstrate problem solving skills.

#### **Additional Key Elements for Advanced-level**

- 1.9 Demonstrate capability to manage or supervise pharmacy technicians in matters such as conflict resolution, teamwork, and customer service.

- 1.10 Apply critical thinking skills, creativity, and innovation.
- 1.11 Apply supervisory skills related to human resource policies and procedures.
- 1.12 Demonstrate the ability to effectively and professionally communicate with other healthcare professionals, payors and other individuals necessary to serve the needs of patients and practice.

## **Standard 2: Foundational Professional Knowledge and Skills**

### **Key Elements for Entry-level**

- 2.1 Explain the importance of maintaining competency through continuing education and continuing professional development.
- 2.2 Demonstrate ability to maintain confidentiality of patient information, and understand applicable state and federal laws.
- 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.
- 2.4 Describe wellness promotion and disease prevention concepts.
- 2.5 Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician's role.
- 2.6 Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings.
- 2.7 Explain the pharmacy technician's role in the medication-use process.
- 2.8 Practice and adhere to effective infection control procedures.

### **Additional Key Elements for Advanced-level**

- 2.9 Describe investigational drug process, medications being used in off-label indications, and emerging drug therapies.
- 2.10 Describe further knowledge and skills required for achieving advanced competencies.
- 2.11 Support wellness promotion and disease prevention programs.

## **Standard 3: Processing and Handling of Medications and Medication Orders**

### **Key Elements for Entry-level:**

- 3.1 Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the [Pharmacist Patient Care Process](#).

- 3.2 Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.
- 3.3 Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
- 3.4 Prepare patient-specific medications for distribution.
- 3.5 Prepare non-patient-specific medications for distribution.
- 3.6 Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation.
- 3.7 Assist pharmacists in the monitoring of medication therapy.
- 3.8 Maintain pharmacy facilities and equipment.
- 3.9 Use information from Safety Data Sheets (SDS), National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.
- 3.10 Describe Food and Drug Administration product tracking, tracing and handling requirements.
- 3.11 Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
- 3.12 Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.
- 3.13 Use current technology to ensure the safety and accuracy of medication dispensing.
- 3.14 Collect payment for medications, pharmacy services, and devices.
- 3.15 Describe basic concepts related to preparation for sterile and non-sterile compounding.
- 3.16 Prepare simple non-sterile medications per applicable USP chapters (e.g., reconstitution, basic ointments and creams).
- 3.17 Assist pharmacists in preparing medications requiring compounding of non-sterile products.
- 3.18 Explain accepted procedures in purchasing pharmaceuticals, devices, and supplies.
- 3.19 Explain accepted procedures in inventory control of medications, equipment, and devices.
- 3.20 Explain accepted procedures utilized in identifying and disposing of expired medications.
- 3.21 Explain accepted procedures in delivery and documentation of immunizations.



- 3.22 Prepare, store, and deliver medication products requiring special handling and documentation.

**Additional Key elements for Advanced-level**

- 3.23 Prepare compounded sterile preparations per applicable, current USP Chapters.
- 3.24 Prepare medications requiring moderate and high level non-sterile compounding as defined by USP (e.g., suppositories, tablets, complex creams).
- 3.25 Prepare or simulate chemotherapy/hazardous drug preparations per applicable, current USP Chapters.
- 3.26 Initiate, verify, and manage the adjudication of billing for complex and/or specialized pharmacy services and goods.
- 3.27 Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.
- 3.28 Apply accepted procedures in inventory control of medications, equipment, and devices.
- 3.29 Process, handle, and demonstrate administration techniques and document administration of immunizations and other injectable medications.
- 3.30 Apply the appropriate medication use process to investigational drugs, medications being used in off-label indications, and emerging drug therapies as required.
- 3.31 Manage drug product inventory stored in equipment or devices used to ensure the safety and accuracy of medication dispensing.

