

# CERTIFICATION GUIDELINES AND REQUIREMENTS

## A Candidate Guidebook



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## 2017–2018 PTCB Board of Governors

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# INTRODUCTION: CERTIFICATION OVERVIEW



The Pharmacy Technician Certification Board (PTCB) was established in January 1995 and is governed by five organizations: the American Pharmacists Association; the American Society of Health-System Pharmacists; the Illinois Council of Health-System Pharmacists; the Michigan Pharmacists Association; and the National Association of Boards of Pharmacy. PTCB is a national certification program that enables pharmacy technicians to work more effectively with pharmacists to offer safe and effective patient care and service. PTCB develops, maintains, promotes and administers a National Commission of Certifying Agencies (NCCA) accredited certification program for pharmacy technicians. The Pharmacy Technician Certification Examination (PTCE) was developed by PTCB to determine whether individuals have demonstrated the knowledge necessary to practice as a pharmacy technician.

## Definition of Certification/Adoption by State Licensing Boards

Certification is the process by which a non-governmental association or agency grants recognition to an individual who has met certain predetermined qualifications specified by that association or agency. PTCB certification is valid nationwide. However, regulations to work in a pharmacy as a pharmacy technician vary from state to state. Individuals should contact their local state board of pharmacy or visit the National Association of Boards of Pharmacy for more information regarding pharmacy technician requirements.

## The Benefits of PTCB Certification

Pharmacy technicians who want to work more effectively with pharmacists to offer better patient care and service take the PTCE to become nationally certified. Benefits of PTCB certification include an increase of job promotion opportunities, recognition within the pharmacy profession, and an increased focus on patient safety. Pharmacists recognize that PTCB Certified technicians demonstrate their qualifications and the knowledge necessary to function as a pharmacy technician through the examination.

## The CPhT Credential

Individuals who meet eligibility requirements and pass the Pharmacy Technician Certification Exam (PTCE) may use the designation CPhT (Certified Pharmacy Technician). In order to maintain certification, CPhTs must recertify every two years by completing 20 hours of continuing education. For additional information, please refer to the section on Recertification.



# GENERAL POLICIES

# Privacy Policy

## Introduction

The Pharmacy Technician Certification Board (“PTCB”) respects your privacy. Please read this Privacy Policy so you can understand what information is collected, how the information is used, with whom it is shared, and how it is protected against unauthorized access. To make this notice easy to locate, we make it available on our home page and throughout our website.

## What information is collected?

PTCB is committed to protecting privacy. PTCB may collect personal information including, but not limited to, name, address, email address, phone number, fax number, credit/debit card information, company, and title through standard business operations. We may collect or receive the following additional information in the testing process, as necessary or appropriate: e.g. address, gender and ethnicity. For candidate verification and identification purposes, we may collect part of a government-issued identification number and date of birth. When a computer based certification test is administered, we may collect and score test responses and then derive a test score and generate a report about certification test results. Depending upon the test sponsor and/or test security requirements, we may collect signature, photographic image, fingerprint, and/or palm vein image digitally at a test center and will audio and video record test takers. When existing demographic information in our database is incorrect or incomplete, that information will be updated. By registering for a test through PTCB, express consent is given of the use and transmission of this data in performance of the purposes listed below.

PTCB’s website receives and stores certain types of information whenever you interact with us. We may collect and log your IP address and your browser information to determine how to facilitate services online and on our website. We may collect information on pages visited, frequency of visits, and length of time spent to make improvements that will enhance your experience with us. We also use “cookies” and store passwords to facilitate your user experience. Cookies are small files that your web browser places on your computer’s hard drive. You can easily adjust your browser settings to prevent cookie data from being stored on your computer; however certain website functions may not operate if you do so. We do not allow third parties to use cookies on the website.

## How is this information used?

All personal information will be maintained in a confidential and secure manner. In appropriate circumstances, and upon request, PTCB may release this information to state and/or national pharmacy organizations, pharmacy technician education providers, pharmacy continuing education providers, employers of pharmacy technicians, state boards of pharmacy for one or more of the following reasons: quality control, operations management, security, recertification, testing services, and test related products and services.

PTCB may release a certification candidate’s or certificant’s Pharmacy Technician Certification Examination (PTCE) score information to the individual’s sponsoring employer and/or educational institution provider, upon receipt of a valid, signed, written or electronic authorization from the individual, and consistent with policy requirements.

PTCB shall release certification specific information through our verification process. This process is available to any person seeking to verify the certification status of a PTCB certified pharmacy technician. Certification specific information includes first and last name, certification number, certification status, city, state and certification expiration date.

Name and address information may be made available for limited, one-time use by organizations seeking to contact you with information about products, programs, or services relevant to the professional or educational needs of pharmacy technicians. Requests for such use of your contact information are reviewed to ensure that the information that is to be provided is consistent with the professional nature of PTCB and the professional and educational needs of the pharmacy community. You may specify that your contact information not be used for the purposes enumerated in this paragraph by sending an email with the subject “no informational mailings” to [contact@ptcb.org](mailto:contact@ptcb.org) or call (800) 363-8012.

PTCB may disclose personally identifiable information in special cases if we find it necessary to identify, contact, or bring legal action against someone who may be violating PTCB policies or causing injury to or interference with PTCB programs, its users, or anyone else that could be harmed by such activities. PTCB may also disclose personally identifiable information as is required or appropriate in order to comply with the law.

PTCB will not use any personal information outside of the purposes listed above without the express consent of the individual unless required by law or regulation.

### **How can I access and change my personal information?**

PTCB provides users with 24-hour access to their personal information. You can access all of your personally identifiable information and maintain it by logging into the PTCB website. PTCB takes reasonable steps to verify your identity before granting access to make corrections.

### **How will PTCB protect the information I provide on the site?**

We will undertake commercially reasonable procedures to help to ensure that the information you provide to us is protected against loss, misuse, alteration, destruction, or unauthorized access. To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place commercially reasonable physical, electronic, and managerial procedures to safeguard and secure the information we collect online. Credit card and other personal information that you provide on the site is transmitted over the internet using a Secure Socket Layer (SSL) connection. SSL is the industry-standard method for protecting confidential web communications, such as credit card numbers, online forms, and financial data, from interception and hacking.

### **Acceptance of this Privacy Policy**

The use of PTCB's services constitute a user's acknowledgement that he or she has read, understood, and accepted this Privacy Policy, and agrees to its terms.

PTCB reserves the right to modify or supplement this Privacy Policy statement at any time. If we make a material change, we will post a notice on our home page with a link to the updated Privacy Policy. Please read any such notice and the new Privacy Policy. Your continued use of PTCB services after we post such notice will constitute your acceptance of the new terms and their application to the information disclosed for such use, including information previously furnished to us, as if they were the original terms.

PTCB has no control over, and is not responsible for, the privacy policies or content of other websites linked from [ptcb.org](http://ptcb.org).

### **Additional Information**

Requests for additional information, questions, comments, or disputes about this Privacy Policy or other privacy related issues may be directed to [contact@ptcb.org](mailto:contact@ptcb.org). If you do not wish to receive emails from PTCB, you may opt out at any time.

## **Nondiscrimination**

PTCB does not discriminate against any individual because of race, gender, age, religion, sexual orientation, disability, veteran status, or national origin in administering its certification policies. PTCB endorses the principles of equal opportunity.

## **Code of Conduct**

PTCB is dedicated to providing and implementing appropriate standards designed to serve pharmacy technicians, employers, pharmacists, and patients. First and foremost, PTCB certificants and candidates give priority to the health interests and protection of the public, and act in a manner that promotes integrity and reflects positively on the work of pharmacy technicians, consistent with appropriate ethical and legal standards.

As pharmacy technicians, and under the supervision of a licensed pharmacist, PTCB certificants and candidates have the obligation to: maintain high standards of integrity and conduct; accept responsibility for their actions; continually seek to improve their performance in the workplace; practice with fairness and honesty; and, encourage others to act in an ethical manner consistent with the standards and responsibilities set forth below. Pharmacy technicians assist pharmacists in



dispensing medications and remain accountable to supervising pharmacists with regard to all pharmacy activities, and will act consistent with all applicable laws and regulations.

**A. Responsibilities Relating to Legal Requirements.**

1. Each certificant/candidate must: Act consistent with all legal requirements relating to pharmacy technician practice, including Federal, State, and local laws and regulations.
2. Refrain from any behavior that violates legal or ethical standards, including all criminal laws, Federal laws and agency regulations, and State laws and regulatory agency rules.

**B. Responsibilities to PTCB/Compliance with Organizational Policies and Rules.**

Each certificant/candidate must:

1. Act consistent with all applicable PTCB policies and requirements.
2. Provide accurate, truthful, and complete information to PTCB.
3. Maintain the security and confidentiality of PTCB examination information and materials, including the prevention of unauthorized disclosure of test items and format and other confidential information.
4. Cooperate with PTCB concerning conduct review matters, including the submission of all required information in a timely, truthful, and accurate manner.
5. Report to PTCB apparent violations of this Code based upon reasonable and clear factual information.

**C. Responsibilities to the Public and Employers.**

Each certificant/candidate must:

1. Deliver competent, safe, and appropriate pharmacy and related services.
2. Recognize practice limitations and provide services only when qualified and authorized by a supervising pharmacist and consistent with applicable laws and regulations. The certificant/candidate is responsible for determining the limits of his/her own abilities based on legal requirements, training, knowledge, skills, experience, and other relevant considerations.
3. Maintain and respect the confidentiality of sensitive information obtained in the course of all work and pharmacy-related activities, as directed by the supervising pharmacist and consistent with legal requirements, unless: the information is reasonably understood to pertain to unlawful activity; a court or governmental agency lawfully directs the release of the information; the patient or the employer expressly authorizes the release of specific information; or, the failure to release such information would likely result in death or serious physical harm to employees and/or patients.
4. Use pharmacy technician credentials properly, and provide truthful and accurate representations concerning education, experience, competency, and the performance of services.
5. Provide truthful and accurate representations to the public and employers.
6. Follow appropriate health and safety procedures with respect to all pharmacy-related activities and duties.
7. Protect the public, employees, and employers from conditions where injury and damage are reasonably foreseeable.
8. Disclose to patients or employers significant circumstances that could be construed as a conflict of interest or an appearance of impropriety.
9. Avoid conduct that could cause a conflict of interest with the interests of a patient or employer.
10. Assure that a real or perceived conflict of interest does not compromise legitimate interests of a patient or employer, and does not influence or interfere with work-related judgments.

# Conduct Case Process/Conduct Complaints

The Conduct Case Procedures (Procedures) will be used to process all matters concerning possible violations of the standards in the Pharmacy Technician Certification Board (PTCB) Code of Conduct. This Policy applies to individuals certified by PTCB (certificants) and all individuals seeking PTCB certification (candidates). The Procedures represent an informal process for the resolution of all PTCB conduct matters. A party may choose to be represented by an attorney during a conduct matter at his/her own expense.

The complete Conduct Case Procedures is available in [Appendix A](#), and is also published on the PTCB Internet site located at [www.ptcb.org](http://www.ptcb.org).

In order to initiate a conduct review matter, the individual or organization submitting a charge (complainant) must complete a Conduct Charge Statement form, available at [www.ptcb.org](http://www.ptcb.org) or by contacting PTCB at (800) 363-8012. In addition, PTCB may initiate a Conduct Complaint as the result of information received from a government or public source, such as a State Board of Pharmacy.

The PTCB Resolution Officer will review the information received and determine if the information in the Charge Statement, or received from the government or public source, supports a Complaint. If so, a Conduct Complaint and Investigation Notice (Conduct Complaint) is issued to the certificant/candidate who is the subject of the Complaint.

## COMPLAINT REVIEW PROCESS

A certificant/candidate who is the subject of a Conduct Complaint is required to provide a complete and accurate response to each of the allegations in the Conduct Complaint. In this Complaint Response, the certificant/candidate may choose to have the case resolved either by the Resolution Officer based on the written materials, or by the Conduct Review Committee (CRC) following a telephone hearing. During the course of the case review, each party will be offered the opportunity to provide additional information, and to respond to information presented by the other party. At the conclusion of the review period, the Resolution Officer or CRC will issue a decision based on the information and material provided by the parties.

## CONDUCT REVIEW COMMITTEE

The Conduct Review Committee is composed of at least three (3) current Certified Pharmacy Technicians (CPhTs) and two (2) Pharmacists. Each Conduct Complaint hearing will be conducted by a panel of three (3) Conduct Review Committee members.

## PRELIMINARY ACTIONS AND ORDERS

While a conduct case is under review, PTCB may issue preliminary actions or orders under certain circumstances. For example, PTCB may ask a certificant to accept a voluntary suspension until the Conduct Case is resolved. Similarly, PTCB may issue a suspension order, or require a certificant to meet certain conditions related to the case.

## CONDUCT CASE DECISIONS

Following the completion of a Conduct Complaint review, the Resolution Officer or the CRC will issue a Final Decision and Order (Decision). If Conduct Code violations are found, this Decision may include a range of disciplinary actions including: ineligibility for certification/re-certification; certification conditions; public or private reprimand; certification suspension; or, revocation of certification.

## APPEALS OF CONDUCT CASE DECISIONS

Following the issuance of an adverse Conduct Case Decision, a certificant/candidate may appeal all or a portion of the Decision. The appeal must explain the reason(s) that the certificant/candidate believes the Decision should be reversed or modified. If accepted, the appeal will be referred to the Conduct Appeals Committee (CAC), which will review the appeal and issue an Appeal Decision.

## **CLOSING OF CONDUCT CASES/REAPPLICATION AND REINSTATEMENT PROCESS**

A Conduct Case will be closed when: (a) a Charge Statement has been rejected as the basis for a Conduct Complaint, and all related appeal rights have ended; (b) a final Decision has been issued by the Resolution Officer, Conduct Review Committee, or the Conduct Appeals Committee, and all related appeal rights have ended; or, (c) a Conduct Complaint has been terminated or withdrawn by the complainant(s).

Under specific circumstances, a candidate/certificant who has been the subject of certification suspension or revocation may request that PTCB reinstate certification, or permit a certification reapplication. In addition, certificants subject to probation orders may be reinstated to full certification following the expiration of the probation term, so long as all conditions have been satisfied.

## **QUESTIONS CONCERNING THE CASE PROCEDURES**

Certificants/candidates with any questions concerning the Conduct Case Procedures should submit the question(s) by email to [contact@ptcb.org](mailto:contact@ptcb.org) or by mail to 2215 Constitution Ave, NW • Suite 101 • Washington DC 20037.

## **EFFECTIVE DATE**

The PTCB Code of Conduct and Conduct Case Procedures became effective on September 23, 2011.

# **Certification Appeals Process**

The Certification Appeal Procedures (Appeal Procedures or Policy) will be used to review and resolve appeals and challenges concerning PTCB program actions related to certification requirements and eligibility standards. The Appeal Procedures serve as an informal process for the resolution of all complaints concerning PTCB determinations related to certification eligibility, examination, and other certification and recertification matters. This Policy applies to individuals certified by PTCB (certificants) and all individuals seeking PTCB certification (candidates).

The Appeal Procedures provide three (3) levels of review concerning the appeal of an adverse action: an informal review and determination by the Executive Director or Associate Executive Director; an appeal to the Certification Council Appeals Committee; and, a limited right of appeal to the Board of Governors. A complete version of the Certification Appeal Procedures is available in [Appendix B](#), and is published on the PTCB website at [www.ptcb.org](http://www.ptcb.org).

