Retail Pharmacy Technician with Customer Service Representative Program

Program Duration: 6 months

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| **Course Sequence** | **Lessons** | **Suggested Study Schedule** |
| Microsoft Excel |  | Week 1 |
| Microsoft Outlook |  | Week 2 |
| Microsoft Word |  | Week 3 |
| Office Procedures Level 1 |  | Week 4 |
| Business Verbal Communication |  | Week 5 |
| Customer Service |  | Week 6 |
| Pharmacy Technician |  |  |
|  | Lesson 1: The Pharmacy Technician | Week 7-8 |
|  | Lesson 2: Governance of Controlled Substances | Week 9-10 |
|  | Lesson 3: Related Laws and Regulations | Week 11-12 |
|  | Lesson 4: Classification of Drugs | Week 13-14 |
|  | Lesson 5: Frequently Prescribed medications | Week 15-16 |
|  | Lesson 6: Characteristics of a Prescription | Week 17-18 |
|  | Lesson 7: Preparing and Dispensing Prescriptions | Week 19-20 |
|  | Lesson 8: Pharmaceutical Calculations | Week 21-22 |
|  | Lesson 9: Aseptic Techniques, Unit Dose, and Repackaging | Week 23-24 |
|  | Lesson 10: Pharmaceutical Calculations Revisited | Week 25-26 |

* The above schedule is provided as a generic guideline to help students manage their study pace efficiently towards on time completion.
* Students who are able to finish courses in a faster pace are allowed and encouraged to do so for earlier completion.
* We recommend students to follow the course sequence in the order listed above.