

## **Meeting Notice**

### **Missouri Board of Pharmacy Technician Working Group**

**April 14, 2011 9:00 a.m. to 3:00 p.m.  
Professional Registration  
3605 Missouri Blvd  
Jefferson City, MO 65109**

Notification of special needs as addressed by the Americans with Disabilities Act should be forwarded to the Missouri State Board of Registration for the Healing Arts, 3605 Missouri Blvd., Jefferson City, Missouri 65109, or by calling (573) 751-0098 to ensure available accommodations. The text telephone for the hearing impaired is (800) 735-2966.

If any member of the public wishes to attend the meeting, s/he should be present at the Division of Professional Registration, Main Conference Room, 3605 Missouri Blvd, Jefferson City, Missouri, at 9:00 a.m. on April 14, 2011.

Please see attached tentative agenda for this meeting.

**TENTATIVE AGENDA**  
**April 14, 2011 9:00 a.m. to 3:00 p.m.**

**Missouri Board of Pharmacy**  
**Technician Working Group Meeting**

**Professional Registration**  
**3605 Missouri Blvd**  
**Jefferson City, MO 65109**  
**Conference Call**

**OPEN SESSION**

- 1 Call to Order
- 2 Roll Call
- 3 Missouri's Requirements
- 4 State Information
- 5 EXCPt Information
- 6 PTCB Information
- 7 Certification Accreditation (National Commission for Certifying Agencies)
- 8 Vatterott College Information
- 9 Anthem College Information
- 10 School Accreditation Information
- 11 Adjournment

# **I. MISSOURI'S REQUIREMENTS**

# *Missouri Revised Statutes*

## **Chapter 338 Pharmacists and Pharmacies Section 338.013**

August 28, 2010

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### **Pharmacy technician to register with board of pharmacy, fees, application, renewal--refusal to issue, when--employee disqualification list maintained, use.**

338.013. 1. Any person desiring to assist a pharmacist in the practice of pharmacy as defined in this chapter shall apply to the board of pharmacy for registration as a pharmacy technician. Such applicant shall be, at a minimum, legal working age and shall forward to the board the appropriate fee and written application on a form provided by the board. Such registration shall be the sole authorization permitted to allow persons to assist licensed pharmacists in the practice of pharmacy as defined in this chapter.

2. The board may refuse to issue a certificate of registration as a pharmacy technician to an applicant that has been adjudicated and found guilty, or has entered a plea of guilty or nolo contendere, of a violation of any state, territory or federal drug law, or to any felony or has violated any provision of subsection 2 of section 338.055. Alternately, the board may issue such person a registration, but may authorize the person to work as a pharmacy technician provided that person adheres to certain terms and conditions imposed by the board. The board shall place on the employment disqualification list the name of an applicant who the board has refused to issue a certificate of registration as a pharmacy technician, or the name of a person who the board has issued a certificate of registration as a pharmacy technician but has authorized to work under certain terms and conditions. The board shall notify the applicant of the applicant's right to file a complaint with the administrative hearing commission as provided by chapter 621.

3. If an applicant has submitted the required fee and an application for registration to the board of pharmacy, the applicant for registration as a pharmacy technician may assist a licensed pharmacist in the practice of pharmacy as defined in this chapter. The applicant shall keep a copy of the submitted application on the premises where the applicant is employed. If the board refuses to issue a certificate of registration as a pharmacy technician to an applicant, the applicant shall immediately cease assisting a licensed pharmacist in the practice of pharmacy.

4. A certificate of registration issued by the board shall be conspicuously displayed in the pharmacy or place of business where the registrant is employed.

5. Every pharmacy technician who desires to continue to be registered as provided in this section shall, within thirty days before the registration expiration date, file an application for the renewal, accompanied by the fee prescribed by the board. The registration shall lapse and become null and void thirty days after the expiration date.

6. The board shall maintain an employment disqualification list. No person whose name appears on the employment disqualification list shall work as a pharmacy technician, except as otherwise authorized by the board. The board may authorize a person whose name appears on the employment disqualification list to work or continue to work as a pharmacy technician provided the person adheres to certain terms and conditions imposed by the board.

7. The board may place on the employment disqualification list the name of a pharmacy technician who has been adjudicated and found guilty, or has entered a plea of guilty or nolo contendere, of a violation of any state, territory or federal drug law, or to any felony or has violated any provision of subsection 2 of section 338.055.