## **CERTIFICATION PROGRAM ACTIONS**

Certificants and candidates may appeal the following adverse actions by the PTCB Certification Program: (1) the candidate was found to be ineligible for certification due to a failure to satisfy one or more certification requirement(s), or was otherwise ineligible for certification; (2) the candidate was prohibited from taking or completing the Pharmacy Technician Certification Examination (PTCE); or, (3) the certificant was denied recertification for failure to satisfy one or more recertification requirement(s), or was otherwise ineligible for recertification.

## **INFORMAL REVIEW BY PTCB EXECUTIVE STAFF**

A certificant/candidate, who is the subject of an adverse Certification Program action, may appeal to the Executive Director by submitting a written Request for Review. The Request for Review explains the reasons that the certificant/candidate believes the adverse action is incorrect and should be changed, and includes copies of all supporting documents. The PTCB Executive Director or Associate Executive Director (Executive Staff) will conduct an informal review of the Request, and will either uphold, modify, or take other appropriate action regarding, the adverse action. The appeal also may be referred to the Certification Council Appeals Committee for review and resolution.

## **APPEALS TO CERTIFICATION COUNCIL APPEALS COMMITTEE**

Appeals of Executive Staff determinations will be reviewed and resolved by the Certification Council Appeals Committee (Appeals Committee). The Appeals Committee includes at least two (2) current Certified Pharmacy Technicians (CPhTs) in good standing. An appeal to the Appeals Committee explains the reason(s) that the initial Executive Staff Decision is incorrect, and should be reversed or modified.

## **APPEALS COMMITTEE HEARING AND DECISION**

Once a complete written appeal is received, the Appeals Committee will notify the certificant/candidate of the appeal schedule. A certificant/candidate may request an informal hearing by telephone conference to present information to the Appeals Committee. Following the close of a hearing, the Appeals Committee will review the record and issue an Appeals Decision (Decision) to the certificant/candidate, which will include the relevant factual information and the Committee appeal determinations.

## **LIMITED FINAL APPEALS TO THE BOARD OF GOVERNORS**

Final appeals of Appeals Committee Decisions may be reviewed and resolved by the PTCB Board of Governors in limited circumstances, as explained in Appeal Procedures Section I. All final Board appeal requests must be submitted to the Certification Council Chair. If the appeal is accepted by the Certification Council Chair, the Board of Governors will review the appeal record and issue a Final Decision. The certificant/candidate may request to appear before the Board of Governors concerning the final appeal.

## **FINALIZING AND CLOSING APPEALS**

A Certification Appeal matter will be closed when: (1) the finalized appeal has been decided or resolved by the Executive Director or Associate Executive Director, the Appeals Committee, or the Board of Governors, and the time period to submit a further appeal under the Appeal Procedures has passed; (2) an appeal request to the Board of Governors has been denied by the Certification Council Chair; or, (3) the appeal has been withdrawn or terminated by the certificant/candidate.

## **QUESTIONS CONCERNING THE CERTIFICATION APPEAL PROCEDURES**

Certificants/candidates with any questions concerning the Certification Appeal Procedures should submit the question(s) by email to [contact@ptcb.org](mailto:contact@ptcb.org) or by mail to 2215 Constitution Ave, NW • Suite 101 • Washington DC 20037.

## **EFFECTIVE DATE**

The PTCB Certification Appeal Procedures became effective on February 17, 2012.



# APPLYING FOR CERTIFICATION

# PTCB Certification Process



PTCB accepts applications for the PTCE year-round on a continual basis. Candidates apply for certification online. A paper application is only available to those with a disability or hardship that precludes using the online application. Requests to use the paper application must be submitted in writing to PTCB, and include appropriate documentation of the disability or hardship. Online applications require payment by credit card or check.

As part of the application, candidates agree to be bound by PTCB Policies and Procedures as explained in the Certification Guidelines and Requirements and must declare whether or not they meet the eligibility requirements for PTCB Certification.

## Eligibility Requirements

In order to be eligible for PTCB Certification, a candidate must satisfy the following requirements:

- High school diploma or equivalent educational diploma (e.g., a GED or foreign diploma).
- Full disclosure of all criminal and State Board of Pharmacy registration or licensure actions.
- Compliance with all applicable PTCB Certification Policies
- Passing score on the Pharmacy Technician Certification Exam (PTCE).

A candidate may be disqualified for PTCB Certification upon the disclosure or discovery of:

- Criminal conduct involving the candidate.
- State Board of Pharmacy registration or licensure action involving the candidate.
- Violation of a PTCB Certification policy, including but not limited to the Code of Conduct.

PTCB reserves the right to investigate criminal background, verify candidate eligibility and deny certification to any individual. It is the responsibility of the Certified Pharmacy Technician (CPhTs) to report any felony conviction, drug or pharmacy-related violations, or State Board of Pharmacy action taken against their license or registration at the occurrence and at the time of recertification, to PTCB for review. Disqualification determinations are made on a case-by-case basis.

## Submitting an Application

Candidates apply for certification on PTCB's website. Visit [PTCB.org](http://PTCB.org) and click "Apply for Certification". First-time candidates must register for a [PTCB Account](#) in order to apply. Candidates who previously applied should log in to their PTCB Account to start a new application.

A paper application is only available to those with a disability or hardship that precludes using the online application. Requests to use the paper application must be submitted in writing to PTCB, and include appropriate documentation of the disability or hardship.

Candidates have 30 days from the application submission date to submit supporting documentation (e.g., conduct disclosure, special accommodations). **After 30 days, candidates with incomplete applications will receive a refund of any application fees paid, less an administrative fee of \$25.**

# Eligibility Conduct Disclosures

During the application process, candidates are required to disclose any and all criminal matters of which they are the subject, including but not limited to, investigations or disciplines by a government agency or other authority such as a State Board of Pharmacy, a professional association, or a credentialing organization.

Candidates must provide a complete, detailed explanation of the circumstances related to their disclosure including but not limited to the final dispositions or resolutions related to these matters. Disclosures must include all related documents issued by a court, government agency or other authority, professional association or credentialing organization that explains the disposition and resolution of the matter. At a minimum, the documentation must include the candidate's name, the offense/charge, date of the incident and the disposition.

The following criteria will be applied by PTCB in order to make individual eligibility determinations where the candidate has been the subject of criminal and/or government agency disciplinary matters.

1. The relationship of the criminal or disciplinary matter to the applicant's professional activities and/or ethical responsibilities;
2. The severity of the criminal or disciplinary matter, including any injury to person(s) or property related to the criminal or disciplinary matter;
3. The amount of time that has passed since the criminal or disciplinary matter;
4. The imposition and completion of any court, agency, or organizational conditions and/or requirements related to the criminal or disciplinary matter; and,
5. Whether the criminal or disciplinary matter is part of a pattern of criminal, unethical, or otherwise improper conduct.

Based on its review of such matters, PTCB will determine whether the candidate is: eligible for certification; temporarily or permanently disqualified from eligibility; and/or, subject to eligibility conditions. Disqualification determinations are made on a case-by-case basis.

Candidates have 30 days from the application submission date to submit supporting documentation to PTCB. **PTCB will not review supporting documentation prior to receiving a submitted application. *After 30 days, candidates with incomplete applications will receive a refund of any application fees paid, less an administrative fee of \$25.***

# Special Accommodations

The Pharmacy Technician Certification Board (PTCB) complies with the Americans with Disabilities Act of 1990 (ADA). To ensure equal opportunities for all qualified persons, PTCB will make reasonable testing accommodations for certification candidates when appropriate, and consistent with such legal requirements. PTCB will consider requests for special testing accommodations related to the Pharmacy Technician Certification Exam (PTCE) from certification candidates with a documented disability that substantially limits the candidate's sensory, manual, speaking, or other functional skills, including a disability that impairs significantly the candidate's ability to arrive at, read, or otherwise complete, the examination. These accommodations can include additional time to complete the exam or use of approved auxiliary aids.

PTCB requires that each candidate requesting a special testing accommodation do so during the application process. Candidates must download the [Special Accommodations Form](#) and are required to submit the completed form by mail or fax within 30 days of submitting a certification application. A physician or other qualified professional who has made an individualized assessment related to the candidate's disability must provide the required information concerning the disability and the requested accommodation. A qualified professional is a licensed or otherwise properly credentialed individual who possesses expertise in the disability for which an accommodation is sought. The information and any documentation that a candidate provides regarding his/her disability and the need for accommodation(s) will be treated as confidential.

Candidates that have been approved for special accommodations within the last 12 months, do not need to resubmit documentation unless their diagnosis or accommodation request has changed.

**Candidates with approved testing accommodations must call Pearson VUE at (800) 466-0450 to schedule an exam appointment. Candidates who schedule appointments through any other means (e.g. online, via a different number) will not have their accommodations available at the appointment.**

**PTCB will not review supporting documentation prior to receiving a submitted application. *After 30 days, candidates with incomplete applications will receive a refund of any application fees paid, less an administrative fee of \$25.***

## Fees and Payment Methods

The fee to apply for certification and take the PTCE is \$129. Other fees are described below. Candidates can pay fees by credit card (American Express, Discover, MasterCard, or VISA) or by check. Candidates paying by check will need to include their name and PTCB Account ID on the check. Candidates must mail check payments to:

Pharmacy Technician Certification Board  
2215 Constitution Ave, NW  
Suite 101  
Washington, DC 27713

## Current Fees

### CERTIFICATION

Application & Exam Fee: \$129

### RECERTIFICATION

Application Fee: \$40

Late Application Processing Fee\*: \$25

Reprocessing Fee\*\*: \$10

### REINSTATEMENT

Application Fee: \$80

Reprocessing Fee\*\*: \$10

### MISC.

Administrative Fee\*\*\*: \$25

Optional Certificate Printed on Fine Paper: \$15

Hand Score Fee\*\*\*\*: \$50

*\*Applies to applications received after the application deadline.*

*\*\*Applies each time an application is returned for corrections.*

*\*\*\*Charged for any payment returned by a bank for insufficient funds, processing refunds due to an incorrect payment, and withdrawn or denied certification applications.*

*\*\*\*\*See Hand Scoring*

## Sponsored Candidates

Sponsored candidates are candidates whose fees are being paid by their employer or educational institution. Currently, PTCB offers four sponsorship types:

- Vouchers
- Self-identification
- IP Address Identification
- Pre-approval

Candidates whose fees are being paid by their employer or educational institution should contact their sponsor representative for specific instructions. Learn how an employer or educational institution can become a sponsor. Please note, in some cases, a sponsor must approve a candidate's sponsorship before an application will be reviewed by PTCB for authorization.

## Authorization to Schedule

Once an application is approved, candidates will receive an authorization to schedule via email from PTCB. The authorization period for candidates is 90 days. The authorization period for sponsored candidates may differ, as determined by the sponsor. If the authorization period expires before a candidate takes the exam, the candidate will forfeit all fees and must reapply to take the exam (See [Withdrawing an Application](#)).

***After 30 days, candidates with incomplete applications will receive a refund of any application fees paid, less an administrative fee of \$25.***

*Please note that certificates are the property of PTCB, and must be surrendered upon request. If a certificate is lost, technicians must notify PTCB immediately.*



# Updating Contact Information

## Name Changes

Candidates must notify PTCB as soon as possible if their legal name changes, or if their name appears incorrectly in their PTCB Account. If the name PTCB has on file for a candidate does not match the name on the candidate's identification, the candidate will be denied admission into the test center and will forfeit their fees.

Candidates who have had a legal name change must submit a copy of the original documentation (e.g., marriage license, divorce decree). Candidates who need to correct other inaccuracies (e.g. misspellings) must submit a copy of a valid government issued photo-ID. Candidates and CPhTs must follow the name change request instructions available at [ptcb.org/name-change-requests](https://ptcb.org/name-change-requests). Documentation must be received by PTCB at least ten (10) business days before a scheduled exam appointment. Candidates unable to submit the required documentation within this time frame must withdraw their application (See [Withdrawing an Application](#)).

## Other Changes

Candidates can update their mailing address, email address, and phone number within their PTCB Account.

# Withdrawing an Application

Candidates who are unable to test within their 90-day authorization period, or simply wish to withdraw, may do so from within their PTCB Account. Candidates who withdraw will receive a refund, less an administrative fee.

Candidates with scheduled exam appointments must first cancel the appointment with Pearson VUE (See [Changing an Exam Appointment](#)). Candidates must withdraw an application on or before the last day of the authorization period in order to be eligible for a refund. Refunds are issued in the original form of payment within approximately 2-3 weeks.



# OVERVIEW OF THE EXAM

# The Pharmacy Technician Certification Exam (PTCE)

The PTCE is a computer-based exam administered at Pearson VUE test centers nationwide. The PTCE is a two-hour, multiple-choice, exam that contains 90 questions: 80 scored questions and 10 unscored questions. Each question lists four possible answers, only one of which is the correct or best answer. Unscored questions are not identified and are randomly distributed throughout the exam. A candidate's exam score is based on the responses to the 80 scored questions. One hour and 50 minutes are allotted for answering the exam questions and 10 minutes for a tutorial and post-exam survey.

## Content Outline

PTCB completed its most recent update to the PTCE in 2013. Updates are periodically implemented to attest for changes in pharmacy technician practice. Candidates who apply for certification on or after November 1, 2013 will receive the updated PTCE.

The updated PTCE contains questions in nine knowledge domains. A short description of the nine areas and the percentage of questions allocated to each area (current test blueprint) are below.

Knowledge Domains	% of PTCE Content
Pharmacology for Technicians	13.75%
Pharmacy Law and Regulations	12.75%
Sterile and Non-sterile Compounding	8.75%
Medication Safety	12.5%
Pharmacy Quality Assurance	7.5%
Medication Order Entry and Fill Process	17.5%
Pharmacy Inventory Management	8.75%
Pharmacy Billing and Reimbursement	8.75%
Pharmacy Information Systems Usage and Application	10.00%

Questions are not presented in the knowledge area order shown above; they are randomly distributed throughout the exam. A complete version of the content outline, which lists the knowledge required to perform the activities associated with each function, can be found in [Appendix C](#), and on the PTCB website, [www.ptcb.org](http://www.ptcb.org).

## Construction of the Exam

The methods used to construct the PTCE adhere to the procedures for certification exams recommended in the Standards for Educational and Psychological Tests (APA, NCME, AERA; 1999), and in the guidelines published by the National Organization for Competency Assurance (NOCA) and the Council on Licensure, Enforcement, and Regulation (CLEAR). PTCB first received the National Commission for Certification Agencies (NCCA) accreditation for the PTCB certification program in 2006, by demonstrating the program's compliance with NCCA standards, which demonstrate best practice in certification exams.

PTCB's Certification Council reviews the actual test questions under the direction of psychometric experts. The PTCB Certification Council consists of pharmacists, CPhTs and pharmacy technician educators from various practice settings and geographic areas. Each question is carefully written, referenced and reviewed to determine its relevance and accuracy. All questions and exams are reviewed by the Certification Council to ensure that they are current and reflect the content outline.

## Passing Score

A panel of subject-matter experts established a passing score for the PTCE using industry best practices. The method used by the panel, as directed by a psychometrician, is the modified-Angoff method. This method requires experts (panel

members) to evaluate individual test questions and estimate the percentage of qualified pharmacy technicians that would be able to answer each question correctly. These estimates were analyzed for consistency and averaged to produce the passing score. The passing score and candidate results are reported as scaled scores. The passing scaled score for the PTCE is 1,400. The range of possible PTCE scores based on the test blueprint is 1,000 to 1,600.

## Scaled Scores and Equating

The use of scaled scores is necessary because different forms of the PTCE are administered every year and forms may fluctuate slightly in difficulty. A candidate's scaled score, rather than raw score, is reported and used to determine Pass/Fail. This is because scaled scores are comparable across candidates in spite of slight differences in exam difficulty from one exam to another, and therefore allow all candidates to be held to the same scoring standard. The scaled score represents a raw score (the number of items a candidate answered correctly) transformed to a scaled score that ranges from 1,000 to 1,600.

