

Credentialing Guidelines and Requirements

A Candidate Guidebook

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General Policies

Impartiality, Fairness, and Nondiscrimination

PTCB endorses the principles of impartiality, fairness, and equal opportunity and commits to act impartially, fairly, and equitably in relation to its applicants, candidates, and certificants, including but not limited to:

1. Applying its standards and requirements for examinations and certifications equally to all individuals regardless of gender, age, disability, occupation, ethnic origin, color, cultural background, marital status, sexual orientation, religion, or political opinion.
2. Implementing its policies and procedures impartially and fairly.
3. Not restricting certification based on undue financial or other limiting conditions.
4. Not allowing commercial, financial, or other pressures to compromise impartiality in certification activities.

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.

Each certificant/candidate must:

1. 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.

A. 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.

1. 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 are available in [Appendix A](#).

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 & CEO 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](#).

Exam Challenges

The primary mechanism for candidates to challenge the accuracy of exam content on any PTCB Certification exam is to comment within the exam itself. Candidates can comment on any item during the exam. PTCB and subject-matter experts review all candidate comments prior to the release of official scores. In extremely rare circumstances, the review of candidate comments may result in candidates receiving an official exam result that differs from the preliminary result provided at the end of the exam. Candidates who wish to challenge the accuracy of exam content after the exam is completed (i.e., did not

comment within the exam), must submit their challenge according to the [Certification Appeals Procedures](#) within 30 days following the administration of the exam.