8. After an investigation and a determination has been made to place a person's name on the employment disqualification list, the board shall notify such person in writing mailed to the person's last known address:

- (1) That an allegation has been made against the person, the substance of the allegation and that an investigation has been conducted which tends to substantiate the allegation;
- (2) That such person's name has been added in the employment disqualification list of the board;
- (3) The consequences to the person of being listed and the length of time the person's name will be on the list; and
- (4) The person's right to file a complaint with the administrative hearing commission as provided in chapter 621.

9. The length of time a person's name shall remain on the disqualification list shall be determined by the board.

10. No hospital or licensed pharmacy shall knowingly employ any person whose name appears on the employee disqualification list, except that a hospital or licensed pharmacy may employ a person whose name appears on the employment disqualification list but the board has authorized to work under certain terms and conditions. Any hospital or licensed pharmacy shall report to the board any final disciplinary action taken against a pharmacy technician or the voluntary resignation of a pharmacy technician against whom any complaints or reports have been made which might have led to final disciplinary action that can be a cause of action for discipline by the board as provided for in subsection 2 of section 338.055. Compliance with the foregoing sentence may be interposed as an affirmative defense by the employer. Any hospital or licensed pharmacy which reports to the board in good faith shall not be liable for civil damages.

(L. 1997 S.B. 141, A.L. 2004 S.B. 1122, A.L. 2009 S.B. 296)

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Missouri General Assembly

(1) A pharmacy technician is defined as any person who assumes a supportive role under the direct supervision and responsibility of a pharmacist and who is utilized according to written standards of the employer or the pharmacist-in-charge to perform routine functions that do not require the use of professional judgement in connection with the receiving, preparing, compounding, distribution, or dispensing of medications.

(A) No person shall assume the role of a pharmacy technician without first registering with the board in accordance with the requirements in section 338.013, RSMo and this rule. Nothing in this rule shall preclude the use of persons as pharmacy technicians on a temporary basis as long as the individual(s) is registered as or has applied to the board for registration as a technician in accordance with 338.013.1 and .2, RSMo.

(B) A person may be employed as a technician once a completed application and the required fee is received by the board. The board will provide either a registration certificate that shall be conspicuously displayed or a letter of disqualification preventing the applicant's employment within a pharmacy.

(C) Information required on the application shall include, but is not limited to—

1. The name, phone number, and residential address of the applicant;
2. Full-time and part-time addresses where the applicant will be employed as a technician;
3. Information concerning the applicant's compliance with state and federal laws, as well as any violations that could be considered grounds for discipline as outlined in section 338.013.5, RSMo;
4. One (1) two-inch by two-inch (2" x 2") frontal view portrait photograph of applicant; and
5. Proof of fingerprinting as required by 20 CSR 2220-2.450.

(D) A copy of the application must be maintained by the applicant at the site(s) of employment during and until notice of registration or disqualification is received by the applicant and must be readily retrievable for review by the board of pharmacy or the board's representatives.

(2) Registered technicians as well as applicants for registration as a technician are responsible for informing the board in the case of a changed residential address. Any mail or communications returned to the board of office marked unknown, incorrect address, and the like will not be mailed a second time until the correct address is provided.

(3) Registered technicians as well as applicants for registration as a technician shall inform the executive director of the board of any change in their employment address. The notification of an employment change must be provided in writing to the board no later than fifteen (15) days following the effective date of the change.

## **20 CSR 2220-2.700 Pharmacy Technician Registration**

*PURPOSE: This rule defines the requirements for pharmacy technician registration.*

(4) Any person whose name appears on the board of pharmacy employment disqualification list shall be barred from employment as a pharmacy technician except as provided in section (5) of this rule.

(A) Information on the disqualification list shall include, at a minimum, the name and last known residential address of the person disqualified, as well as any previous registration number, the date on which the person's name was entered on the list and the date at which time the person will again become eligible for employment in a pharmacy. The board may place a person on the disqualification list for an indefinite period of time if the disqualified person fails to maintain a current mailing address with the board or fails to communicate with the board on a timely basis when contacted in writing by the board.

(B) Once the board has made a determination to place a person's name on the disqualification list, the board shall notify the person in writing by mailing the notification to the person's last known address. The disqualification notice shall include:

1. The name, address of residence and, if already registered as a technician, the registration number;
2. The reasons for being placed on the disqualification list;
3. The consequences of the person's name appearing on the list;
4. The time period of disqualification;
5. Any alternative restrictions or provisions for conditional employment, if provided by the board; and
6. The right to appeal the decision of the board as provided in Chapter 621, RSMo.

