

# Credentialing Guidelines and Requirements

A Candidate Guidebook

## Table of Contents

### After the Exam

- Receiving Scores and Certificates
- Retake Policy
- Confidentiality of Scores

### After the Exam

#### Receiving Scores and Certificates

Official score reports are generally available online approximately one to three weeks following a candidate's exam.\* At the request of a candidate, examination results or scores can be emailed to the candidate's email address currently on file with PTCB. Candidates who successfully complete all certification requirements will be able to log into their PTCB Account to download and print an official certificate and wallet card. **To ensure the confidentiality of score information, PTCB does not provide examination results or scores by phone or fax.**

*\*Assessment-Based Certificate Program Exam score reports will be available immediately at the test center. Candidates who successfully complete all certificate program requirements will receive a digital badge and a certificate of achievement.*

#### Retake Policy

Candidates must apply and pay for each PTCB credential exam attempt. Candidates who fail a PTCB credential exam must wait to receive their official score report before reapplying. Candidates have an unlimited number of exam attempts, although candidates are strongly encouraged to prepare for each attempt. PTCB exams are highly reliable, which means that candidates who fail the exam should expect to fail again unless they increase their knowledge of the exam content through additional preparation.

#### Pharmacy Technician Certification Exam® (PTCE®)

There is no retake wait period for the second and third exam attempts, but candidates must wait six (6) months for the fourth exam attempt. After four attempts, candidates must provide completion evidence to PTCB of acceptable preparation activities for review and approval before applying for additional attempts. Preparation activities completed prior to the most recent attempt will not be considered. Acceptable preparation activities for the PTCE® include any of the following:

- Six months or more of tutoring by a pharmacist or PTCB CPhT (PTCE Preparation Attestation Form required)
- Completion of a formal review course or non-accredited training program
- Completion of an ASHP/ACPE-accredited training program
- Graduation from a pharmacy technician associate degree (A.S.) program

#### Compounded Sterile Preparation Technician® (CSPT®) Exam

Candidates are limited to two exam attempts per 12-month candidacy window, and there is no retake wait period between attempts. If a candidate fails the CSPT exam twice within the candidacy window, they must wait until the end of the candidacy window, regardless of how much time remains in the window, to reapply. A new CSPT Competency Attestation Form is required for each 12-month candidacy window.

#### Assessment-Based Certificate Programs

Assessment-Based Certificate Programs do not require a waiting period between exam attempts.

#### Confidentiality of Scores

Please refer to PTCB's Privacy Policy. PTCB reserves the right to verify to any individual or organization whether an individual is currently certified or not.

