

Part I (MCQ)	Part II (OSPE)	COMPETENCIES	Parts I and II Overall
√	√	Competency 1: Ethical, Legal and Professional Responsibilities Pharmacy technicians practise within legal requirements, demonstrate professionalism and uphold professional standards of practice, codes of ethics and policies.	8%
√	√	1.1 Practise within legal requirements. <ul style="list-style-type: none"> • Apply legal requirements to practice, including federal and provincial/territorial¹ legislation, policies, by-laws, and standards. • Apply federal and provincial/territorial¹ privacy legislation to the collection, use, storage, disclosure and destruction of personal health information. 	
√	√	1.2 Uphold ethical principles. <ul style="list-style-type: none"> • Apply the principles of professional codes of ethics. • Apply ethical principles in the decision-making process. 	
√	√	1.3 Manage actual and potential illegal, unethical, or unprofessional actions or situations in practice. <ul style="list-style-type: none"> • Identify illegal, unethical or unprofessional actions or situations. • Undertake appropriate intervention to address illegal, unethical or unprofessional actions or situations. 	
√	√	1.4 Apply principles of professionalism. <ul style="list-style-type: none"> • Apply principles of self-regulation. • Accept responsibility and accountability for own actions and decisions. • Seek guidance when uncertain about own knowledge, skills, abilities, and scope of practice. • Maintain appropriate professional boundaries. • Protect the privacy and confidentiality of the patient. • Manage situations of actual and perceived conflict of interest. • Describe the Canadian health care system and the role of health professionals within it. 	
√	√	1.5 Document activities of practice in compliance with federal and provincial/territorial legislation¹, standards and policies. <ul style="list-style-type: none"> • Maintain complete, accurate and secure patient records. • Identify situations in which documentation should and should not be shared with other health professionals or third parties. 	

¹ Provincial/territorial legislation is **not** tested in the PEBC Qualifying Examination.

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√	√√	Competency 2: Patient Care Pharmacy technicians participate in meeting the patient's health and drug-related needs, through collaboration with the patient, the pharmacist and other health professionals, to achieve the patient's health goals.	15%
	√	2.1 Develop a professional relationship with the patient. <ul style="list-style-type: none"> • Establish and maintain rapport by using effective communication skills. • Demonstrate a caring, empathetic, and professional attitude. • Determine and acknowledge the patient's needs, values, desired level of care and health goals. • Identify and respect the roles and responsibilities of each party in the relationship. 	
√	√	2.2 Obtain patient information for pharmacist review. <ul style="list-style-type: none"> • Gather information from the patient using appropriate interview techniques, including active listening. • Identify factors such as culture, language, demographic and physical characteristics that may impact the patient's care. • Gather information from the patient's health records. • Gather information required for medication reconciliation. • Measure the patient's physical parameters such as height, weight and blood pressure. • Organize, reconcile and record the patient's information. 	
√	√	2.3 Collaborate with the pharmacist to support care plan activities. <ul style="list-style-type: none"> • Identify patient needs related to issues such as dosage forms, special packaging or labelling. • Assist the patient in making informed decisions regarding the selection and use of drug administration devices, monitoring devices and health aids. • Gather monitoring parameter information for pharmacist review, including adherence information and lab test results. • Communicate relevant information and identified concerns to the pharmacist in a clear, concise and timely manner. 	

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√√	√	Competency 3: Product Distribution Pharmacy technicians implement safe and effective product distribution to ensure the safety and accuracy of released products.	43%