(5) Any person whose name appears on the disqualification list may be employed as a pharmacy technician subject to any restrictions or conditions ordered by the board. As an alternative to barring an individual from employment in a pharmacy, the board may consider restricted forms of employment or employment under special conditions for any person who has applied for or holds a registration as a pharmacy technician. Special conditions may include participation in the board's Well-Being Program, as provided in 20 CSR 2220-2.175. Any registered technician subject to restrictions or conditions who violates any portion of the restrictions or conditions may be further restricted in employment or have additional conditions placed on their registration. The board may also implement full disqualification on a registrant who has violated any restrictions or conditions.

(6) The letter of notice of intent to disqualify and the disqualification list shall be considered an open record of the board as well as any notice of appeal or litigation that pertains to the disqualification and/or conditional registration as a pharmacy technician.

*AUTHORITY: sections 338.013 and 338.380, RSMo*

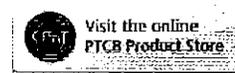
*Supp. 2009, and section 338.140, RSMo 2000.\* This rule originally filed as 4 CSR 220-2.700. Original rule filed Aug. 21, 1998, effective Feb. 28, 1999. Amended: Filed Nov. 13, 2002, effective June 30, 2003. Moved to 20 CSR 2220-2.700, effective Aug. 28, 2006. Amended: Filed Aug. 18, 2009, effective March 30, 2010.*

*\*Original authority: 338.013, RSMo 1997, 2004, 2009; 338.140, RSMo 1939, amended 1981, 1989, 1997; and 338.380, RSMo 2007.*

## **II. STATE INFORMATION**



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**Pharmacy Technician State Regulations**

PTCB's certification process assists state boards of pharmacy in their mission to develop, implement, and enforce high quality standards to protect public safety. The Pharmacy Technician Certification Exam is administered in all 50 states and is included in regulations (i.e., registration, licensure, and certification processes) in 42 states. While this page is routinely updated with national regulatory changes, pharmacy technicians should consult their state board of pharmacy for complete and current pharmacy regulations and practice acts.

**PTCB Certification Chart**

Below is a current list of states that require or accept PTCB certification. Please note that Colorado, the District of Columbia, Georgia, Hawaii, Michigan, New York, Pennsylvania, and Wisconsin currently do not require registration, licensure, or certification of pharmacy technicians.

State	Regulate Pharmacy Technicians	Certification Required	Accept Only PTCB Certification	PTCB Accepted
Alabama	X			X
Alaska	X			
Arizona	X	X	X	X
Arkansas	X			X
California	X		X	X
Colorado				
Connecticut	X			X
Delaware				X
DC				
Florida	X			X
Georgia	X		X	X
Hawaii				
Idaho	X	X		X
Illinois	X	X		X
Indiana	X			X
Iowa	X	X		X
Kansas	X			X
Kentucky	X			X
Louisiana	X	X	X	X
Maine	X		X	X
Maryland	X	X		X
Massachusetts	X	X		X
Michigan				
Minnesota	X			X
Mississippi	X			
Missouri	X			
Montana	X	X		X
Nebraska	X			
Nevada	X			X
New Hampshire	X			X
New Jersey	X			X
New Mexico	X	X		X
New York				
North Carolina	X		X	X
North Dakota	X			
Ohio	X			X
Oklahoma	X			
Oregon	X	X		X
Pennsylvania				
Rhode Island	X			X
South Carolina	X	X		X
South Dakota	X			
Tennessee	X			X
Texas	X	X	X	X
Utah	X	X		X





### **III. EXCPT INFORMATION**



Institute for the Certification of  
Pharmacy Technicians

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Now a part of the National Healthcareer Association

## ExCPT Candidate's Guide

# Exam for the Certification of Pharmacy Technicians



7500 160th Street  
Stillwell, KS 66085

Toll Free: 800-499-9092  
Fax: 913-661-6291

info@nhanow.com  
<http://www.nhanow.com>

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## Exam for the Certification of Pharmacy Technicians

### Mission Statement

The mission of the Institute for the Certification of Pharmacy Technicians is to recognize pharmacy technicians who are proficient in the knowledge and skills needed to assist pharmacists to safely, accurately and efficiently prepare and dispense prescriptions and to promote high standards of practice for pharmacy technicians.

In support of this mission, ICPT:

- Promotes high standards of practice for pharmacy technicians.
- Promotes safe and effective patient care by encouraging the use of highly qualified pharmacy technicians in all pharmacy practice settings.
- Develops and conducts examinations that evaluate the knowledge and skills associated with the performance of tasks required for professional practice as a pharmacy technician.
- Provides a means for recognizing pharmacy technicians who continue to demonstrate their qualifications by complying with ICPT continuing education requirements and adhering to high professional standards.