**Standard 4: Patient Care, Quality and Safety Knowledge and Skills**

**Key Elements for Entry-level**

- 4.1 Explain the [Pharmacists' Patient Care Process](#) and describe the role of the pharmacy technician in the patient care process.
- 4.2 Apply patient- and medication-safety practices in aspects of the pharmacy technician's roles.
- 4.3 Explain how pharmacy technicians assist pharmacists in responding to emergent patient situations, safely and legally.
- 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.
- 4.5 Assist pharmacist in the medication reconciliation process.

- 4.6 Explain point of care testing.
- 4.7 Explain pharmacist and pharmacy technician roles in medication management services.
- 4.8 Describe best practices regarding quality assurance measures according to leading quality organizations.

**Additional Key Elements for Advanced-level**

- 4.9 Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
- 4.10 Perform point-of-care testing to assist pharmacist in assessing patient's clinical status.
- 4.11 Participate in the operations of medication management services.
- 4.12 Participate in technical and operational activities to support the [Pharmacists' Patient Care Process](#) as assigned.
- 4.13 Obtain certification as a Basic Life Support Healthcare Provider.

**Standard 5: Regulatory and Compliance Knowledge and Skills**

**Key Elements for Entry-level**

- 5.1 Describe and apply state and federal laws pertaining to processing, handling and dispensing of medications including controlled substances.
- 5.2 Describe state and federal laws and regulations pertaining to pharmacy technicians.
- 5.3 Explain that differences exist between states regarding state regulations, pertaining to pharmacy technicians, and the processing, handling and dispensing of medications.
- 5.4 Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician.
- 5.5 Describe pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- 5.6 Describe Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances (e.g., risk assessment, personal protective equipment, eyewash, spill kit).
- 5.7 Describe OSHA requirements for prevention and response to blood-borne pathogen exposure (e.g., accidental needle stick, post-exposure prophylaxis).
- 5.8 Describe OSHA Hazard Communication Standard (i.e., "Employee Right to Know").

**Additional Key Elements for Advanced-level**

- 5.9 Participate in pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- 5.10 Describe major trends, issues, goals, and initiatives taking place in the pharmacy profession.

## **SECTION II: STRUCTURE AND PROCESS TO PROMOTE ACHIEVEMENT OF COMPETENCY EXPECTATIONS**

The following Standards and key elements, unless otherwise designated, apply to both Entry-level and Advanced-level programs.

### **Standard 6: Authority and Responsibility provided to Program Director**

- 6.1 The program director is accountable for the overall quality of the program. He/she has considerable latitude in delegating instructors' and preceptors of records' responsibilities.
  - 6.2 The program director:
    - (a) is a licensed pharmacist or a nationally certified pharmacy technician;
    - (b) has at least five years of experience as a pharmacist or pharmacy technician in pharmacy practice prior to entering the position;
    - (c) adheres to the state's regulations for licensure or registration in the practice of pharmacy; and
    - (d) demonstrates on-going continuing education in the field of pharmacy and/or education.
  - 6.3. If the program director is a pharmacy technician, he/she:
    - (a) has graduated from an ASHP/ACPE-accredited pharmacy technician training program; or
    - (b) possesses or is actively pursuing, with a written plan for achieving, at least an Associate's Degree; or
    - (c) has an appropriate state teaching credential.
  - 6.4. To stay current with professional issues, the program director is a member of a national pharmacy or education association and a state pharmacy association. He/she ensures that memberships in pharmacy and education associations are represented among the program faculty members.
  - 6.5. The program director ensures that there is a sufficient complement of appropriate program faculty and staff to meet the needs of the program and to enable compliance with the Standards.
  - 6.6. In the simulated portion of the program, the program director takes necessary precautions to ensure an effective and safe level of direct supervision of students.
  - 6.7. Maintains records required in the Standards for at least three years or the time period specified by the institution's policy.
-

- 6.8. For the experiential component of the program, the program director or a qualified pharmacy technician instructor:
- (a) selects adequate and appropriate experiential sites;
  - (b) documents that each experiential site has proper licensing;
  - (c) determines that students will have the opportunity to practice a sufficiently wide range of activities in order to achieve the desired knowledge, skills, and abilities;
  - (d) reviews experiential training sites within the 12-month period prior to students being assigned/active in a site;
  - (e) ensures that affiliation agreements for all sites are completed and current; and
  - (f) ensures that the preceptor of record has received instruction regarding the requirements of the program and the responsibilities of the site.
- 6.9. The program director ensures that students' achievement of educational objectives is evaluated appropriately, to include their knowledge, skills, and abilities leading to Entry-level or Advanced-level pharmacy technician job competencies.