PTCB uses multiple forms containing different items to minimize item exposure and ensure the continuing relevance of test items. To ensure the Pass/Fail results of candidates taking two different forms are equivalent, PTCB uses a process known as IRT pre-equating. Equating ensures that the same passing standard is applied from exam to exam regardless of fluctuations in the overall difficulty level from one exam form to another.

## Preparing for the Exam

Candidates should thoroughly prepare prior to taking the PTCE. To help prepare for the exam, candidates should review the content outline. Familiarity with the material contained in basic pharmacy technician training manuals or books may be helpful. Supervising pharmacists may also be helpful in designing a study plan. PTCB does not endorse, recommend, or sponsor any review course, manuals, or books for the PTCE.

PTCB has developed a practice test available for purchase that provides candidates an opportunity to experience question content, formats, and a test structure similar to what candidates experience when sitting for the PTCE. The sole function of the practice test is to provide familiarity with content, format, and structure. The practice exam uses an online delivery tool that is very similar to the system used in Pearson VUE testing centers. Performance on the practice test does not predict a candidate's score or whether a candidate will pass the actual PTCE.





# EXAM APPOINTMENTS

## Scheduling an Exam Appointment

Candidates authorized to schedule make appointments directly with Pearson VUE online anytime by visiting [www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb). Candidates may also call (866) 902-0593 between 7:00 a.m. to 7:00 p.m. Central Time, Monday through Friday, to schedule an appointment. Candidates will receive a confirmation email after scheduling an appointment. It is the candidate's responsibility to ensure the time, date, and location listed on the confirmation email accurately reflects their selection.

## Pearson Test Center Locations

The PTCE is currently available at over 250 Pearson VUE test centers nationwide. To find the closest one, visit the Pearson Vue website or call (866) 902-0593. Most test centers are open Monday through Saturday, during normal business hours.



## Military Testing Sites (Military Applicants Only)

PTCB works with the U.S. Armed Forces to make the PTCE available to military personnel and their qualifying dependents. Qualifying individuals are permitted to take the examination at approved military sites. Eligible candidates should contact their local military center or visit the Pearson VUE website dedicated to U.S. Service members at [www.pearsonvue.com/military](http://www.pearsonvue.com/military).

## Changing an Exam Appointment

Candidates may reschedule or cancel exam appointments within their authorization period. There is no charge for rescheduling exam appointments however; appointments must be rescheduled at least one business day (24 hours) before the scheduled appointment. For example, if an appointment is at 11:00 am on Monday, a candidate must cancel or reschedule by 11:00 am the previous Friday. Candidates who do not reschedule or cancel their examination appointment within 24 hours or fail to appear for their scheduled examination will forfeit all fees. To reschedule an appointment, visit Pearson VUE at [www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb) or call (866) 902-0593.

## Missed Appointments

Candidates who fail to appear for a scheduled exam appointment will forfeit all fees. Candidates may submit a withdrawal request if an emergency occurs on the day of the exam appointment that prevents a candidate from taking the test. For more information on what PTCB considers an emergency, please see the Emergency Withdrawals section.

## Emergency Withdrawals

Candidates may submit an emergency withdrawal request, if an emergency occurs on the day of the exam appointment. Examples of what PTCB considers an emergency include a serious illness, injury or unexpected hospitalization, a death in the immediate family, a serious accident, or a court appearance.

Candidate must submit an Emergency Withdrawal Request Form along with official documentation of the emergency (e.g., hospital documents, police report, obituary). Emergency withdrawal requests must be received by PTCB no later than 48 hours after the last day of the candidate's authorization period. If approved, a full refund will be issued in the original form of payment within approximately 2-3 weeks.



# EXAM DAY

# Identification Requirements

In order to take the PTCE, all candidates must provide positive proof of identity by presenting a valid, unexpired, government-issued ID with a photograph and signature. The name on the ID must match the candidate's name as it appears within his/her PTCB Account (exceptions noted below). **Candidates who arrive at the test center without acceptable ID will not be allowed to test and will forfeit all fees.** The following are approved forms of ID:

- Passport/Passport Card
- Government-Issued Driver's License
- Government-Issued Driving Learner's Permit
- Official ID issued by a government agency (state or federal) to non-drivers (must include photo)
- Military ID
- Permanent Resident Card (Green Card)
- US Department of Homeland Security-Issued Employment Authorization Card

If the primary form of ID does not include a signature, candidates must present a valid unexpired secondary form of ID that contains the candidate's first and last name and includes a signature. The following are examples of secondary forms of ID:

- Social Security Card
- Credit Card
- ATM/Debit Card
- Employee/School ID

## Exceptions

If a candidate presents an expired driver's license AND a receipt for renewal, but has not yet received the license, they will be permitted to test as long as the renewal receipt has not expired. If the renewal receipt is expired, the candidate will not be permitted to test. Temporary licenses are acceptable with all required elements (contains photo or accompanied by the expired license).

Pearson VUE test center staff will match the name on your ID to the name in their system (your name as it appears within your PTCB Account). The name on your ID must match exactly, with a few exceptions:

- A hyphen is used on one document but not on another. (Disregard the hyphen). Example: Sarah Johnson Wells OR Sarah Wells are both acceptable matches for Sarah Johnson-Wells.
- Sara Johnson and Sara Myers are individually acceptable as the same person when compared to Sara Johnson-Myers, Sara Johnson Myers, Sara Myers-Johnson, and Sara Myers Johnson because one of the names, either the registration or the ID, has both last names.
- Sara Johnson is not acceptable as Sara Myers without an original marriage certificate, divorce decree, or other legal documentation of a name change since neither name contains both the candidate's current and former last name.
- Sara Johnson Myers is acceptable for Sara Johnson without an original marriage certificate, divorce decree, or other legal documentation of a name change. If the candidate's maiden and last names are on their ID, it is acceptable regardless of the order in which they appear.
- Names with initials and reversed names are acceptable
- E George and Evan George are acceptable discrepancies
- Evan G and G Evan are acceptable discrepancies
- Evan George and George Evan are acceptable discrepancies
- Evan G and George Evan are acceptable discrepancies, as are G Evan and Evan George

## Test Center Rules

No personal items, including but not limited to, mobile phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats (and other non-religious head coverings), bags, coats, books, and/or notes, pens or pencils are allowed in the testing room. You must store all personal



items in a secure area as indicated by the TA or return them to your vehicle. All electronic devices must be turned off before storing them in a locker. You will be asked to empty your pockets and ensure nothing is in them. The test center is not responsible for lost, stolen or misplaced personal items. Studying IS NOT allowed in the test center. Visitors, children, spouses, family or friends ARE NOT allowed in the test center.

Before you enter the testing room, the TA may collect your palm vein image digitally for the purposes of identity verification and to protect the security and integrity of the test. You understand that if there are discrepancies during this verification process you may be prohibited from entering the testing room, you may not be allowed to reschedule your testing appointment and you may forfeit your test application fee. Upon entering and being seated in the testing room, the TA will provide you with materials to make notes or calculations and any other items specified by the exam sponsor. You may not remove these items from the testing room or write on your noteboard until the first question of your exam appears. If you need new or additional materials during the exam, you should raise your hand. You must return all materials to the TA immediately following the exam.

The TA will log you into your assigned workstation. You will verify that you are taking the intended exam. You will remain in your assigned seat until escorted out of the testing room by a TA. Once you have entered the testing room, you may not communicate with other candidates. Any disruptive, threatening or fraudulent behavior may be grounds for termination of the exam.

You understand that eating, drinking or chewing gum, smoking and/or making noise that creates a disturbance for other candidates is prohibited during the exam.

To ensure a high level of security throughout the testing experience, you will be monitored at all times. Both audio and video may be recorded.

Break policies are established by the exam sponsor. Some exams may include scheduled breaks, and instructions will appear on the computer screen at the appropriate time; whether or not the exam time stops depends on the exam sponsor's policy. If you take an unscheduled break at any other time, the exam time will not stop. The TA will set your workstation to the break mode, and you will take your ID with you when you leave the room. The TA will check your ID before escorting you back to your seat and will then resume your exam.

While you are taking a scheduled break, you are permitted to access personal items that you stored during the exam. While you are taking an unscheduled break, you are NOT permitted to access personal items other than medication required at a specific time unless you receive prior permission. Unless specifically permitted by the exam sponsor, you MUST receive permission from the TA PRIOR to accessing personal items that have been stored, including but not limited to: mobile phones, exam notes and study guides.

You must leave the testing room for all breaks. During unscheduled breaks, please verify with the TA whether your exam sponsor permits you to leave the building.

You will need to show identification and/or have your palm vein pattern captured when leaving and re-entering the testing room. The TA will escort you to your assigned workstation and continue the exam when you return.

If you experience any problems or distractions or if you have other questions or concerns, you must raise your hand and the TA will assist you. The TA cannot answer questions related to exam content. If you have concerns about a test question or image, make a note of the item (question) number, if available, in order for the item to be reviewed.

You understand that a Non-Disclosure Agreement or other security statement may be presented to you before the exam and if so, you must agree to its terms and conditions within the specified time limit, if applicable, in order to take the exam or you will not be permitted to proceed with the examination and may forfeit your exam fees. If you select "DECLINE," your exam will end.

After you finish the exam, you may be asked to complete an optional, onscreen evaluation.

After you finish the exam you will raise your hand and the TA will come to your workstation and ensure that your exam has ended properly. The exam sponsor may display a score on the computer screen after the exam or may provide a printed score report or a confirmation notice that you completed the exam. If printed information is provided, you will receive any printed information only after presenting your ID and returning all materials supplied before the exam to the TA. You will not leave these items at your testing workstation.

You may not remove copies of exam questions and answers from the testing center, and may not share or discuss the questions or answers seen in your exam with anyone. If you do not follow the above rules, tamper with the computer or if you are suspected of cheating, appropriate action will be taken. This may include invalidation of your exam results.

Your privacy - Your exam results will be encrypted and transmitted to Pearson VUE and the exam sponsor. The test center does not retain any information other than when and where your exam was taken. The Pearson VUE Privacy Policy Statement provides additional information regarding this which you can obtain by visiting the Pearson VUE website ([www.pearsonvue.com](http://www.pearsonvue.com)) or by contacting the Reservation Call Center.

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## Pearson VUE Comfort Aid List

The items listed below are comfort aids and do not require pre-approval. They will be allowed in the testing room upon visual inspection by the Testing Center staff. Visual inspection will be done by examining the item without directly touching it or the candidate and without asking the candidate to remove the item. The presence of any other items in the testing room, including medical equipment not listed below, must be requested and approved through the [accommodations](#) process.

### Comfort Aids That Must be Provided by Testing Center:

- Earplugs
- Noise cancelling headphones
- Tissues/Kleenex

### Permitted Medicine and Medical Devices:

- Bandages
- Braces including neck, back, wrist, leg or ankle braces
- Casts including slings for broken/sprained arms and other injury-related items that cannot be removed
- Cough drops (must be unwrapped and not in a bottle/container)
- Eye drops
- Eye patches
- Eyeglasses (without case)
- Handheld (non-electronic) magnifying glass (without case)
- Hearing aids/Cochlear implant
- Inhaler
- Medical alert bracelet
- Medical device attached to a person's body including, but not limited to, insulin pumps/remotes, TENS unit, spinal cord stimulator
- EpiPen (TCAs will file an IR if a candidate uses this aid.)
- Medical/surgical face masks
- Oxygen tanks
- Pillows/cushions
- Pills such as Tylenol or aspirin (must be unwrapped and not in a bottle/container)
- Candidates may bring pills that are still in the packaging if the packaging states they MUST remain in the packaging, such as nitro glycerin pills that cannot be exposed to air. Packaging must be properly inspected. (If a candidate brings pills in the wrapper/package into the testing room, TCAs will file IR.)

## Permitted Mobility Devices:

- Canes
- Crutches
- Motorized scooters/chairs
- Walkers
- Wheelchairs

## Candidate Attestation

The following information will be presented on the computer in the testing room prior to your exam. You must agree to the following before the exam will start.

1. This examination and the test questions contained herein are the exclusive copyrighted property of the Pharmacy Technician Certification Board.
2. No part of this examination may be copied or reproduced in part or whole by any means whatsoever, including memorization.
3. I acknowledge that I will not engage in any training activities designed to prepare individuals to sit for the PTCE for the period of three (3) years after taking this examination.
4. My participation in any irregularity occurring during this examination, such as giving or obtaining unauthorized information or aid, as evidenced by observation or subsequent analysis, may result in termination of my participation, invalidation of the results of my examination, or other appropriate action.
5. Future discussion or disclosure of the contents of the examination orally, in writing, or by any other means is prohibited.
6. I understand that during this examination, I may NOT communicate with other candidates, refer to any materials other than those provided to me, or assist or obtain assistance from any person. Failure to comply with these requirements may result in the invalidation of my examination results as well as other appropriate action.
7. I agree that in the event my exam responses are lost, any claim I may have will not exceed the amount of the fee for this examination.

## Inclement Weather/Local or National Emergencies

In the event of inclement weather or a local or national emergency, please contact Pearson VUE at (866) 902-0593 or go to [www.pearsonvue.com](http://www.pearsonvue.com) for appointment status. If the test center is closed and appointments are canceled, candidates should wait two (2) business days before calling to reschedule their appointment.



# AFTER THE EXAM

## Receiving Scores and Certificates

Official score reports are 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. Passing candidates can 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.**

## Hand Scoring

The scoring methods used by PTCB are valid and accurate. However, if a failing score is received, candidates may request to have their results verified by hand. To request a hand score, candidates must submit the hand score request form along with the hand score fee of \$50. PTCB will conduct a one-time manual review of the most recent examination attempt. PTCB will only review the candidate's responses indicated during the examination. Upon notification of exam results being available, candidates have 30 days to submit their hand score request. Payment for the hand score request must be in the form of a check or money order made payable to PTCB. Please allow 4-6 weeks for hand score request results. Please note that the results of the hand score are final and will not include additional feedback regarding the candidate's examination score.

## Retake Policy

Candidates must apply and pay for each PTCE attempt. Candidates who fail the PTCE must wait 60 days from the most recent attempt to apply for the second and third attempts, and 6 months for attempts thereafter. After four attempts, candidates must provide completion evidence of acceptable preparation activities to PTCB 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 include any of the following:

- Six months or more of tutoring by a pharmacist or PTCB CPhT (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

Candidates are not limited to a finite number of exam attempts, although candidates are strongly encouraged to prepare for each attempt. The PTCE is a very reliable exam, which means that candidates who fail the exam should expect to fail again unless they increase their knowledge of the PTCE content through additional preparation.

## 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.



# RECERTIFICATION

Certified Pharmacy Technicians (CPhTs) are required to recertify every two years to maintain certification. PTCB's recertification requirements correspond with the biennial renewal schedule for professional pharmacist licensure as governed by State Boards of Pharmacy. Some employers and/or State Boards of Pharmacy require CPhTs to maintain their PTCB certification. The purpose of recertification is to ensure that pharmacy technicians stay current in pharmacy practice through the completion of Continuing Education (CE). The following is a summary of the recertification process and requirements. The complete Recertification Policy is available in [Appendix D](#), and on PTCB's website.

## What is Continuing Education?

According to the [Accreditation Council for Pharmacy Education \(ACPE\)](#), continuing pharmacy education is, "a structured educational activity designed or intended to support the continuing development of pharmacists and/or pharmacy technicians to maintain and enhance their competence. Continuing pharmacy education (CPE) should promote problem-solving and critical thinking and be applicable to the safe practice of pharmacy."

