

U.S. Department of Labor Employment and Training Administration Office of Apprenticeship Training, Employer and Labor Services (OATELS) Washington, D.C. 20210	<u>Distribution:</u> A-541 Headquarters A-544 All Field Tech A-547 SD+RD+SAC+; Lab.Com	<u>Subject:</u> New Career Lattice for Pharmacy Technician <u>Code:</u> 200
Symbols: DSNIP/KSL		Action: Immediate

PURPOSE: To inform the Office of Apprenticeship Training, Employer and Labor Services (OATELS), Bureau of Apprenticeship and Training (BAT) staff of a new competency-based career lattice:

Pharmacy Support Staff:

0844A - Level I – Pharmacy Service Associate (200-300 On-the-Job Learning hours)

0844B - Level II – Pharmacy Support Technician (800-1,000 OJL hours)

0844C - Level III – Lead Pharmacy Technician (1,000-1,200 OJL hours)

O*NET/SOC Code: 29-2052

RAIS Code: 0844CB

Training Term: 2,000 – 2,500 hours

Type of Training: Competency-Based

BACKGROUND:

CVS/pharmacy submitted the Pharmacy Support Career Lattice program to support its pharmacists in its retail stores. The Pharmacy Support Career Lattice program provides for three different levels or occupational roles that provide support to the Pharmacist in a retail environment. Several interim certificates can be achieved in the process of receiving a full apprenticeship certificate of completion as a Lead Pharmacy Technician.

The first level is the Pharmacy Service Associate (PSA), which is an entry-level role focused on front-line customer service. The second level is Pharmacy Support Technician, whose role goes beyond that of the PSA into prescription order processing, problem resolution, and inventory management. The third level is Lead Pharmacy Technician, which builds upon the responsibilities of the Pharmacy Support Technician and entails more focus on mentoring and guiding support staff members in team development, as well as supporting the Pharmacist.

A copy of the standards is attached for your information.

If you have any questions please contact Ken Lemberg at (202) 693-3836.

ACTION: OATELS/BAT staff should familiarize themselves with this Bulletin and the attached work processes and related technical instruction, as a source for developing apprenticeship standards and/or providing technical assistance.

NOTE: This Bulletin is being sent via electronic mail.

Attachments [Document 1](#) [Document 2](#) [Document 3](#) [Document 4](#)