√	√	<p>3.1 Receive, interpret and process a prescription.</p> <ul style="list-style-type: none"> • Determine the validity, clarity, completeness and authenticity of the prescription and resolve concerns in collaboration with the pharmacist. • Transcribe verbal orders and ensure their accuracy. • Transfer a prescription and receive a transferred prescription. • Interpret numerals, symbols, measurement systems and Latin abbreviations. • Perform pharmaceutical calculations. • Identify patterns of unusual drug prescribing and usage including possible diversion or drug misuse and report relevant findings to the pharmacist or appropriate authority. • Process the adjudication for payment of prescriptions and other pharmacy services using knowledge of third-party payer policies and formularies.
√	√	<p>3.2 Prepare products for dispensing.</p> <ul style="list-style-type: none"> • Select appropriate products by applying knowledge of brand and generic names, dosages, and dosage forms. • Apply drug interchangeability principles in accordance with applicable formularies, policies or legislation. • Verify the integrity of a product by considering stability, and, where applicable, sterility, including checking expiry dates, physical appearance, and odour. • Measure products by counting, pouring or weighing using the appropriate equipment and technology. • Package products in a suitable container to maintain product integrity, stability, and, where applicable, sterility. • Use packaging that is safe and appropriate for the patient, including pre-packaging, multi-dose or unit dose packaging and child-resistant vials. • Label products according to legislative requirements, best safety practices, established protocols and patient-specific needs.
√	√	<p>3.3 Prepare and compound non-sterile and sterile products according to recognized guidelines and standards of practice.</p> <ul style="list-style-type: none"> • Perform compounding calculations. • Prepare and compound sterile products according to recognized guidelines and standards of practice. • Prepare and compound non-sterile products according to recognized guidelines and standards of practice.
√	√	<p>3.4 Verify the technical aspects of the prescription to ensure accuracy and quality of products.</p> <ul style="list-style-type: none"> • Identify when an independent double check should be performed. • Check the product and its prescription label against the prescription using a systematic approach.
√	√	<p>3.5 Collaborate with the pharmacist in the release of the product.</p> <ul style="list-style-type: none"> • Determine whether the legal and professional requirements for a product to be released to the patient have been met. • Identify when the patient requires further consultation or education from the pharmacist.

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√√	√	Competency 4: Practice Setting Pharmacy technicians contribute to the management of the practice setting with the goal of ensuring safe, effective and efficient product distribution.	4%
√	√	4.1 Optimize the safety, efficacy and efficiency of operations in the practice setting. <ul style="list-style-type: none"> • Demonstrate the organizational and time management skills necessary to effectively prioritize, organize and manage product distribution workflow. • Supervise pharmacy support personnel so that accepted standards are met. 	
√		4.2 Contribute to the management of pharmacy inventory to ensure safe, effective and efficient product distribution. <ul style="list-style-type: none"> • Apply inventory and formulary management systems and strategies that incorporate best practices, including new technologies. • Identify issues with the drug supply chain, including drug shortages and drug recalls, and collaborate with the pharmacist to resolve these issues. • Return or properly dispose of recalled, expired and unusable products. • Reconcile inventory for controlled substances, or any other substances selected. • Investigate inventory discrepancies and communicate findings to the pharmacist and/or other appropriate authority. 	

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√	√	Competency 5: Health Promotion Pharmacy technicians support health promotion activities for patients, communities and populations in collaboration with the pharmacist.	2%
	√	5.1 Support patient-specific health promotion activities in collaboration with the pharmacist. <ul style="list-style-type: none"> • Identify and inform the pharmacist of socio-economic, cultural, environmental and other factors that are barriers to, or facilitators of, health and wellness for the patient. • Gather health promotion information relevant to the patient. • Facilitate the patient's access to and interaction with support agencies and health services within the healthcare system. 	

√	√	<p>5.3 Contribute to the maintenance of a healthy environment for the public.</p> <ul style="list-style-type: none"> Promote the proper handling and disposal of drugs and hazardous materials with the patient, self and others. Identify and minimize the risk of disease transmission from the pharmacy environment.
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√	√	<p>Competency 6: Knowledge and Research Application Pharmacy technicians access, retrieve and apply relevant information to make evidence-informed decisions within their practice with the goal of ensuring safe and effective product distribution.</p>	3%
√	√	<p>6.1 Respond to questions that do not require pharmacist referral using appropriate strategies.</p> <ul style="list-style-type: none"> Clarify requests for information to identify questions that require pharmacist referral. Use a variety of retrieval techniques to access reliable and appropriate information, including evidence-based information when possible. Organize and provide information using strategies appropriate to the target audience. 	