## Continuing Education Requirements

Certificants must complete a minimum of 20 hours of continuing education (CE) during each two-year recertification cycle. Any continuing education hours earned after January 1, 2015 must be pharmacy-technician specific subject matter. Any CE hours after January 1, 2015 with the target audience designation "P" (pharmacist-specific) will not be accepted. For recertification candidates, one hour must be in the subject of pharmacy law and one hour must be in the subject of patient safety (refer to Accreditation Council for Pharmacy Education (ACPE) definition of patient safety, defined in the [ACPE Policy and Procedures Manual](#)). For reinstatement candidates, two of the twenty hours must be in the subject of pharmacy law and one hour must be in the subject of patient safety. Pharmacy law CE and patient safety CE must be pharmacy technician-specific. A maximum of 10 hours may be earned by completing a relevant college course with a grade of "C" or better. A maximum of 5 hours may be earned by completing in-service projects.

### Pharmacy Technician Specific Subject Matter

Certificants must satisfy continuing education requirements in pharmacy technician-specific subject matter. In order to qualify as pharmacy technician-specific, a CE program's objectives must assess or sustain the competency critical to pharmacy technician practice stated in PTCB's Pharmacy Technician Certification Examination Blueprint. **Any CE hours earned after January 1, 2015 with the target audience designation "P" (pharmacist-specific) will not be accepted.**

CPhTs must complete all continuing education hours within the two (2) year recertification cycle (on or before the expiration date). No CE hours completed before certification is granted may be used to satisfy recertification requirements. In addition, CE hours cannot carry over to a future recertification cycle.

### Approved Activities

PTCB has determined that all CE providers accredited by the Accreditation Council for Pharmacy Education (ACPE) satisfy the requirement of pertaining to pharmacy technician-specific subject matter. Other CE programs will be accepted if PTCB determines that they pertain to pharmacy technician-specific subject matter. For more information, please refer to [Appendix D](#).

CPhTs who are unsure about whether or not PTCB will accept a CE activity may submit the [Continuing Education Pre-approval Request Form](#) for CE pre-approval to PTCB. Requests must include sufficient information to demonstrate that the CE activity pertains to pharmacy technician-specific subject matter. Pre-approval requests are typically processed in 10 to 15 business days.

### Continuing Education (CE) Documentation

CPhTs must maintain their own records of continuing education hours earned during each recertification period, and are responsible for maintaining these records for at least one year after the certification cycle ends. Acceptable documentation of participation in a college course may be either a transcript or a grade report. For in-service projects or other CEs for which a certificate of participation is not available, the supervising pharmacist or instructor must complete the Universal Continuing Education Form (See Appendix E).

## Applying for Recertification

CPhTs can apply for recertification 60 days prior to their certification expiration date. CPhTs will receive an email message from PTCB notifying them when their Recertification Window has opened. They will have 30 days to submit their application before a late application processing fee will apply. Applications submitted after the Application Deadline, which is the first day of the certification expiration month, will incur the \$25 late fee. Applications must be submitted by the Application Deadline. The Application Deadline is the first day of a CPhT's certification expiration month. PTCB will accept recertification applications up until the expiration date however, any recertification application received after the Application Deadline will be assessed a \$25 late application fee, in addition to the required \$40 recertification application fee.

CPhTs can apply online from within their PTCB Account. The fee to recertify is \$40. A paper application is only available to those with a disability or hardship that precludes using the online application. Requests to use the paper application must be submitted in writing to PTCB, and include appropriate documentation of the disability or hardship.

Certificants are randomly selected for an audit of their continuing education (CE). All applications are reviewed by PTCB in the order in which they are received and are typically processed within 10 business days. Once an application is approved, the verification database will be updated and a certificate will be available for download and print.

CPhTs should carefully review the criteria for acceptable CEs. CPhTs are encouraged to contact PTCB if there is a question about the acceptability of a course or program. Applications that contain errors (e.g., inappropriate CEs, lack adequate CE information, incorrect payment amount) will be returned for correction. CPhTs have 30 days, or until the expiration date (whichever is longer), to submit corrections and the \$10 reprocessing fee to PTCB.

### Recertification Deadlines

Certification Expiration Date	Application Window Opens	Application Deadline
January 31	December 2	January 1
February 28	December 30	February 1
March 31	January 31	March 1
April 30	March 1	April 1
May 31	April 1	May 1
June 30	May 1	June 1
July 31	June 1	July 1
August 31	July 2	August 1
September 30	August 1	September 1
October 31	September 1	October 1
November 30	October 1	November 1
December 31	November 1	December 1

### Failure to Recertify

CPhTs who fail to recertify by midnight Eastern Standard Time of their certification expiration date are no longer considered certified by PTCB and must immediately cease using the designation "CPhT" or "Certified Pharmacy Technician". A pharmacy technician whose certification has expired may apply for reinstatement within one year.





# REINSTATEMENT

## Applying for Reinstatement

Pharmacy technicians who do not recertify before their expiration date may apply for reinstatement within one year. Pharmacy technicians who successfully reinstate are again considered “Certified Pharmacy Technicians” and may resume using the “CPhT” designation. Reinstated CPhTs are granted an active certification for the balance of their recertification cycle.

Former CPhTs who wish to reinstate can apply online from within their PTCB Account. The fee to reinstate is \$80. Reinstatement applications are processed in the same manner as recertification. In addition to completing the continuing education (CE) required for recertification, reinstatement candidates must complete one additional CE hour in pharmacy law.

After 30 days, incomplete reinstatement applications (lack of payment, failure to submit application corrections, etc.) will be not be processed and the technician will forfeit any fees paid. The reinstatement applicant will need to log into their PTCB Account and reapply before their reinstatement expiration.

### Failure to Reinstate

Former CPhTs who do not reinstate must retake and pass the PTCE in order to regain certification. No special permission is required to retest unless a former CPhT has reached the retake limit.

# APPENDIX A: CONDUCT CASE PROCEDURES

## PHARMACY TECHNICIAN CERTIFICATION BOARD CONDUCT CASE PROCEDURES

### INTRODUCTION

The Pharmacy Technician Certification Board (PTCB) administers and promotes high ethical standards for pharmacy technicians, including the PTCB [Code of Conduct \(Code\)](#). The following [Conduct Case Procedures \(Case Procedures or Policy\)](#) will be used to process all matters concerning possible violations of PTCB conduct standards (conduct review matters). This Policy applies to individuals seeking PTCB certification (candidates) and all individuals certified by PTCB (certificants).

The [Conduct Case Procedures](#) establish and explain the only process for handling conduct cases brought to the attention of PTCB. All certificants and candidates agree to follow and obey PTCB policies, including the [Code of Conduct](#) and the [Case Procedures](#), and agree that they will not challenge the authority of PTCB to use the [Code of Conduct](#), the [Conduct Case Procedures](#), or other policies. In addition, PTCB certificants and candidates agree that: this Policy is a fair process for resolving all conduct review matters and cases; they will be bound by decisions made consistent with this Policy; and, this Policy does not constitute a contract between PTCB and the candidate or certificant.

### A. GENERAL

- 1. Nature of the Process.** This Policy is the only process for the review and resolution of PTCB conduct charges and complaints. PTCB is the only authority to decide any conduct inquiry or case related to the PTCB Code of Conduct, regardless of the circumstances. These Procedures are not formal legal proceedings, so many legal rules and practices are not observed. PTCB will review the relevant information presented when considering conduct investigations, cases, and decisions.

The Case Procedures are intended to be used without the assistance of attorneys. A party may choose to be represented by an attorney during a conduct matter or case, but the party will be responsible for all related attorney fees. A party's attorney will be directed to communicate with PTCB only through PTCB Legal Counsel. Parties are encouraged to communicate directly with PTCB.

- 2. Participants.** Conduct cases may be decided by the Executive Director or other designated PTCB representative (Resolution Officer), the Conduct Review Committee, and/or the Conduct Appeals Committee. A certificant or candidate who is the subject of a conduct charge or investigation is identified as the Respondent in this Policy. The person initiating a conduct complaint is identified as the Complainant.
- 3. Complainants/Conduct Charge Statement.** An individual, group, or, in certain situations, PTCB, may initiate a conduct review matter and act as a Complainant. To begin a conduct review matter, a Complainant should complete a Conduct Charge Statement form, which is available on the PTCB Internet site located at [www.PTCB.org](http://www.PTCB.org) or by contacting PTCB, and submit the completed Charge Statement to the Executive Director or other designated PTCB Representative. The Conduct Charge Statement must include a detailed written description of the factual information supporting the conduct charge(s).
- 4. Time Requirements.** Complainants and Respondents must comply with all time requirements specified in this Policy. Time extensions or postponements may be granted by PTCB in appropriate circumstances at PTCB's sole discretion. PTCB will make every effort to follow the time requirements set forth in this Policy. However, PTCB's failure to meet a time requirement will not prevent the final resolution of a conduct review matter.
- 5. Litigation/Other Proceedings.** PTCB may accept and resolve conduct cases when civil or criminal litigation, or other proceedings related to the complaint, have been or are currently before a court, regulatory agency, or professional body. PTCB may continue or delay conduct cases in these circumstances.
- 6. Complaints Concerning Non-Certificants and Non-Applicants.** If PTCB receives a conduct inquiry or Conduct Charge Statement concerning an individual who is not certified by PTCB, or who is not a candidate for PTCB

certification, PTCB will inform the complaining party that the individual is not a PTCB certificant or candidate, and PTCB may refer the matter to an appropriate authority or organization.

7. **Improper Disclosure/False or Misleading Responses.** A failure to provide or disclose information, or a misleading disclosure by a certificant or candidate regarding a conduct matter or case, may be a violation of this Policy, and the subject of a conduct complaint.
8. **Time Limitations Concerning Complaints.** PTCB may consider any conduct complaint, regardless of: (a) whether the Respondent held a PTCB credential at the time of the alleged violation; (b) when the alleged violation occurred; or, (c) whether the Respondent continues to hold or seek a PTCB credential during the course of any conduct case.
9. **Confidentiality.** In order to protect the privacy of the parties to a conduct case, the material prepared by or submitted to PTCB will be confidential. However, conduct case information or documents may be released when authorized by this Policy, or when required by an appropriate court or government agency order. The identities of the members of the Conduct Review Committee and the Conduct Appeals Committee will remain confidential, and will not be released without the specific authorization of each Committee member. Until a conduct case has been closed or finalized pursuant to Case Procedures Section N, all parties must maintain the confidentiality of all information related to the conduct case, including its existence, consistent with this Policy.

If any party discloses information related to the conduct case contrary to these Procedures, PTCB may: (a) dismiss the complaint and terminate the conduct case, if the disclosure is by the Complainant; or, (b) impose any sanction allowed by this Policy, if the disclosure is by the Respondent. This rule, however, does not limit or restrict the ability of a party to collect information relevant to the resolution of the conduct case, so long as the party makes all reasonable efforts to maintain confidentiality.

10. **Failure to Cooperate.** If any party refuses to cooperate or participate fully with PTCB or its representatives, and it is determined that the lack of cooperation is without good cause, PTCB may take the following actions: (a) dismiss the complaint and terminate the conduct case, if the Complainant is uncooperative; or, (b) impose any sanction allowed by this Policy, if the Respondent is uncooperative.
11. **Resignation from PTCB.** If a Respondent attempts to relinquish PTCB certification or withdraws an application during a conduct inquiry or case, PTCB may continue the matter to a final resolution and decision according to this Policy.

## B. MEDIATION

1. **Cases Appropriate for Mediation.** The Executive Director or other designated PTCB Representative will receive all Conduct Charge Statements and complaint communications, in order to determine whether the matter could be resolved fairly without a formal conduct review. The PTCB Representative will consider: the seriousness of the allegations; the Respondent's background; the Respondent's prior conduct; and any other relevant information or material. Conduct complaints concerning charges issued by a regulatory agency or professional body, and those involving criminal charges or civil litigation, are not appropriate for mediation.
2. **Mediation Determination.** If the PTCB Representative determines that a conduct matter is appropriate for mediation, and the Complainant and Respondent agree to mediation, all parties will make a reasonable and good faith effort to resolve the dispute to a fair, just, and voluntary conclusion.
3. **Successful Mediation.** If a conduct matter is resolved informally by mediation, the PTCB Representative will prepare a report summarizing the terms of each mediated resolution of the conduct matter. A copy of the report will be forwarded to the parties.
4. **Unsuccessful Mediation.** If a conduct matter is not resolved by mediation, the PTCB Representative will refer the case to the Conduct Review Committee for resolution consistent with this Policy.

## C. CONDUCT INQUIRIES/CONDUCT CHARGE STATEMENTS

1. **Conduct Inquiries.** An individual or group submitting a complaint concerning a certificant or candidate should contact PTCB. The authorized PTCB Representative will provide to the Complainant the PTCB [Code of Conduct](#), [Conduct Case Procedures](#), and a Conduct Charge Statement form. The PTCB Representative will record all conduct inquiries and identify: the person(s) making the inquiry; the certificant/candidate identified; the State from which the inquiry originates; and, the nature of the matter. This record will remain confidential, and will be available only to authorized representatives of PTCB.

- 2. Conduct Charge Statement/Description of Charges.** In order for PTCB to consider a conduct complaint, a Complainant other than PTCB should complete and submit to PTCB a Conduct Charge Statement, including all information required by the form. The Conduct Charge Statement is a written communication from a Complainant describing the allegations against a certificant or candidate. Public documents, such as newspaper stories, court decisions or orders, or agency decisions, also may be considered as Conduct Charge Statements, or as supporting information. When a Conduct Charge Statement is received by PTCB, the Resolution Officer will: **(a)** review the material received and assign a case number to the conduct review matter; **(b)** review the allegations made concerning the charges; **(c)** determine whether the charges are presented in sufficient detail to permit PTCB to conduct a preliminary investigation; and, if necessary, **(d)** contact the Complainant and other parties with relevant information to request additional factual material. The Resolution Officer will send a letter to the Complainant and Respondent stating whether the charges submitted are accepted or rejected for a formal conduct investigation.

## D. ACCEPTANCE/REJECTION OF CONDUCT CHARGES

- 1. Charge Acceptance.** The Resolution Officer will review a Conduct Charge Statement submitted by a Complainant, and then determine if the allegations will become the subject of a formal Conduct Complaint and Investigation. The following information will be considered when determining if a charge is accepted or rejected: **(a)** whether the Respondent is a certificant or candidate; **(b)** whether a proven charge would constitute a violation of the [Code of Conduct](#); **(c)** whether the passage of time since the alleged violation occurred requires that the charge(s) be rejected; **(d)** whether relevant, reliable information or proof concerning the charge is available; **(e)** whether the Complainant is willing to provide relevant information to PTCB concerning the complaint; and, **(f)** whether the charge appears to be justified or supported, considering the proof available to PTCB. The Resolution Officer will determine whether the charge(s) and available proof support a formal Conduct Complaint, and will either: issue a formal Conduct Complaint and Investigation Notice, pursuant to Section E.1; or, reject the charge(s) pursuant to Section D.2.
- 2. Charge Rejection.** If the Resolution Officer determines that a charge allegation should not become the subject of a formal Conduct Complaint, the charge(s) will be rejected. The Resolution Officer will notify the Complainant and Respondent of the rejection and the reasons(s) for the rejection by letter within approximately twenty-one (21) days of the determination.
- 3. Appeal of Charge Rejection Determination.** Within thirty (30) days of the mailing date of a charge rejection letter, the Complainant may appeal to the Conduct Review Committee. In order to have the Conduct Review Committee reconsider the rejection, a Complainant must state the following in writing: **(a)** the alleged procedural errors made by the Resolution Officer related to this Policy with respect to the charge rejection; **(b)** the specific provisions of the [Code of Conduct](#) believed violated; and, **(c)** the specific information believed to support the acceptance of the charge(s). The Conduct Review Committee will consider and decide any charge rejection appeal at the next scheduled Committee meeting. Such decisions cannot be appealed.

