

# Credentialing Guidelines and Requirements

A Candidate Guidebook

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## After the Exam

### Receiving Scores and Certificates

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

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

### Retake Policy

Candidates must apply and pay for each PTCB Certification exam attempt. Candidates who fail a PTCB certification exam 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 for the PTCE® include any of the following:

- Six months or more of tutoring by a pharmacist or PTCB CPhT ([PTCE Preparation Attestation Form Required](#)) *For CPhT Candidates Only*
- 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

For the CSPT® Exam, a [CSPT Competency Attestation Form](#) (completed after the most recent CSPT Exam attempt) by a qualified supervisor is sufficient to demonstrate preparation.

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

*\*Assessment-Based Certificate Program Exams do not require a waiting period between exam attempts.*

### Confidentiality of Scores

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