**Standard 7: Strategic Plan**

- 7.1 The program develops a strategic plan that is reviewed annually and revised every three years.
- 7.2 The plan:
- (a) reflects the role of the program within the community;
  - (b) includes short-term and long-term program goals;
  - (c) has specific measurable objectives;
  - (d) has strategies for achieving the goals and objectives of the strategic plans;
  - (e) has a schedule for analyzing and evaluating the plan and progress on the plan; and
  - (f) addresses program outcomes. (See section 14.2)

**Standard 8: Advisory Committee**

An advisory committee, comprised of a broad-based group of pharmacists, faculty, pharmacy

technicians, and others as deemed appropriate, is established and meets at least twice a year. The advisory committee has specific authority for approving:

- 8.1 the curriculum;
- 8.2 experiential training sites;
- 8.3 criteria for admission and dismissal;
- 8.4 criteria for successful completion of the program; and
- 8.5 the training program's strategic plan.

### **Standard 9: Curricular Length**

Students are required to complete the number of hours for each component to graduate.

#### **Key Elements for Entry-level**

- 9.1 The training schedule consists of a minimum of 400 hours total, of health-related education and training, extending over a period of at least 8 weeks.
- 9.2 The period of training includes the following educational modalities: Didactic; Simulated; and Experiential.
- 9.3 The minimum number of hours for each component is as follows: Didactic – 120 hours; Simulated – 50 hours; Experiential – 130 hours (total of 300 hours); plus 100 additional hours, to obtain the minimum of 400 hours of training total. The additional 100 hours may be allocated to the three educational modalities listed above, based on the discretion of the program director and faculty.
- 9.4 Programs document their method of time calculation and the attribution of hours of academic instruction within all instructional components for the program.

#### **Key Elements for Advanced-level**

- 9.5 The training schedule consists of a minimum of 600 hours total, of health-related education and training, extending over a period of at least 15 weeks (at least 7 additional weeks beyond Entry-level requirements).
- 9.6 The minimum number of hours for each component is as follows: Didactic – 160 hours (40 additional hours beyond Entry-level requirements); Simulated – 100 hours (50 additional hours beyond Entry-level requirements); and Experiential – 200 hours (70 additional hours beyond Entry-level requirements); plus 140 additional hours beyond Entry-level requirements, to equal a minimum of 600 hours training total. The

additional 140 hours may be allocated to the three educational modalities listed above, based on the discretion of the program director and faculty.

**Standard 10: Curricular Composition and Delivery**

- 10.1 The didactic component provides a foundation that prepares students for the simulated and experiential components.
- 10.2 The simulated component:
  - (a) is a hands-on practice of skills without impact, or potential for impact, on patients and occurs before the experiential component;
  - (b) includes sufficient equipment and supplies for each student to realistically simulate an actual work environment and achieve the program’s educational competencies;
  - (c) while each skill may be taught in isolation, by the end of the simulated component, students will be able to perform each skill in a sequential manner the way the skill is performed in an actual pharmacy setting; and
  - (d) prepare students for the experiential component.
- 10.3.a Students in an **Entry-level program** complete at least one experiential rotation in a dispensing pharmacy setting where the student will utilize skills learned during their Entry-level curriculum.
- 10.3.b Students in an **Advanced-level program** complete at least one additional experiential rotation, in addition to any completed during an Entry-level program. This advanced experiential rotation takes place in a facility where the student will utilize skills learned during the Advanced-level curriculum.
- 10.4 Experiential training sites are recognized by an organization(s) appropriate to the practice setting (e.g., licensed by the State Board of Pharmacy).
- 10.5 The sequence of activities to transition from simulated to experiential is:
  - (a) observation (student observes expert performing task);
  - (b) simulation (including observation, feedback, and evaluation by an expert);  
and
  - (c) experiential performance under supervision.
- 10.6 The preceptor of record:
  - (a) is a person who works at the experiential site and coordinates or oversees students’ activities;