## E. CONDUCT COMPLAINTS AND INVESTIGATION

- 1. Conduct Complaint and Investigation Notices.** After a conduct charge is accepted, a formal Conduct Complaint and Investigation Notice (Conduct Complaint) will be sent to the Respondent and the Complainant identifying each alleged [Code of Conduct](#) violation, and the factual information related to each complaint. The Conduct Complaint Notice will state that the Respondent may request that the Conduct Complaint be reviewed and resolved by the Conduct Review Committee, and may request a hearing before the Review Committee. If the Respondent does not request review by the Conduct Review Committee, the Conduct Complaint will be resolved by the Resolution Officer under Section H of this Policy. This Complaint Notice will be delivered to the Respondent, at the last known address (es) by regular mail and other verifiable delivery service, and will be marked "Confidential."

## F. CONDUCT COMPLAINT RESPONSE/OPTIONAL REPLY AND OPTIONAL RESPONSE

- 1. Submitting a Conduct Complaint Response.** Within thirty (30) days of the mailing date of a Conduct Complaint, the Respondent must submit a Conduct Complaint Response (Complaint Response) according to the instructions in the Complaint Notice. The Complaint Response must include the following information and materials: **(a)** a full and accurate response to each complaint matter and alleged [Code of Conduct](#) violation; **(b)** the identification and a copy of each document that the Respondent believes to be relevant to the resolution of the Conduct

Complaint; and, **(c)** any other information that the Respondent believes will assist PTCB in considering the Conduct Complaint fairly.

- 2. Response Deficiencies.** The Resolution Officer or the Conduct Review Committee may require the Respondent to provide additional information concerning a Complaint Response.
- 3. Optional Reply to Conduct Complaint Response.** PTCB will forward the Conduct Complaint Response to the Complainant within approximately ten (10) days following PTCB's receipt of the Response. The Complainant may submit a written Reply to the Respondent's Complaint Response within ten (10) days of the mailing date of the Response to the Complainant. This Reply must fully explain all objections that the Complainant wishes to present concerning the Conduct Complaint Response.
- 4. Optional Response to Complainant Reply.** PTCB will forward the Reply to the Conduct Complaint Response to the Respondent within approximately ten (10) days following PTCB's receipt of the Reply. The Respondent may submit a written Response to the Complainant's Reply within ten (10) days of the mailing date of the Reply to the Respondent. The Response must fully explain, and is limited to, any objections that the Respondent wishes to present concerning the Complainant's Reply to the Conduct Complaint Response.

## G. PRELIMINARY ACTIONS AND ORDERS

- 1. Voluntary Temporary Suspension of Certification.** After a Conduct Complaint is issued, the Respondent may be asked to accept, and agree to, a temporary suspension of PTCB certification and certain related conditions, which will remain in effect until the final resolution of the Complaint. This Voluntary Suspension Agreement will state that the Respondent's certification is suspended, and that the Respondent agrees to stop representing himself or herself as certified, credentialed, or otherwise endorsed by PTCB until the final resolution of the Conduct Complaint. The Respondent will return at his/her own expense any credential materials to PTCB to be held until the suspension or other disciplinary action has ended.
- 2. Involuntary Suspension of Certification.** If a Respondent does not agree to accept a Voluntary Suspension Agreement pursuant to Section G.1, the Resolution Officer, the Conduct Review Committee, or the Conduct Appeals Committee may issue an Order temporarily suspending the Respondent's certification(s), and/or imposing appropriate conditions. This Suspension Order will stay in effect until the final resolution of the Complaint.
- 3. Circumstances of Involuntary Suspension Orders.** Suspension Orders are authorized where: **(a)** the Respondent has been convicted of a criminal act, or the Respondent has not contested a criminal charge; **(b)** the Respondent has been charged with a criminal act or violation of criminal law; **(c)** the Respondent has been found in violation of any law, regulation, or rule by a government regulatory body, or has been sanctioned or disciplined by a government regulatory body; or, **(d)** the Respondent is the subject of other legal action(s) relating to their pharmacy technician activities.
- 4. Other Preliminary Orders.** The Resolution Officer, the Conduct Review Committee, or the Appeals Committee may require the Respondent to do or to refrain from doing certain acts by preliminary and temporary Order, including the submission of information/documents relevant to a conduct case review. Any temporary and preliminary Order will be reasonably related to the Conduct Complaint under consideration, or to a party's responsibilities under the Code of Conduct.
- 5. Failure to Comply with Preliminary Orders.** The Resolution Officer, the Conduct Review Committee, or the Conduct Appeals Committee may discipline a Respondent who fails to comply with a temporary or preliminary Order. In determining the appropriate discipline, the Resolution Officer, the Conduct Review Committee, or the Conduct Appeals Committee will consider the severity of the failure to comply with the Order and other relevant factors. Preliminary and temporary Orders cannot be appealed.

## H. RESOLUTION OFFICER COMPLAINT REVIEW AND RESOLUTION

- 1. Resolution Officer Complaint Resolution.** In the event that the Respondent does not request review of the Conduct Complaint by the Conduct Review Committee, the Resolution Officer will consider and resolve the Conduct Complaint under this Policy, based upon the information in the record, and issue a Final Decision and Order, consistent with Section K.
- 2. Resolution Officer Decision and Order.** The Decision and Order of the Resolution Officer is a final case resolution binding on the parties, unless the Decision is appealed to the Conduct Appeals Committee, consistent with the requirements of this Policy.

## I. CONDUCT REVIEW COMMITTEE COMPLAINT REVIEW AND RESOLUTION

- 1. Conduct Review Committee.** The Executive Director will appoint at least five (5) qualified individuals to serve as the Conduct Review Committee, including a Committee Chair and a Vice Chair. The Review Committee will be composed of at least three (3) current Certified Pharmacy Technician certificants in good standing, and, at least two (2) Pharmacists. Conduct Review Committee members will be appointed based on their pharmacy-related work experience, occupational credentials, training, and other relevant factors. Each Conduct Complaint hearing will be conducted by a panel of three (3) Conduct Review Committee members, including the Committee Chair or Vice Chair, who will preside over the panel. No Review Committee member may serve on a panel where the Committee member has had a business, employment, or personal relationship with a party to the conduct review case, or where there otherwise appears to be a possible conflict of interest related to such service.
- 2. Conduct Review Committee Resolution of Complaints.** If the Respondent does not request a hearing before the Conduct Review Committee, the Review Committee will consider and resolve the Conduct Complaint under this Policy, based upon the information in the record, and issue a Final Decision and Order, consistent with Section K.
- 3. Conduct Review Committee Decision and Order.** The Final Decision and Order of the Conduct Review Committee is binding on the parties, unless the Decision is appealed to the Conduct Appeals Committee, consistent with the requirements of this Policy.

## J. CONDUCT COMPLAINT HEARINGS

- 1. Conduct Review Committee Hearings.** At the request of the Respondent, the Conduct Review Committee will conduct a hearing in order to collect and review all of the available information and proof related to the Conduct Complaint. The Review Committee will have full authority and responsibility to convene, preside over, continue, and conclude a hearing, and to resolve a Conduct Complaint.
- 2. Hearing Schedule and Location.** The hearing date for each conduct review case will be scheduled by a PTCB representative, in consultation with the parties. As determined by PTCB, a hearing will be conducted by telephone, unless an in person hearing is necessary. If practical, a hearing will be held no less than sixty (60) days and no more than one hundred and twenty (120) days after a Conduct Complaint is issued by PTCB.
- 3. Hearing Notice and Attendance.** A PTCB representative will notify the parties of the hearing schedule and location in writing. Each party will be required to provide the following information at least seven (7) days before the hearing: **(a)** whether the party intends to participate in the hearing, and if so, the telephone number where the party is to be reached during the hearing; **(b)** whether the party intends to participate in the hearing with an attorney or other representative, and if so, the name, address, and telephone number of the attorney or representative; **(c)** whether the party intends to present witnesses at the hearing, and if so, the name, address, and telephone number of each witness and a brief summary of the information to be provided by each witness; and, **(d)** whether the party intends to present any written information during the course of the hearing that was not previously submitted to PTCB. If new information is offered, the party must provide to PTCB and all other parties a copy of each document and a brief description of the document's relevance at least seven (7) days before the hearing. A Conduct Complaint may proceed to a conclusion and decision whether or not the parties are present.
- 4. Postponement of Hearing.** A Respondent or Complainant may request a hearing postponement. This request must be in writing and received by PTCB at least ten (10) days prior to the scheduled hearing date. The Chair or Vice Chair of the Conduct Review Committee may grant or deny a postponement. Postponement decisions cannot be appealed.
- 5. Participation of PTCB Legal Counsel.** If PTCB Legal Counsel is present during a conduct review case hearing, Legal Counsel will have the privilege of the floor and may conduct the hearing with the Conduct Review Committee. Attorneys or other representatives of the parties do not have this privilege, and must follow the determinations and rulings of the Conduct Review Committee and PTCB Legal Counsel.
- 6. Responsibilities and Rights of the Parties.** In addition to other responsibilities and rights, the Respondent and the Complainant may do, or be required to do, the following: **(a)** attend the hearing and be present during all witness presentations; **(b)** present witnesses, written information, and arguments on their behalf; **(c)** review or inspect all information and documents presented in the case; and, **(d)** comply with all orders or directives issued by PTCB.
- 7. Witnesses.** All witnesses will be excluded from the hearing except during the presentation of their testimony. The Conduct Review Committee Chair or Vice Chair will rule on any request for a witness to be present during the hearing, and the ruling cannot be appealed.



8. **Confidentiality/Inclusion of Other Persons.** All hearings are confidential and private. Only authorized PTCB representatives, the parties, and legal counsel may participate in a hearing. A party may request the presence of an observer during all or part of a hearing; however, no observers are permitted without special permission from the Conduct Review Committee. The Review Committee, or the Committee Chair or Vice Chair, will rule on these requests, and the ruling cannot be appealed.
9. **Information and Proof Accepted.** The Conduct Review Committee will receive and consider all information appearing to be relevant to the Conduct Complaint, including any information that may be helpful to a complete understanding of the case. The Review Committee may consider information concerning a party's relevant past conduct. Objections relating to the relevance of information and similar issues will be decided by the Review Committee or the Committee Chair, and these decisions cannot be appealed.
10. **Record of the Hearing.** A written summary of the hearing will be made by the Conduct Review Committee or other PTCB representative. No tape, video, or other electronic recording of the hearing will be permitted, unless specifically authorized by the Review Committee or Committee Chair. Upon the request of a party, the Chair may grant permission for off-the-record conversations. Such conversations will not be included in the hearing record.
11. **Hearing Expenses.** PTCB will assume all costs related to scheduling and conducting a hearing, including conference call expenses. Each party will be solely responsible for their expenses associated with the conduct review case, including all hearing and attorney expenses.
12. **Closing of the Case Record.** The case record will be closed following the conclusion of the hearing, unless otherwise directed by the Conduct Review Committee. Any party may request that the record remain open for thirty (30) days for the purpose of receiving additional information and written material. The Review Committee or Committee Chair may grant or deny requests to keep records open, and these decisions cannot be appealed.

## K. RESOLUTION OFFICER OR CONDUCT REVIEW COMMITTEE CASE DECISION AND ORDER

1. **Conduct Case Decision and Order.** Approximately thirty (30) days after a conduct case record is closed, or as soon as practical, the Resolution Officer or the Conduct Review Committee, as appropriate, will prepare a Conduct Case Decision and Order, and will send the Decision to the parties.
2. **Contents of the Conduct Case Decision.** The following information will be included in the Conduct Case Decision: **(a)** a summary of the case, including the positions of the parties; **(b)** a summary of the relevant factual findings based on the record; **(c)** a final ruling on each Code of Conduct complaint; **(d)** a statement of any disciplinary and remedial action(s) issued; and, **(e)** any other information determined to be appropriate.
3. **Conduct Case Order.** The Resolution Officer or the Conduct Review Committee may issue a Conduct Case Order that includes any of the following actions and information: **(a)** an order directing the Respondent to stop or end any behavior or acts found to be in violation of the Code of Conduct; **(b)** a statement of the disciplinary and remedial action(s) imposed, and a requirement that the Respondent comply immediately with these action(s); and, **(c)** any other appropriate directive(s) consistent with the Decision.

## L. DISCIPLINARY ACTIONS

1. **Disciplinary Actions Available.** When a Respondent has been found to have violated the Code of Conduct, the Resolution Officer or the Conduct Review Committee may issue and order one or more of the following disciplinary and remedial actions concerning the violation(s): **(a)** a recommendation to the Executive Director or Certification Council that the candidate be ineligible for certification, or that a certificant be ineligible for recertification; **(b)** a requirement that the Respondent take corrective action(s), or fulfill appropriate conditions; **(c)** a private reprimand and censure of the Respondent; **(d)** a public reprimand and censure of the Respondent; **(e)** certification probation for any period of up to three (3) years, which may include conditions related to the Respondent's conduct; **(f)** suspension of the Respondent's certification for a period of not less than six (6) months and not more than three (3) years, which will include the requirements that the Respondent return to PTCB all original or copied credential materials for the suspension period, and immediately stop any professional identification or affiliation with PTCB during the suspension period; and, **(g)** revocation of the Respondent's certification, which will include the requirements that the Respondent return to PTCB all original or copied credential materials, and immediately stop all identification or affiliation with PTCB.
2. **Referral and Notification Action.** The Executive Director or other designated PTCB Representative may notify appropriate government agencies or professional organizations of any final disciplinary action(s) taken concerning a Respondent by sending a copy of the final Decision and Order. The PTCB Representative may send



this Decision notification after the time period for the Respondent to appeal an adverse decision has ended. During an appeal period, the PTCB Representative may respond to inquiries concerning conduct cases, and may indicate the existence of a complaint.

- 3. Publication of Disciplinary Action.** Following the closure of a conduct case, the Executive Director or other designated PTCB Representative may publish or release a final Conduct Case Decision and Order. Any party or interested individual may request the publication of a final Decision, consistent with this Policy. The Executive Director or other PTCB Representative may grant or deny such requests, and these decisions cannot be appealed.

## M. CONDUCT APPEALS COMMITTEE

- 1. Conduct Appeals Committee.** The Certification Council will appoint at least five (5) qualified individuals to serve as the Conduct Appeals Committee (Appeals Committee), which will be responsible for resolving all appropriate appeals concerning Decisions of the Resolution Officer or the Conduct Review Committee. The Appeals Committee will be composed of at least three (3) current Certified Pharmacy Technician certificants in good standing, and, at least one (1) Pharmacist. Appeals Committee members will be appointed based on their pharmacy-related work experience, occupational credentials, training, and other relevant factors. The Certification Council will appoint an Appeals Committee Chair and Vice Chair to preside over and conduct each appeal, consistent with this Policy. No Appeals Committee member may participate in an appeal where the member has had a business, employment, or personal relationship with a party to the conduct review case, or where there otherwise appears to be a possible conflict of interest related to such participation.
- 2. Time Period for Appeals to the Appeals Committee.** Within thirty (30) days of the mailing date of an adverse Decision by the Resolution Officer or the Conduct Review Committee, the Respondent may appeal all or a portion of the Decision and Order to the Conduct Appeals Committee pursuant to this Section. Any appeals received beyond this time period will not be reviewed or considered by the Appeals Committee.
- 3. Grounds for Appeal to the Appeals Committee.** An adverse Decision of the Resolution Officer or the Conduct Review Committee may be affirmed, reversed, or otherwise modified by the Conduct Appeals Committee on appeal. However, the grounds for appeal of an adverse decision are strictly limited to the following: **(a) Procedural Error:** The Resolution Officer or Conduct Review Committee misapplied a procedure contained in this Policy and prejudiced the Respondent; **(b) New or Previously Undiscovered Information:** Following the closing of the hearing record, the Respondent has found relevant proof that was not previously in their possession, that was not reasonably available prior to closure of the record, and that could have affected the Resolution Officer or Conduct Review Committee Decision; **(c) Misapplication of the Conduct Code:** The Resolution Officer or Conduct Review Committee Decision misapplied the provisions of the Code of Conduct, and the misapplication prejudiced the Respondent; and/or, **(d) Contrary to the Information Presented:** The Resolution Officer or Conduct Review Committee Decision is contrary to the most substantial information provided in the record.

