

# CVS Retail Pharmacy Collaborative



The CVS Retail Pharmacy Collaborative training program is designed to prepare students for careers by equipping them with the necessary skills and knowledge to effectively perform essential tasks in a CVS Pharmacy store.

### Expectations & Requirements

When you're working, there are certain qualities you need to show at all times:

- Be punctual and dependable.
- Pay attention to details and be accurate.
- Cooperate and work well with others.
- Actively listen and understand instructions.
- Communicate effectively.
- Maintain self-control in all situations.

### LEARNING OBJECTIVES

- Operate the cash register to process customer transactions.
- Handle phone calls and use the store intercom system.
- Read labels and manage store inventory.
- Stock shelves with merchandise.
- Monitor and rotate items to ensure inventory is up-to-date.
- Receive and verify written prescriptions or refill requests for accuracy.
- Prepare prescribed medications by filling bottles and labeling them.
- Answer phone inquiries and assist customers with basic questions.
- Maintain proper storage and security protocols for medications.
- Answer simple inquiries, locate items, or refer customers to the pharmacist for detailed medication information.
- Price and file prescriptions that have been filled.
- Price stock and mark items for sale.

This training program will prepare and recruit motivated individuals for CVS and other retail jobs. It will also enhance the skills of potential CVS Health employees.

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## Minimum Entrance Requirements

To join the **CVS Retail Pharmacy Collaborative training program**, individuals should have the following academic levels:

- **For the overall program:** At least a 5th-grade academic level in reading and math.
- **For the Pharmacy Technician portion:** At least an 8th-grade academic level in reading and a 6th-grade academic level in math.

## Course Duration and Sequence

For students interested in completing the **Front Retail Store Associate** portion of the program, the training duration is approximately **12 weeks** or **360 hours**.

Entrance into the **Pharmacy Technician** portion of the training program is **dependent on a student's successful completion** of the Front Retail Store Associate portion. *Please note that, with the addition of ancillary services as well as individual pace, student completion timelines will vary.*

## Career Options

Upon finishing the training modules and gaining practical experience, students will be prepared to secure entry-level positions at a CVS Health pharmacy store. Students can choose between two training tracks: **Front Retail Store Associate** or **Pharmacy Technician**.

- **Front Retail Store Associate:** Operates the cash register, provides basic and store-specific customer services, operates the telephone and intercom systems, stocks shelves, and maintains inventory.
- **Pharmacy Technician:** Receives written prescription or refill requests and verify that information is complete and accurate; fills bottles with prescribed medications, and type and affix labels; answers telephones, responding to questions or requests; maintains proper storage and security conditions for drugs; assists customers by answering simple questions, locating items, or referring them to the pharmacist for medication information; prices and files prescriptions that have been filled; and prices stock and marks items for sale.

*\* The pharmacy technician program will be implemented as a second phase. Students must complete the Front Retail Store Associate portion of the program before they will be considered for the Pharmacy Technician track.*

All students in the **CVS Retail Pharmacy Collaborative training program** will have the opportunity to obtain the **National Retail Foundation's Retail Industry Fundamentals certification**. Students who move on to the **Pharmacy Technician** portion of the program will also have the opportunity to become a **certified Pharmacy Technician** upon passing the **Pharmacy Technician Certification Board exam**.

Upon completing the **CVS Retail Pharmacy Collaborative training program**, students may go on to work in not only CVS locations, but also in a multitude of related retailers.