- (b) has at least two years of experience in the type of pharmacy setting for which they are training students;
- (c) is a certified pharmacy technician or licensed pharmacist; and
- (d) acts as a liaison between the site and the program director to ensure that the student receives the intended educational experience and is evaluated effectively.
- (e) ensures that only qualified pharmacy personnel are assigned to train students.
- (f) ensures that required documentation (e.g., academic and professional record, student time sheets, evaluations) is submitted to the program in a timely fashion.

**The following apply to programs using distance learning**

- 10.7 Distance learning programs comply with all Key Elements of Standard 10.
- 10.8 Program directors and faculty make appropriate and effective use of technology to teach specified objectives. The technology is made readily accessible by students, including, but not limited to, reasonable accommodations for unexpected technology outages.
- 10.9 The program verifies that a student who registered for distance education or is participating in program-related off-campus activities is the same student attending the clinical experiential portion of the program, receiving credit, and graduating.
- 10.10 The technology ensures engagement and assessment of skill understanding throughout the course and provides procedures for response to student questions in a timely manner.

**Standard 11: Student Recruitment, Acceptance, Enrollment, and Representation**

- 11.1 A policy and process is documented and provided to student recruitment personnel (staff who enroll prospective students, such as telephone marketers, enrollment advisors, and admissions representatives), that includes guidance to them as follows:
  - (a) prior to the application process, providing prospective applicants complete and accurate information on the total student financial obligation they will incur by participating in the program;



- (b) prior to enrollment, providing students complete and accurate information about financing options and answering any questions; and
  - (c) prior to enrollment, informing students that illicit drug use, criminal background checks, and immunization status may prevent future employment as a pharmacy technician, and that externship sites, employers, and State Boards of Pharmacy have regulations about drug use, criminal backgrounds, and immunization status.
- 11.2 The organization establishes qualifications that the applicants possess to ensure that they are reasonably likely to be able to achieve the educational goals and objectives of the program.
- 11.3 The organization determines with reasonable certainty, prior to acceptance of the applicant, that the applicant has proper qualifications to enroll. At a minimum, the student:
  - (a) attends high school, possesses a high school equivalency certificate, or is a high school graduate;
  - (b) has demonstrated English language proficiency (including reading, writing, and speaking), except in cases where the native language of the country or territory in which the program is taking place is different (e.g., Puerto Rico);
  - (c) has demonstrated math proficiency sufficient to fulfill the requirements of pharmacy technician job responsibilities;
  - (d) meets the minimum age requirements that are based on states requirements for employment of pharmacy technicians; and
  - (e) obtained a certificate to illustrate that the student has obtained training in an ASHP/ACPE accredited program (for Advanced-level admissions).
- 11.4 The program has a documented process to assess applicants' background pertaining to any illicit drug use and criminal background. This information is used to make appropriate decisions regarding continuation in a program.
- 11.5 Reasonable accommodations are made for students and applicants with disabilities who request accommodation.
- 11.6 The organization provides applicants, prior to enrollment, with information about:
  - (a) qualifications to enroll;
  - (b) the purpose of the training program;
  - (c) requirements for state registration or licensure as a pharmacy technician;

- (d) requirements for obtaining and maintaining national pharmacy technician certification;
  - (e) programmatic and institutional accreditation status;
  - (f) prospects for employment;
  - (g) realistic salary expectations or referral to local, state, or national statistics for salary expectations;
  - (h) total program cost;
  - (i) the program's dismissal policy including academic and non-academic criteria, including, but not limited to the organizations Student Code of Conduct; and
  - (j) graduate performance on national exams posted on public-facing materials and websites.
- 11.7 The program director ensures that a process for determining requirements and conditions for graduation is documented and implemented.
- 11.8 The following applies to distance programs:
- (a) the program provides information regarding applicants' technology requirements for the program.