With respect to Sections M.3(a) and M.3(c), above, the Appeals Committee will consider only arguments that were presented to the Resolution Officer or the Conduct Review Committee before the hearing record was closed.

- 4. Contents of Appeal/Letter of Appeal.** In order to complete an appeal to the Conduct Appeals Committee under this Section, the Respondent must submit a written appeal document to PTCB within the specified time period, which contains the following information and material: **(a)** the conduct case name, case number, and the date of the Resolution Officer or Conduct Review Committee Decision; **(b)** a statement of the grounds for the appeal under Section M.3, above, and a complete explanation of the reasons that the Respondent believes the Decision should be reversed or otherwise modified; and, **(c)** accurate, complete copies of any material that supports the Respondent's appeal. The Appeals Committee will forward a copy of all appeal materials received from the Respondent to the Complainant.
- 5. Appeal Deficiencies.** The Conduct Appeals Committee may require the Respondent to clarify, supplement, or amend the information presented in an appeal.
- 6. Appeal Rejection.** If the Conduct Appeals Committee determines that an appeal does not meet the requirements of this Policy, or does not otherwise require further review under this Policy, the Appeals Committee Chair or Vice Chair will reject the appeal. The Appeals Committee Chair or Vice Chair will notify the Executive Director or other PTCB Representative of the Appeals Committee decision, and the PTCB Representative will notify the Complainant and Respondent of the appeal rejection, as well as the reason(s) for the rejection. Appeal rejection decisions cannot be appealed.

7. **Optional Reply to Appeal Letter.** Within fifteen (15) days of the mailing date of a Respondent's appeal, the Complainant may submit a written Reply to the Appeal to the Conduct Appeals Committee. This Reply must fully explain all objections that the Complainant wishes to present to the Appeals Committee concerning the appeal.
8. **Optional Response to Complainant Reply.** If an optional Reply to the Appeal is submitted by the Complainant, the Conduct Appeals Committee will forward the Reply to the Respondent within approximately ten (10) days following the receipt of the Reply by PTCB. The Respondent may submit a written Response to the Complainant's Reply within ten (10) days of the mailing date of the Reply to the Respondent. The Response must fully explain, and is limited to, any objections that the Respondent wishes to present to the Appeals Committee concerning the Complainant's Reply to the Appeal.
9. **Request to Appear Before the Appeals Committee.** The Complainant or Respondent may request to appear before the Conduct Appeals Committee concerning the appeal. The Appeals Committee Chair or Vice Chair will determine whether to grant, deny, or limit the request. The denial of a request to appear before the Appeals Committee cannot be appealed. The Complainant and/or Respondent are solely responsible for their expenses related to the appeal.
10. **Appeals Committee Hearings.** Within one hundred and eighty (180) days after the submission of a complete appeal, or as soon after as is practical, the Conduct Appeals Committee will conduct a hearing to determine the outcome and final resolution of the appeal. During the appeal hearing, the Appeals Committee members will review: the case record; any appeal submissions presented by the parties; and/or, any other information determined to be relevant. Thereafter, the Appeals Committee will decide the appeal by majority vote in closed session.
11. **Appeals Committee Decisions and Orders.** Within thirty (30) days of the conclusion of an appeal hearing, or as soon after as is practical, the Conduct Appeals Committee will issue an Appeal Decision and Order explaining the outcome of the appeal. With respect to each appeal, the Appeals Committee Decision and Order will include the following: **(a)** a summary of any relevant portions of the Resolution Officer or Conduct Review Committee Decision and Order; **(b)** a summary of any relevant procedural or factual findings made by the Appeals Committee; **(c)** the ruling(s) and decisions with respect to each matter under appeal; and, **(d)** the Appeals Committee final Order affirming, reversing, amending, or otherwise modifying any portion of the Resolution Officer or Conduct Review Committee Decision and Order, including any disciplinary or remedial action(s). The Executive Director or other designated PTCB Representative will send the Appeals Committee Decision and Order to the parties by U.S. mail, return receipt requested, or other appropriate delivery method.

## N. FINALIZING AND CLOSING CONDUCT REVIEW CASES

1. **Events Which Will Cause Closure of a Conduct Review Case.** A conduct case will be closed and all proceedings ended when any of the following occur: **(a)** the conduct case has not been accepted and the charges have been rejected as the basis for a Conduct Complaint, and all related appeal rights have ended; **(b)** a final Decision has been issued by the Resolution Officer, Conduct Review Committee, or the Conduct Appeals Committee, and all related appeal rights have ended; or, **(c)** a Conduct Complaint has been terminated or withdrawn by the Complainant(s).
2. **Events Which Will Cause a Decision and Order to Become Final.** A Resolution Officer or Conduct Review Committee Decision and Order that is not appealed will be final. A Conduct Appeals Committee Decision will be final, and no further appeals will be available to any party.

## O. REAPPLICATION AND REINSTATEMENT PROCEDURES FOLLOWING REVOCATION, SUSPENSION, AND PROBATION ORDERS

1. **Revocation Orders/Reapplication Petition.** Five (5) years after a final Revocation Order is issued under this Policy, a Respondent may submit a Petition for Permission to Reapply for Certification (Reapplication Petition) to the PTCB Executive Director or other designated PTCB Representative, consistent with the requirements of this Policy Section. The Executive Director or other PTCB Representative will review and prepare a recommendation to the Certification Council concerning the Petition.

Upon the request of the Respondent, PTCB may shorten the minimum five (5) year revocation period, when the Respondent can show a compelling reason and substantial justification for earlier consideration of a Reapplication Petition. Such request will be granted or denied by the Executive Director or other PTCB Representative, and

this decision will be final. If the request is granted, the Respondent will be permitted to submit a Reapplication Petition. The Executive Director or other PTCB Representative will prepare a recommendation to the Conduct Appeals Committee concerning the Petition.

- 2. Suspension Orders/Reinstatement Requests.** After a final Suspension Order issued under this Policy has expired, a Respondent may submit a Request for Certification Reinstatement (Reinstatement Request) to the PTCB Executive Director or other designated PTCB Representative, consistent with the requirements of this Policy Section. The Executive Director or other PTCB Representative will review and prepare a recommendation to the Certification Council concerning the Request.
- 3. Probation Orders/Reinstatement or Referral.** Following the expiration of a final Probation Order, the Executive Director or other designated PTCB Representative will determine whether the Respondent has satisfied the terms of the Probation Order. If the Respondent has completely satisfied the terms of probation, the Executive Director or other PTCB Representative will reinstate the certificant to full certification status. If the Respondent has not satisfied the terms of probation, the Executive Director or other PTCB Representative will refer the case to the Certification Council for review and action consistent with this Policy, including, but not limited to, continuation of the Probation Order and/or the issuance of additional disciplinary or remedial actions.
- 4. Contents of Reapplication Petitions and Reinstatement Requests.** Following the receipt of a recommendation from the Executive Director or other designated PTCB Representative, the Certification Council will consider Reapplication Petitions and Reinstatement Requests from certificants and candidates who have been the subject of final Revocation or Suspension Orders. Reapplication Petitions and Reinstatement Requests must include the following information: (a) the conduct review case name, case number, and the date of the final PTCB Conduct Decision; (b) a statement explaining the reasons that the Respondent believes the Reapplication Petition or the Reinstatement Request should be granted, including the reasons that the Respondent should now receive PTCB certification; and, (c) accurate and complete copies of any documents or other materials that support the Petition or Request.
- 5. Certification Council Reapplication Petition and Reinstatement Request Review.** Within ninety (90) days after a complete Reapplication Petition or Reinstatement Request is submitted to PTCB, or as soon after as is practical, the Certification Council will review the Petition or Request. Requests to participate in the review will be granted at the sole discretion of the Certification Council. Each Petition or Request will be considered by a quorum of the Council in a closed meeting. During these deliberations, the Council will review the information presented by the Respondent, and any other relevant information, and determine the final outcome of the Petition or Request by majority vote.
- 6. Certification Council Reapplication Petition and Reinstatement Request Decisions and Orders.** Within thirty (30) days after the Certification Council has completed its review of a Reapplication Petition or Reinstatement Request, or as soon as is practical, the Council will prepare and issue a Decision and Order concerning the Petition or Request. The final Council Decision and Order will indicate whether the Petition or Request is granted, denied, or continued to a later date. The Respondent may be required to successfully complete the Pharmacy Technician Certification Examination. If appropriate, the Council Decision and Order will indicate any conditions of certification or recertification. The Certification Council Decision and Order will be sent to the parties by U.S. mail, return receipt requested, or by other appropriate delivery method. While no appeal of the Council Decision and Order is permitted, the Respondent may submit a new Petition or Request pursuant to this Section, two (2) or more years after the issuance of the Council Decision and Order.

# APPENDIX B: CERTIFICATION APPEALS PROCEDURES

## PHARMACY TECHNICIAN CERTIFICATION BOARD CERTIFICATION APPEAL PROCEDURES

### INTRODUCTION

The Pharmacy Technician Certification Board (PTCB) is a voluntary, non-profit credentialing organization that administers certification programs and services for pharmacy technicians. PTCB certification allows pharmacy technicians to demonstrate that they have mastered appropriate knowledge and skills related to their pharmacy responsibilities.

The following Certification Appeal Procedures (Procedures or Policy) will be used to process all appeal matters concerning PTCB's certification requirements and eligibility standards. This Policy applies to individuals seeking PTCB certification (candidates) and all individuals certified by PTCB (certificants).

In order to qualify for the PTCB Certified Pharmacy Technician (CPhT) credential, each candidate must satisfy all PTCB eligibility requirements, including successful completion of the Pharmacy Technician Certification Examination (PTCE or Examination). In addition, certificants must show that they have completed the necessary continuing education activities.

PTCB certification requirements and eligibility standards are applied fairly, impartially, and consistent with applicable laws and PTCB policies. There are no barriers to PTCB certification based on gender, race, age, sexual orientation, or national origin.

Certificants/candidates agree to follow and obey all applicable PTCB policies, and agree that they will not challenge the authority of PTCB to use such policies, including PTCB eligibility policies, Certification Appeal Procedures, and Recertification Policy. In addition, PTCB certificants/candidates agree that: this Policy is a fair process for resolving all certification complaint or appeal matters; they will be bound by actions and decisions made consistent with this Policy; and, this Policy does not constitute a contract between PTCB and the certificant/candidate.

### A. GENERAL PROVISIONS

- 1. Nature of the Process.** All challenges and appeals regarding actions of the PTCB Certification Program are governed exclusively by these Procedures. This appeal process is the only way to resolve all Certification Program application, eligibility, examination, and other certification and recertification challenges or complaints. These Procedures are not formal legal proceedings, and are designed to operate without the assistance of attorneys. While an individual may choose to be represented by an attorney, certificants/candidates are encouraged to communicate directly with the PTCB Certification Program. Certificants/candidates using the services of an attorney are responsible for all attorney-related fees. A party's attorney will be directed to communicate with PTCB only through PTCB Legal Counsel.
- 2. Authorized PTCB Representatives.** The Executive Director, Associate Executive Director, Certification Council Appeals Committee (Appeals Committee), Certification Council, or any other PTCB representative authorized by this Policy may be involved in actions and decisions regarding appeal matters.
- 3. Time Requirements.** PTCB will make every effort to follow the time requirements described in these Procedures. However, a failure by PTCB to meet a time requirement will not prohibit the handling or final resolution of any appeal matter. Certificants/candidates are required to comply with all time requirements specified in this Policy. Time extensions or postponements may be granted by PTCB in appropriate circumstances at PTCB's sole discretion.
- 4. Litigation/Other Proceedings.** PTCB may accept and resolve an appeal matter arising under these Procedures when civil or criminal litigation, or other proceedings related to the matter have been or are currently before a court, regulatory agency, or professional body. PTCB may continue or delay an appeal matter in these circumstances.
- 5. Confidentiality.** In order to protect the privacy of the parties involved in appeal matters, all material prepared by

or submitted to PTCB will be confidential. Disclosure of material is permitted only when specifically authorized by PTCB policy, the Certification Council, the Appeals Committee, the Executive Director, the Associate Executive Director, or other authorized PTCB representative.

Among other information, PTCB will not consider the following materials as confidential: (a) published certification and eligibility criteria; (b) records and materials which are disclosed as the result of a valid legal requirement or a controlling PTCB policy; (c) certification or application information that a certificant/candidate has requested be made available to a specific person or other organization; and, (d) all final published Decisions and Orders of the Certification Council, the Appeals Committee, the Executive Director, Associate Executive Director, or other authorized PTCB representative.

6. **Failure to Disclose/Incomplete, False, or Misleading Representations.** If a certificant/candidate fails to disclose required certification or appeal information to PTCB, or makes an incomplete, false, or misleading representation to PTCB related to certification or recertification, PTCB may temporarily or permanently bar that individual from being certified or recertified, or may issue any other appropriate action. If a penalty, discipline, order, or other action is issued by PTCB under this Section, the certificant/candidate involved may seek review and appeal of the action under these Procedures.
7. **Failure to Cooperate.** If a certificant/candidate refuses to cooperate fully with PTCB concerning a certification or appeal matter, and it is determined that the lack of cooperation is without good cause, PTCB may penalize or discipline the individual, including temporarily or permanently barring the individual from being certified or recertified. If a penalty, discipline, order, or other action is issued by PTCB under this Section, the certificant/candidate involved may seek review and appeal of the action under these Procedures.
8. **Complaint Matters. PTCB may temporarily or permanently bar an individual from being certified or recertified, or may issue any other appropriate directive(s), where a certificant/candidate: (a) has been the subject of any complaint or disciplinary matter relating to his/her activities as a pharmacy technician; or, (b) has been the subject of a criminal charge, lesser offense, or government agency disciplinary matter (complaint matters), regardless of when the alleged violation occurred.**

PTCB will notify a certificant/candidate of an alleged complaint matter, and must provide the certificant/candidate a reasonable opportunity to present a response to such allegations. If a penalty, discipline, order, or other action is issued by PTCB under this Section, the certificant/candidate involved may seek review and appeal of the action under these Procedures.

## B. CERTIFICATION PROGRAM ACTIONS

1. **Certification Application Actions.** The PTCB Certification Program will take one of the following actions regarding a candidate's certification application: **(a)** accept the application; **(b)** request additional or supplemental information; or, **(c)** reject the application, or otherwise terminate eligibility, on the grounds that the candidate does not meet PTCB certification eligibility requirements, or that the candidate has violated, or acted contrary to, a PTCB policy or rule.
2. **Certification Examination Actions.** If a candidate acts contrary to PTCB policies related to the PTCE, the candidate may be prevented from taking or completing the Examination.
3. **Recertification Application Actions.** The PTCB Certification Program will take one of the following actions regarding a certificant's Recertification Application: **(a)** grant recertification; **(b)** conditionally accept the Recertification Application pending the satisfactory completion of all recertification requirements; **(c)** request additional or supplemental information; or, **(d)** reject the application, or otherwise terminate recertification, on the grounds that the certificant does not meet the criteria for recertification, or that the certificant has violated, or acted contrary to, a PTCB policy or rule.