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√	√.√	<p>Competency 7: Communication and Education Pharmacy technicians communicate effectively with patients, the pharmacy team, other health professionals and the public, providing education when required.</p>	10%
.?	√	<p>7.1 Establish and maintain effective communication skills.</p> <ul style="list-style-type: none"> Demonstrate proficiency in written and verbal English or French. Demonstrate appropriate verbal and non-verbal communication skills, including listening skills. Demonstrate appropriate interview techniques. Select appropriate communication and education techniques for use with the patient and other health professionals. Conduct interpersonal interactions, including conflict management, in a professional manner. Communicate with sensitivity, respect and empathy. 	

√	√	<p>7.2 Use safe, effective and consistent communication systems.</p> <ul style="list-style-type: none"> • Use communication techniques that maximize safety and understanding, including repeating back verbal orders, using recognized terminology and avoiding unnecessary or unsafe abbreviations. • Record and store information in a consistent manner for efficient access and retrieval by relevant personnel.
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√	√√	<p>Competency 8: Intra- and Inter-Professional Collaboration Pharmacy technicians work in collaboration with the pharmacy team and other health professionals to support the delivery of comprehensive services, make best use of resources and ensure continuity of care in order to achieve the patient's health goals.</p>	7%
√	√	<p>8.1 Create and maintain collaborative professional relationships.</p> <ul style="list-style-type: none"> • Identify potential collaborators with whom to initiate ongoing professional relationships. • Collaborate with other parties in the relationship to define the roles and responsibilities of each party. 	
	√	<p>8.2 Contribute to the effectiveness of working relationships in collaborative teams.</p> <ul style="list-style-type: none"> • Interact respectfully with other members of the team by accepting accountability for themselves and managing disagreements and conflict. • Share decision-making activities with other members of the team. 	
	√	<p>8.3 Participate in the delivery of collaborative health services in collaboration with the pharmacist.</p> <ul style="list-style-type: none"> • Collaborate with team members to ensure appropriate utilization of resources. • Collaborate with team members to determine and achieve team goals and objectives. • Facilitate continuity of care. 	
√	√	<p>8.4 Accept referrals from and make referrals to the pharmacist.</p> <ul style="list-style-type: none"> • Recognize situations that fall beyond the scope of practice of pharmacy technicians and refer these situations to the pharmacist. • Accept responsibility for referrals from the pharmacist. 	

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√√	√	Competency 9: Quality and Safety Pharmacy technicians collaborate in developing, implementing and evaluating policies, procedures and activities that promote quality and safety.	8%
√	√	9.1 Contribute to a culture of patient safety. <ul style="list-style-type: none"> • Apply principles of patient safety to improve practice. • Employ best practices when informing the patient of the occurrence of a medication incident or adverse drug event. 	
√	√	9.2 Contribute to continuous quality improvement and risk management activities related to the drug distribution system. <ul style="list-style-type: none"> • Apply principles of continuous quality improvement to practice. • Apply principles of risk management to practice by anticipating, recognizing and managing situations that place the patient at risk. • Identify the occurrence of a medication incident, adverse drug event or close call and respond effectively to mitigate harm and prevent reoccurrence. • Identify high-alert drugs and high-risk processes in order to respond effectively. 	
√	√	9.3 Ensure the quality, safety and integrity of products. <ul style="list-style-type: none"> • Maintain the cleanliness, functionality and integrity of compounding, packaging, dispensing, and storage equipment. • Ensure that products are stored and transported under the conditions required to maintain product quality, safety and integrity, including cold chain management. 	
√	√	9.4 Create and maintain a working environment that promotes safety. <ul style="list-style-type: none"> • Handle hazardous products safely by minimizing personal exposure and reducing environmental contamination. 	