**Standard 12: Faculty/Instructors**

- 12.1 Faculty/instructors have demonstrated expertise with at least three years of experience, and current knowledge in the areas in which they are instructing.
- 12.2 Faculty members/instructors adhere to state regulations for licensure or registration to practice as a pharmacist or pharmacy technician.
- 12.3 Faculty/instructors that are pharmacy technicians maintain national certification.
- 12.4 Faculty members, including the program director, instructors, and preceptors are evaluated regularly:
- (a) using a process that is defined and implemented;
  - (b) incorporate feedback from students and graduates; and
  - (c) information gained from evaluations for continuous improvement is analyzed, defined, and implemented.

**Standard 13: Documentation**

Records related to the following are maintained and stored for three years (if the program has been in existence for at least three years) or the time period specified in institutional policy.

- 13.1 Qualifications of the program director and instructors.
- 13.2 Training activities that delineate the scope and period of training.
- 13.3 Activities performed in the didactic, simulated, and experiential segments of the program.
- 13.4 Reviews experiential training sites within the 12-month period prior to students being assigned/active in a site, experiential training site pharmacy services, and the onsite preceptor of record.
- 13.5 Programs recognize only those pharmacy technicians who have successfully completed the pharmacy technician training program by awarding an appropriate certificate or diploma.
- 13.6 The certificate is signed by the program director and a superior of the program director of the institution.
- 13.7 The certificate contains the name of the organization, program name and location, student name, completion date, and confirmation that the program is ASHP/ACPE-accredited or in ASHP/ACPE candidate status, and if the program is an "Entry-level" or "Advanced-Level".
- 13.8 The organization shall maintain a list of all graduates from their program (beyond the minimum of the three year period).

### **SECTION III: ASSESSMENTS OF STANDARDS AND KEY ELEMENTS**

#### **Standard 14: Assessment of Competency Expectations**

The program's staff conducts regular, ongoing, formative, and summative assessments of student competencies and program effectiveness that are used in the continuous quality improvement process.

##### **14.1 Student Learning Assessments:**

- (a) Criteria-based assessment of students' competencies occurs in each component of the program (didactic, simulated, and experiential).
- (b) The final phase of the simulated component of the program includes observation, feedback, and evaluation by an instructor/faculty member.
- (c) The program director ensures that student evaluation is ongoing, systematic, and assesses students' progress toward meeting the requirements for graduation.
- (d) Students receive frequent criteria-based feedback on their performance that enables them to identify strengths and weaknesses and gives them direction on how to improve.
- (e) Evaluations are documented and kept on file.
- (f) Assessment data used in the continuous quality improvement process is actively maintained.

##### **14.2 Program assessments include, but are not limited to:**

- (a) program completion;
- (b) performance on national certification examinations or performance on a psychometrically valid evaluation;
- (c) program satisfaction, including student, graduate, and employer satisfaction;
- (d) job placement; and
- (e) assessment data used in the continuous quality improvement process is actively maintained.

#### **Standard 15: Assessments of Structure and Process**

- 15.1 The program develops resources and implements a plan to assess attainment of standards 6-13.

- 15.2 Documentation of use of assessment data in the continuous quality improvement process is maintained.
- 15.3 If permitted by the program, policies and procedures are developed and implemented for transfer credit and course waivers.

Approved by the ASHP Board of Directors on June 2, 2018 and the Accreditation Council for Pharmacy Education Board of Directors on June 23, 2018. Developed by the Pharmacy Technician Accreditation Commission. This version supersedes the ASHP/ACPE Accreditation Standards for Pharmacy Technician Education and Training Programs, approved November 7, 2015 and will be effective January 1, 2019.

Copyright 2018, American Society of Health-System Pharmacists, Inc. and Accreditation Council for Pharmacy Education. All rights reserved.