## C. INITIAL REQUEST FOR REVIEW BY THE EXECUTIVE DIRECTOR

Within thirty (30) days of the date of an adverse action by the PTCB Certification Program, a certificant/candidate may submit a written Request for Review to the Executive Director. Adverse actions include the following: **(1)** the candidate was found to be ineligible for certification due to a failure to satisfy one or more certification requirement(s), or was otherwise ineligible for certification; **(2)** the candidate was prohibited from taking or completing the PTCE; or, **(3)** the certificant was denied recertification for failure to satisfy one or more recertification requirement(s), or was otherwise ineligible for recertification.



The Request for Review must explain the reasons that the certificant/candidate believes the adverse action is incorrect and should be changed, and must include accurate copies of all supporting documents, including the relevant communications from PTCB.

## D. INFORMAL REVIEW BY THE EXECUTIVE DIRECTOR

1. **Executive Director Actions.** All Requests for Review will be considered informally by the Executive Director or Associate Executive Director. The Executive Director or Associate Executive Director will acknowledge receipt of the Request for Review, and may take one of the following actions: (a) uphold, modify, or take other appropriate action regarding the adverse Certification Program action; or, (b) refer the matter to the Certification Council Appeals Committee for review and resolution as an appeal.
2. **Referral of Request/First Appeal.** In the event that a Request for Review is referred to the Certification Council Appeals Committee, the Executive Director or Associate Executive Director will provide the Appeals Committee with all relevant materials, including the Request for Review and other documents submitted by the certificant/candidate.

## E. CERTIFICATION COUNCIL APPEALS COMMITTEE/ FIRST APPEAL

1. **Certification Council Appeals Committee.** The Certification Council Chair will appoint at least three (3) Certification Council members to serve as the Certification Council Appeals Committee. The Appeals Committee will be composed of at least two (2) current Certified Pharmacy Technicians (CPhTs) in good standing. The Certification Council Chair will appoint an Appeals Committee Chair to preside over and conduct each appeal matter. No Appeals Committee member may participate in an appeal where the member has had a business, employment, or personal relationship with a party involved in the appeal matter, or where there otherwise appears to be a possible conflict of interest related to his/her participation.
2. **Circumstances of First Appeal.** A first appeal will be reviewed and decided by the Appeals Committee when: the matter has been referred by the Executive Director or Associate Executive Director; or, a certificant/candidate is dissatisfied with the final informal action of the Executive Director or Associate Executive Director, and requests an appeal consistent with these Procedures. First appeals are limited to the grounds permitted in Policy Section G (2).

## F. TIME PERIOD FOR SUBMITTING FIRST APPEAL

Within thirty (30) days of the date of an adverse action by the Certification Program or Executive Director, a certificant/candidate may submit an appeal to the Appeals Committee. The deadline for filing a first appeal may be extended by the Appeals Committee upon the written request of the certificant/candidate prior to the appeal deadline.

## G. GROUNDS FOR FIRST APPEAL

1. **Required Information For First Appeal.** In order for an appeal to be considered by the Appeals Committee, the appeal submission must be consistent with all Policy requirements, and must include the following information: (a) the name of the certificant/candidate submitting the appeal; (b) all objections, corrections, and factual information that the certificant/candidate believes are relevant to the appeal; (c) the names, addresses, and telephone numbers of any individuals with factual information relevant to the appeal, as well as a clear description of the factual information available from these individuals; and, (d) accurate copies of all relevant documents or other materials submitted in support of the appeal.
2. **Grounds for First Appeal.** In order for an appeal to be considered by the Appeals Committee, the appeal submission must contain a clear explanation of the reasons that the certificant/candidate believes are relevant to the appeal, and substantial information supporting at least one of the following grounds: (a) the candidate's eligibility for certification was incorrectly denied contrary to PTCB policies, and the candidate would have qualified for certification if the correct PTCB policies and standards had been applied; (b) the candidate's eligibility to take or complete the PTCE was incorrectly denied contrary to PTCB policies, and the candidate would have qualified to take the Examination if the correct PTCB policies and standards had been applied; or, (c) the certificant's eligibility for recertification was incorrectly denied contrary to PTCB policies, and the certificant would have qualified for recertification if the correct PTCB policies and standards had been applied.

## H. FIRST APPEAL HEARINGS

- 1. Appeal Schedule and Hearing.** Within sixty (60) days of receipt of a complete and proper written appeal, the Appeals Committee will schedule a date and time to consider the appeal. Generally, the appeal review will be scheduled within one hundred twenty (120) days after receipt of the complete appeal. PTCB will notify the certificant/candidate of the appeal date and time. A certificant/candidate may request an informal hearing by telephone conference to present the appeal to the Appeals Committee. Requests for a hearing will be granted at the sole discretion of the Appeals Committee.
- 2. Certification Council Appeals Committee Decision.** Following the close of an appeal hearing, the Appeals Committee will review the record of the appeal, including the action(s) of the Certification Program or Executive Director and the information and materials received from the certificant/candidate. The Appeals Committee will resolve and decide the appeal based on the record. The Appeals Committee Decision will include the findings of the Committee, and a summary of the relevant factual findings based on the record. The Committee will prepare and issue an Appeal Decision to the certificant/candidate within thirty (30) days after the hearing record is closed, or as soon as is practical.
- 3. Reports to the Board of Governors.** The Appeals Committee will report to the Board of Governors on a quarterly basis concerning all certification appeals reviewed and decided during the previous calendar quarter.

## I. DISCRETIONARY FINAL APPEAL TO THE BOARD OF GOVERNORS

In certain limited situations, an adverse Appeals Committee Decision may be appealed to the PTCB Board of Governors. Such discretionary final Board appeals are permitted only under the following circumstances: (1) the candidate/certificant is able to demonstrate to the Certification Council Chair that the Appeals Committee misapplied the relevant PTCB policy(ies), which significantly affected the outcome of the Committee Decision; (2) the candidate/certificant is able to demonstrate to the Certification Council Chair that the appeal request is based on a substantial and compelling reason, which clearly supports a modification or reversal of the Committee Decision; or, (3) upon the referral of the Appeals Committee for a substantial reason, and with the consent of the candidate/certificant. A denial of a candidate/certificant's discretionary appeal request by the Certification Council Chair cannot be appealed.

## J. TIME PERIOD FOR SUBMITTING FINAL APPEAL REQUEST/ CONTENT OF FINAL APPEAL

- 1. Time Period for Submitting Final Appeal Request.** Within thirty (30) days of the date of an adverse Appeals Committee Decision, a certificant/candidate may submit a written final appeal request to the Certification Council Chair. An appeal received beyond this date will not be reviewed or considered by the Board of Governors.
- 2. Contents of Final Appeal Request.** In order for a final appeal request to be considered by the Certification Council Chair, the request must be consistent with all Policy requirements, and must include the following information: (a) the name of the certificant/candidate submitting the appeal request; (b) a detailed explanation of the reasons and basis for the requested appeal, as required by Policy Section I; (c) all objections, corrections, and factual information that the certificant/candidate believes to be relevant to the appeal; and, (d) accurate copies of all relevant documents and other materials submitted in support of the appeal.

## K. BOARD OF GOVERNORS FINAL APPEAL PROCESS

- 1. Scheduling Of Final Appeal.** Within ninety (90) days of the approval of a complete and proper final Board appeal request, the Board of Governors will schedule a date and time for consideration of the appeal, usually not later than the next or second regularly scheduled Board meeting. The Executive Director or other authorized PTCB representative will notify the certificant/candidate of the date when the final Board appeal will be considered.
- 2. Final Appeal Review.** The Board of Governors will conduct a review to consider the appeal record, including the Appeals Committee Decision and the information and materials submitted by the certificant/candidate. The certificant/candidate may request to appear before the Board of Governors concerning the final appeal. Such requests will be granted at the sole discretion of the Board of Governors.

## L. BOARD OF GOVERNORS FINAL DECISION

Following the review of a final appeal, the Board of Governors will review the record of the appeal, and will decide the appeal based on the record. The Board will consider all relevant information and include a summary of its findings in the Board of Governors Final Decision. The Board may affirm, modify, or reverse the decision of the Appeals

Committee based on its findings. The Board will issue its Final Decision within thirty (30) days following the review of the appeal, or as soon as is practical.

## **M. FINALIZING AND CLOSING APPEALS**

An appeal will be closed, and all proceedings ended, when any of the following occurs: (1) an appeal has been decided, or otherwise resolved, by the Executive Director or Associate Executive Director, the Appeals Committee, or the Board of Governors, and the allowable time period to submit an appeal under these Procedures has passed; (2) an appeal request to the Board has been denied by the Certification Council Chair; or, (3) the appeal has been withdrawn or terminated by the certificant/candidate.

## **EFFECTIVE DATE**

The PTCB Certification Appeal Procedures will become effective as of 2/17/2012.



# APPENDIX C:

## PTCE CONTENT OUTLINE

<b>1.0</b>	<b>Pharmacology for Technicians</b>
<b>1.1</b>	Generic and brand names of pharmaceuticals
<b>1.2</b>	Therapeutic equivalence
<b>1.3</b>	Drug interactions (e.g., drug-disease, drug-drug, drug-dietary supplement, drug-OTC, drug-laboratory, drug-nutrient)
<b>1.4*</b>	Strengths/dose, dosage forms, physical appearance, routes of administration, and duration of drug therapy
<b>1.5</b>	Common and severe side or adverse effects, allergies, and therapeutic contraindications associated with medications
<b>1.6</b>	Dosage and indication of legend, OTC medications, herbal and dietary supplements
<b>2.0</b>	<b>Pharmacy Law and Regulations</b>
<b>2.1</b>	Storage, handling, and disposal of hazardous substances and wastes (e.g., MSDS)
<b>2.2</b>	Hazardous substances exposure, prevention and treatment (e.g., eyewash, spill kit, MSDS)
<b>2.3</b>	Controlled substance transfer regulations (DEA)
<b>2.4</b>	Controlled substance documentation requirements for receiving, ordering, returning, loss/theft, destruction (DEA)
<b>2.5</b>	Formula to verify the validity of a prescriber's DEA number (DEA)
<b>2.6</b>	Record keeping, documentation, and record retention (e.g., length of time prescriptions are maintained on file)
<b>2.7</b>	Restricted drug programs and related prescription-processing requirements (e.g., thalidomide, isotretinoin, clozapine)
<b>2.8</b>	Professional standards related to data integrity, security, and confidentiality (e.g., HIPAA, backing up and archiving)
<b>2.9</b>	Requirement for consultation (e.g., OBRA'90)
<b>2.10</b>	FDA's recall classification
<b>2.11</b>	Infection control standards (e.g., laminar air flow, clean room, hand washing, cleaning counting trays, countertop, and equipment) (OSHA, USP 795 and 797)
<b>2.12</b>	Record keeping for repackaged and recalled products and supplies (TJC, BOP)
<b>2.13</b>	Professional standards regarding the roles and responsibilities of pharmacists, pharmacy technicians, and other pharmacy employees (TJC, BOP)
<b>2.14</b>	Reconciliation between state and federal laws and regulations
<b>2.15</b>	Facility, equipment, and supply requirements (e.g., space requirements, prescription file storage, cleanliness, reference materials) (TJC, USP, BOP)
<b>3.0</b>	<b>Sterile and Non-Sterile Compounding</b>
<b>3.1</b>	Infection control (e.g., hand washing, PPE)
<b>3.2</b>	Handling and disposal requirements (e.g., receptacles, waste streams)
<b>3.3*</b>	Documentation (e.g., batch preparation, compounding record)
<b>3.4*</b>	Determine product stability (e.g., beyond use dating, signs of incompatibility)
<b>3.5</b>	Selection and use of equipment and supplies
<b>3.6*</b>	Sterile compounding processes
<b>3.7*</b>	Non-sterile compounding processes

<b>4.0</b>	<b>Medication Safety</b>
<b>4.1</b>	Error prevention strategies for data entry (e.g., prescription or medication order to correct patient)
<b>4.2</b>	Patient package insert and medication guide requirements (e.g., special directions and precautions)
<b>4.3</b>	Identify issues that require pharmacist intervention (e.g., DUR, ADE, OTC recommendation, therapeutic substitution, misuse, missed dose)
<b>4.4</b>	Look-alike/sound-alike medications
<b>4.5</b>	High-alert/risk medications
<b>4.6</b>	Common safety strategies (e.g., tall man lettering, separating inventory, leading and trailing zeros, limit use of error prone abbreviations)
<b>5.0</b>	<b>Pharmacy Quality Assurance</b>
<b>5.1</b>	Quality assurance practices for medication and inventory control systems (e.g., matching National Drug Code (NDC) number, bar code, data entry)
<b>5.2</b>	Infection control procedures and documentation (e.g., personal protective equipment [PPE], needle recapping)
<b>5.3</b>	Risk management guidelines and regulations (e.g., error prevention strategies)
<b>5.4</b>	Communication channels necessary to ensure appropriate follow-up and problem resolution (e.g., product recalls, shortages)
<b>5.5</b>	Productivity, efficiency, and customer satisfaction measures
<b>6.0</b>	<b>Medication Order Entry and Fill Process</b>
<b>6.1*</b>	Order entry process
<b>6.2*</b>	Intake, interpretation, and data entry
<b>6.3*</b>	Calculate doses required
<b>6.4</b>	Fill process (e.g., select appropriate product, apply special handling requirements, measure, and prepare product for final check)
<b>6.5</b>	Labeling requirements (e.g., auxiliary and warning labels, expiration date, patient specific information)
<b>6.6*</b>	Packaging requirements (e.g., type of bags, syringes, glass, pvc, child resistant, light resistant)
<b>6.7</b>	Dispensing process (e.g., validation, documentation and distribution)
<b>7.0</b>	<b>Pharmacy Inventory Management</b>
<b>7.1</b>	Function and application of NDC, lot numbers and expiration dates
<b>7.2</b>	Formulary or approved/preferred product list
<b>7.3*</b>	Ordering and receiving processes (e.g., maintain par levels, rotate stock)
<b>7.4</b>	Storage requirements (e.g., refrigeration, freezer, warmer)
<b>7.5</b>	Removal (e.g., recalls, returns, outdates, reverse distribution)
<b>8.0</b>	<b>Pharmacy Billing and Reimbursement</b>
<b>8.1</b>	Reimbursement policies and plans (e.g., HMOs, PPO, CMS, private plans)
<b>8.2*</b>	Third party resolution (e.g., prior authorization, rejected claims, plan limitations)
<b>8.3</b>	Third-party reimbursement systems (e.g., PBM, medication assistance programs, coupons, and self-pay)
<b>8.4</b>	Healthcare reimbursement systems (e.g., home health, long-term care, home infusion)
<b>8.5</b>	Coordination of benefits
<b>9.0</b>	<b>Pharmacy Information System Usage and Application</b>
<b>9.1</b>	Pharmacy-related computer applications for documenting the dispensing of prescriptions or medication orders (e.g., maintaining the electronic medical record, patient adherence, risk factors, alcohol drug use, drug allergies, side effects)
<b>9.2</b>	Databases, pharmacy computer applications, and documentation management (e.g., user access, drug database, interface, inventory report, usage reports, override reports, diversion reports)

\*denotes content including calculations.

