

Technical Standards

Pharmacy Technician

In this program, students should be able to meet specific technical standards, which are the essential skills and abilities needed to be successful in a program, with or without reasonable accommodation. It is important to review and understand these standards before applying to the program. All Technical Standards documents are available for review on the Northwood Tech website at: <https://www.northwoodtech.edu/technical-standards>

This document should be reviewed prior to applying to the program.

Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, activities, services, and employment in accordance with Section 504 and 508 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990, as amended. If accommodations are needed, contact the campus Accommodations Specialist or the Northwood Tech Affirmative Action/Equal Opportunity Officer, at [715-645-7042](tel:7156457042), TTY 711, 30 days in advance of needed assistance. Services available are documented on the Northwood Tech Accommodations webpage: [Accommodation Services | Northwood Technical College](#).

For more information, please see Administrative Procedure J-111A Reasonable Accommodation for Student.

AREA	STANDARD	EXAMPLES (NOT INCLUSIVE)
Physical Skills	The student must demonstrate: <ul style="list-style-type: none">Gross motor for data collection/assessment, intervention, and to promote a safe environment.Fine motor/dexterity to manipulate small objects and complete procedures or assessments.Endurance, strength, mobility, balance, flexibility, and coordination to perform client care activities and emergency procedures.	<ul style="list-style-type: none">Sufficient motor skills to execute eye-hand coordination and finger dexterity required to include use of a spatula and tablet counter, mortar and pestle, balance and weight set, needles, syringes, and the skills of counting and pouringFine motor skills and hand/finger strength to perform sterile compounding and manipulate needles and syringesStamina sufficient to stand and maintain physical activity for repetitive movements using hands, fingers, wrists, arms, legs, and feet for a period of 8 hours
Sensory Skills	The student must demonstrate: <ul style="list-style-type: none">Vision sufficient for observation and assessment of patient care.Tactile, auditory, visual, and olfactory ability for data collection/assessment and to promote a safe care environment.Ability to tolerate exposure to odors and common allergens.	<ul style="list-style-type: none">Able to detect increment readings on syringes, read instrument scales, different colored and shaped objectsRecognize and respond to voices in person and over telephone, via a speaker, and able to detect auditory alarmsAble to discern and tolerate odors related to chemicals, medications, and biological materials
Communication Skills	The student must have the ability to: <ul style="list-style-type: none">Communicate effectively with patients/clients, families, peers, supervisors, members of the public, and other healthcare professionals.Observe, recognize, respond to, and use appropriate non-verbal communication.Listen and respond to others in a nonjudgmental, respectful manner.	<ul style="list-style-type: none">Satisfactory speaking, reading and writing skills to effectively communicate in EnglishBe able to respond and elicit information from clients, families, and members of the health care teamRead, write, and comprehend written materials in both the academic and clinical settingsAble to communicate and adapt to changing environments, display flexibility, and learn to function in the face of uncertainties inherent in clinical settings with patients

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Communication Skills (continued)	<ul style="list-style-type: none">• Speak, read, comprehend, interpret, and convey information.• Produce written work legibly, accurately, and in a timely manner.• Read and understand digital and computer displays, as well as enter data in a computerized client record.• Cope with strong emotions and adapt to unpredictable situations.	
Safety Skills	<p>The student must have the ability to:</p> <ul style="list-style-type: none">• Apply knowledge, skills, and experience to provide a safe environment for the patient/client, self, and the healthcare team.• Respond appropriately to threatening or emergent situations.• Adhere to safety guidelines and regulations in a variety of healthcare settings.	<ul style="list-style-type: none">• Satisfactory intellectual, emotional, and psychological health and functioning to ensure patient safety and to exercise independent judgment and discretion• Follow established safety and emergency response procedures• Work safely with potentially biohazardous biological specimens
Critical Thinking Skills	<p>The student must have the ability to execute the following skills in a timely/immediate manner:</p> <ul style="list-style-type: none">• Problem solve creatively.• Make decisions based on data and policy.• Analyze, synthesize, and interpret information.• Make safe and appropriate decisions, including when under stressful situations.• Acknowledge limitations of knowledge or performance ability (stay within scope of practice).• Perform basic mathematical skills.	<ul style="list-style-type: none">• Apply critical thinking skills, creativity, and innovation to solve problems• Able to comprehend information in textbooks, prescriptions and medication orders, medical records and facility policy and procedure manuals• Analysis, synthesis skills, and comprehension of detailed instructions• Critically evaluate performance, accept constructive criticism, and be responsible for improving performance• Perform mathematical calculations essential to the duties of a pharmacy technician.
Professionalism	<p>The student must demonstrate:</p> <ul style="list-style-type: none">• Integrity, moral reasoning, ethical behaviors, and concerns for others.• Respect for diverse populations.• Ability to adapt to changing environments.• Ability to function effectively under stress.• Confidentiality when working with diverse individuals and communities.• Ability to accept constructive feedback and responsibility for own actions.	<ul style="list-style-type: none">• Be compassionate and ethical• Perform multiple tasks and establish priorities• Recognize own stress level and communicate need for assistance appropriately• Support peers and health care professionals to promote a team approach to learning, task completion, problem solving and patient care

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Northwood Technical College does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The following person has been designated to manage inquiries regarding the non-discrimination policies: Amanda Gohde, Associate Vice President, Talent & Culture, 1900 College Drive, Rice Lake WI 54868; Amanda.Gohde@NorthwoodTech.edu, phone: 715-645-7042.

This document was adapted from Waukesha County Technical College.