# APPENDIX D: RECERTIFICATION POLICY

## PHARMACY TECHNICIAN CERTIFICATION BOARD RECERTIFICATION POLICY

### A. Introduction.

The Pharmacy Technician Certification Board (PTCB) administers the PTCB Certification Program, a rigorous, examination-based, professional certification program. PTCB is responsible for the development and implementation of policies related to national certification for pharmacy technicians, certifying qualified candidates who passed the Pharmacy Technician Certification Examination (PTCE) and met other eligibility requirements as Certified Pharmacy Technicians (CPhTs). The Certification Program's goal is to enable pharmacy technicians to work more effectively with pharmacists to offer greater patient care and service, and pharmacy technicians who are granted Certified Pharmacy Technician (CPhT) status must demonstrate an ongoing professional commitment to the field of pharmacy.

Effective as of January 5, 2016, this Policy establishes the requirements that a CPhT must satisfy in order to maintain certification, and explains the related standards, guidelines, and procedures of the PTCB Certification Program. Inquiries or questions concerning this Policy or the recertification process should be directed to the PTCB Director of Certification Programs.

### B. Statement of Purposes.

The PTCB Certification Program supports the ongoing professional development of PTCB certificants and maintains the integrity of the CPhT certification. Among other purposes, the Certification Program is intended to: require reasonable and appropriate continuing educational and professional activities; enhance the ongoing professional development and competence of certificants; encourage and recognize individualized learning opportunities; and, provide a standardized, objective, and straightforward process for attaining and recording professional development activities. All certificants must complete the recertification process in order to maintain active CPhT credentialed status.

### C. Recertification Cycle.

The CPhT credential remains active for a period of approximately two (2) years, subject to applicable PTCB policy requirements. To maintain certification, CPhTs must complete the recertification process every two years. The recertification cycle will begin on the date that certification or recertification is granted to a certificant. For administrative convenience, PTCB may assign a limited number of dates as expiration dates. At the end of the recertification cycle the certification will expire unless it is renewed.

### D. Accreditation Council for Pharmacy Education's Definition of Continuing Pharmacy Education for the Profession of Pharmacy.

Continuing pharmacy education for the profession of pharmacy is a structured educational activity designed or intended to support the continuing development of pharmacists and/or pharmacy technicians to maintain and enhance their competence. Continuing pharmacy education (CPE) should promote problem-solving and critical thinking and be applicable to the safe practice of pharmacy.<sup>1</sup>

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<sup>1</sup> Accreditation Council for Pharmacy Education. Continuing Pharmacy Education Policies and Procedures: Effective January 1, 2009. [acpe-accredit.org](http://acpe-accredit.org)

## E. Required Continuing Education (CE) Hours.

Consistent with the terms of this Policy, certificants must satisfy the following requirements in order to maintain certification.

1. **Continuing Education (CE) Requirements.** Certificants must complete a minimum of twenty (20) hours of continuing education during each two (2) year recertification cycle. Any continuing education hours earned after January 1, 2015 must be pharmacy-technician specific subject matter. For recertification candidates, one (1) hour of the twenty (20) hours must be in the subject of pharmacy law and one (1) hour must be in the subject of patient safety (refer to Accreditation Council for Pharmacy Education (ACPE) definition of patient safety, defined in the [ACPE Policy and Procedures Manual](#)). For reinstatement candidates, two (2) of the twenty (20) hours must be in the subject of pharmacy law and one (1) hour must be in in the subject of patient safety. A maximum of ten (10) hours of the twenty (20) hours may be earned by completing a relevant college course with a grade of "C" or better. A maximum of five (5) hours may be earned by completing in-service projects.
  - a. **Pharmacy Technician-Specific Related Subject Matter.** Certificants must satisfy continuing education requirements in pharmacy technician-specific subject matter. In order to qualify as pharmacy technician-specific, a CE program objectives must assess or sustain the competency critical to pharmacy technician practice stated in PTCB's Pharmacy Technician Certification Examination Blueprint.
  - b. **CE Completion Time Period.** Certificants must complete all continuing education hours within the two (2) year recertification cycle (on or before the expiration date). No CE hours completed before certification is granted may be used to satisfy recertification requirements. CE hours can only be applied to the recertification cycle in which they are completed, and cannot be carried over and applied to future cycles.

## F. Approved Continuing Education (CE) Activities.

Unless otherwise permitted by this Policy, in order to be accepted and approved by the PTCB Certification Program, all CE activities must pertain to pharmacy technician-specific subject matter (see section E.1a above). PTCB has determined that all CE programs offered by Accreditation Council for Pharmacy Education (ACPE) accredited providers with the target audience designator "T", satisfy the requirement of pertaining to pharmacy technician-specific subject matter. Other CE programs will be accepted if PTCB determines that the program objectives assess or sustain the competency critical to pharmacy technician practice as stated in PTCB's Pharmacy Technician Certification Examination Blueprint.

Candidates who are unsure about whether or not PTCB will accept a specific CE activity may submit a request for CE pre-approval to PTCB. Requests must include sufficient information to demonstrate that the CE activity pertains to pharmacy technician-specific subject matter as defined in section E.1a. Pre-approval requests are typically processed in 10 to 15 business days.

1. **Seminars, Workshops, and Conferences.** Credit may be earned for attending seminars, workshops, conferences, or other educational programs that primarily contain pharmacy technician-specific subject matter, consistent with the terms of this Policy. These programs may include a live, web-based, or recorded presentation, teleconference, virtual meeting, panel discussion, or workshop.
  - **Documentation Required:** Certificants must maintain a Certificate of Participation, Statement of Credit or Transcript issued by the program provider, that includes the: name of the participant; title and completion date of the program; program sponsor or provider name; and number of hours awarded.
2. **Employer In-Service Projects and Other Training.** CPhTs may complete a maximum of five (5) continuing education hours for certain in-service projects or training earned at the certificant's workplace under the direct supervision of a pharmacist. Credit for in-service projects will not be awarded for the performance of a pharmacy technician's regular work duties. Credit will be granted for the completion of specially assigned in-service projects or training outside of the certificant's regular responsibilities, with specific requirements set forth in the Universal Continuing Education Form, which is available online at [www.ptcb.org](http://www.ptcb.org).
  - **Documentation Required:** Upon completion of each in-service project, the supervising pharmacist must complete, sign, and date the Universal Continuing Education Form.

3. **College Courses.** Credit may be earned for the successful completion of academic coursework at a regionally accredited university, college, or community college during the current recertification cycle. Certificants will be granted (10) CE hours for a course (or courses) equal to (3) three academic credit hours, so long as the certificant receives a grade of "C" or better.
  - **Documentation Required:** Certificants must maintain an official transcript, grade report, or verification form issued by the educational institution, which indicates a grade of "C" or better in the course.
4. **Service to PTCB.** Credit may be earned for unpaid participation in certain PTCB activities and functions that are essential to maintaining the Certification Program. The activities and functions that are eligible for CE hours and the amount of CE hours that will be granted are at the discretion of the PTCB Certification Council.
  - **Documentation Required:** Certificants must maintain a signed letter of participation and CE award from an authorized representative of the PTCB Certification Council.

## G. General Recertification Requirements.

The processes and requirements for application submission and review are as follows.

1. **Completed Application.** Recertification is not automatic and candidates must complete and submit a recertification application before the certification expiration date.
2. **Code of Conduct.** Certificants must comply with the PTCB Code of Conduct, and related PTCB policies, in order to remain in good standing and maintain active certification status.
3. **Recertification Processing Fee.** Certificants must pay all fees related to the Certification Program for each recertification cycle by the certification expiration date in order to maintain certification and to remain in good standing with PTCB.
4. **Application Submission Period.** PTCB will establish a submission period prior to the certification expiration date, during which recertification applications will be accepted. Certificants should submit applications by the application deadline date, the first day of the expiration month. PTCB will still accept recertification applications up until the expiration date, but cannot guarantee that applications submitted after the application deadline date will be processed before the expiration date. Recertification applications received after the expiration date will not be processed and will be returned with a refund of the application fee.
5. **Application Methods.** Certificants are responsible for reporting CE activities and the related credit hours to PTCB in the recertification application. Certificants must submit electronic applications online at [www.ptcb.org](http://www.ptcb.org). Paper applications are available to those with a disability or hardship that precludes using the online application. Requests to use the paper application must be submitted in writing to PTCB, and include appropriate documentation of the disability or hardship.
6. **Continuing Education Records.** Certificants must maintain their own records of continuing education hours earned during each recertification cycle, and are responsible for maintaining these records for at least one (1) year after the recertification cycle ends. Such records should be stored in a safe and secure manner. Records must include Certificates of Participation, Statement of Credits, and/or PTCB Universal Continuing Education Forms.
  - **Online Records.** Certificants may maintain a list of continuing education credits online in their account at [www.ptcb.org](http://www.ptcb.org). However, certificants also must maintain their own records documenting their continuing education activities.
  - **Original Records.** Certificants should not send original documents to PTCB. A copy of the original documentation will be required if the certificant is audited, submits a paper application, or if PTCB returns a recertification application to a certificant for correction, revision, or supplemental information.
7. **Application Processing and Review.** Applications are reviewed by PTCB in the order in which they are received. Online applications are typically processed within fifteen (15) business days. Paper applications may take up to twenty (20) business days to process. Processing includes a review of all CE activities submitted for credit. PTCB reserves the sole and exclusive right to evaluate all recertification activities and programs on an individual basis, and to deny, modify, or reduce credits for those activities that fail to meet the terms of this Policy and other PTCB requirements.
8. **Returned Applications.** Applications that are incomplete, contain errors, do not meet policy requirements, provide inadequate CE information (e.g., do not include full name of course and provider), or are accompanied by an incorrect payment amount will be returned to CPhTs via email for correction and/or clarification. Certificants receiving a returned recertification application will be given the greater of 30 days from the receipt of the returned

application from PTCB or until the certification expiration date to make and resubmit requested corrections. PTCB will not accept CEs completed after the certification expiration date, during this return period.

- 9. Application Fee.** Recertification fees will be determined by PTCB, and are subject to change. Current fee information can be found on the website [www.ptcb.org](http://www.ptcb.org) or by contacting PTCB at (800) 363-8012. Additional fees may apply for reprocessing of applications returned for correction, returned checks, or refunds due to overpayment.
- 10. Granting Recertification.** Once PTCB has approved a certificant for recertification, PTCB will update its verification database and a certificate will be available online at [www.ptcb.org](http://www.ptcb.org) for candidates to download and print. Certificants may purchase a paper certificate printed on fine paper for an additional fee.

## H. Mandatory Recertification Audits.

For each recertification cycle PTCB will randomly select a percentage of certificants for a recertification audit, in order to verify compliance with this Policy. PTCB has the discretion to audit the recertification eligibility of a PTCB certificant at anytime. Certificants selected for an audit must comply with all audit instructions and requirements, and must upload or otherwise submit copies of the applicable documentation supporting all reported recertification activities for the current or most recent recertification cycle. The same requirements for application submission (see section G above) apply to certificants who are audited. Failure to satisfy or comply with audit requirements will result in denial of recertification, suspension, or revocation of certification, consistent with the terms of this Policy.

## I. Failure to Satisfy Recertification Requirements.

Certificants who fail to satisfy the requirements of this Policy may be subject to the following.

- 1. Expired and Eligible for Reinstatement.** Certificants who fail to satisfy the recertification requirements prior to the end of the recertification cycle are no longer certified and will be placed on a list of expired certificants. An expiration notice will be sent by PTCB via email to the certificants included on this list immediately following the end of the recertification cycle. Expired certificants are eligible to reinstate within one (1) year of the certification expiration date, subject to the terms and requirements of Section J, unless otherwise provided by this Policy or instructed by PTCB.
- 2. Expired and Ineligible for Reinstatement.** Expired certificants who do not reinstate within one (1) year following the certification expiration date are no longer certified and will have all certification rights terminated. A reinstatement notice will be sent by PTCB via email to expired and eligible for reinstatement certificants immediately following the end of the recertification cycle. Certificants remain subject to the terms and requirements of Section J, unless otherwise provided by this Policy or instructed by PTCB.
- 3. Extension.** PTCB does not grant extensions of the recertification cycle or certification expiration dates. Certificants are encouraged to apply for recertification early during the submission period.
- 4. Prohibited Use of Credential.** A certificant whose certification has expired may not represent himself or herself as an active certificant or as certified by PTCB, and may not use the CPhT and Certified Pharmacy Technician credentials and certification marks until such time as he or she receives notice from PTCB that his or her active certification status has been reinstated, consistent with the terms of this Policy.

## J. Reinstatement Requirements.

Expired certificants are eligible to reinstate within one (1) year following the certification expiration date. Reinstatement candidates must complete all of the application requirements presented for recertification candidates, unless otherwise specified in this section.

- 1. Application Fee.** Certificants requesting reinstatement must pay all fees related to reinstatement by the end of the one year reinstatement period. Reinstatement fees will be determined by PTCB, and are subject to change. The current Reinstatement Application fee can be found on our website [www.ptcb.org](http://www.ptcb.org) or by contacting PTCB at (800) 363-8012. Additional fees may apply for reprocessing of applications returned for correction, returned checks, or refunds due to overpayment.
- 2. Continuing Education (CE) Requirements.** CE requirements for reinstatement are explained in section D1. Credit will be granted for participation in approved activities during the recertification cycle (E1.b) and during the one (1) year reinstatement period. Expired certificants seeking reinstatement will need to complete all applicable recertification requirements contained in this Policy.

3. **Granting Reinstatement.** Certificants who successfully reinstate their certification are restored to active status, and can resume using the CPhT and Certified Pharmacy Technician credentials and certification marks. Certificants who reinstate will receive a new certificate with an expiration date that is two years from the previous expiration date, not two (2) years from the reinstatement date. Expired certificants previously selected for audit during their recertification period must comply with all audit instructions and requirements when submitting a reinstatement application.
4. **Failure to Satisfy Reinstatement Requirements.** Expired certificants who fail to satisfy the reinstatement requirements prior to the end of the one year reinstatement period and wish to regain PTCB certification must complete the process for initial certification again.

## K Voluntary Surrender of Certification.

A certificant may voluntarily surrender his or her certification under certain conditions.

1. **Voluntary Surrender.** A certificant in good standing may seek to voluntarily surrender his or her certification by submitting a written request to PTCB and returning his or her current certificate. PTCB will review the request and determine if the certificant is in good standing, and whether to grant or deny the request.
  - a If the request is granted, the surrender is complete and the certificant will be removed from the active certification record. All fees and charges paid to PTCB will be forfeited upon surrender. A former certificant may not: represent himself or herself as certified by PTCB; use the CPhT and Certified Pharmacy Technician credentials and certification marks; or, represent that he or she is otherwise affiliated with PTCB.
  - b If PTCB determines that the requesting certificant is not in good standing, and denies the voluntary certification surrender request, the certificant will be required to accept and sign a written agreement with PTCB stating the requirements for the surrender.
2. **Regaining Certification Following Voluntary Surrender.** A certificant who voluntarily surrendered PTCB certification will be permitted to reapply for certification. The former certificant will be granted certification when he or she satisfies all current certification eligibility requirements and pays all required fees, as set forth in PTCB policies.

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<sup>1</sup> Accreditation Council for Pharmacy Education. Continuing Pharmacy Education Policies and Procedures: Effective January 1, 2009. [acpe-accredit.org](http://acpe-accredit.org)



# APPENDIX E:

## PTCB FORMS

[Emergency Withdrawal Request Form](#)

[Hand Score Request Form](#)

[Universal Continuing Education Form](#)

[Continuing Education Pre-Approval Form](#)

[Request for Special Accommodations Form](#)

[Retake Attestation Form](#)