## 1. OVERVIEW OF THE EXCPT

GENERAL INFORMATION	
Eligibility	Candidates must be 18 or older with high school degree or GED, not guilty of a felony, and have not had any registration or license revoked, suspended or subject to any disciplinary action by a state health regulatory board.
Target group for exam	Pharmacy technicians who work in any type of practice site in the United States
Test Sites	More than 500 PSI/LaserGrade Test Centers
Number of times per year that the exam is offered	More than 310 days a year
Deadline for exam registration	Usually less than 48 hours
Deadline for notification change of exam time or location	24 hours
Exam format	Secure computer-based exam
Number of questions	110 multiple-choice questions with choices A through E. (100 questions are scored and the remaining 10 are pretested for possible use on future exams.)
Length of exam	2 hours
QUALITY ASSURANCE	
Exam based on comprehensive practice analysis	Yes
Advice and oversight by a panel of experts	Yes
Committed to following Standards for Education and Psychological Testing published by the American Educational Research Association, American Psychological Association and National Council on Measurement in Education.	Yes
Independent audit/review	Yes
Exam items approved by a panel of experts with a wide range of experience in the field	Yes
All exam items pretested	Yes
Complete item analysis conducted for all exams	Yes
EXAM SECURITY	
Eligibility verified at the time of exam	Pre-registration required; approved government-issued photo identification must be shown at the test center.
Procedure for rotating and retiring items	Yes
Procedure for equating multiple versions of the exam to assure that they present equal challenge to candidates	Yes
Proctors thoroughly trained to follow procedure and to handle emergency situations	Yes
Stringent computer encryption programming	Yes
Exams sent to testing site before the day of the exam	No; the exam is sent in a secure, encrypted format and is downloaded at the testing center only after the candidate checks in and identification is verified.
Extra printed exams that must be accounted for and destroyed if not used	No; this is not necessary because the exam is computer based.

SERVICES FOR CANDIDATES AND OTHER STAKEHOLDERS	
Diagnostic report offered to unsuccessful candidates	Yes
Candidates with disabilities accommodated in compliance with ADA	Yes
Website for exam information	<a href="http://www.nationaltechexam.org">http://www.nationaltechexam.org</a>
Exam results reported to candidates	Immediate notification
Recertification	Required every two years. 20 hours of pharmacy-related continuing education (including at least one hour of law) required.
Employer registration	Employers may register candidates directly.
Confidentiality	All data related to candidates is held in strict confidence. Exam scores are released only to candidates. A roster of certified pharmacy technicians is available to stakeholders, but the names of candidates who did not pass is not made available.
Exam results reported directly to the Board of Pharmacy	Yes; available on secure password-protected site for verification by Board of Pharmacy personnel.

## 2. PURPOSE OF THE EXCPT

The purpose of the ExCPT is to: (1) evaluate the knowledge and skills associated with the performance of tasks required for professional practice as a pharmacy technician and (2) provide a means for recognizing pharmacy technicians who continue to demonstrate their qualifications by complying with ICPT requirements and adhering to high professional standards. This purpose is supported by the ICPT Mission Statement published at the front of this Guide.

## 3. NON-DISCRIMINATION POLICY

ICPT endorses and adheres to the principles of equal opportunity. ICPT does not discriminate against any individual because of age, disability, gender, national origin, race, religion, sexual orientation, or veteran status.

## 4. ELIGIBILITY REQUIREMENTS

To be eligible to take the ExCPT, a candidate must: (1) be at least 18 years of age, (2) have a high school diploma or GED; (3) have not been convicted of or pled guilty to a felony; and (4) have not had any registration or license revoked, suspended or subject to any disciplinary action by a state health regulatory board.

Candidates who have been convicted of or pled guilty to a drug-related felony are not eligible for certification. Candidates who were convicted of a nondrug-related felony occurring more than 7 years prior may petition to apply for the ExCPT. ICPT will review and make decisions on their status on a case-by-case basis. ICPT reserves the right to deny certification to any convicted felon.

Candidates will be required to provide an attestation stating that they meet these criteria and recognize that ICPT will revoke certification if any false information is provided by the candidate. ICPT reserves the right to investigate criminal background and verify candidate eligibility. Candidates must provide government-issued photo identification at the time of the exam to verify identity.

## 5. REGISTRATION

**A. Contacting PSI/LaserGrade.** The ExCPT is offered over 310 days per year at PSI/LaserGrade Testing Centers throughout the United States. Candidates may register by calling the PSI/LaserGrade toll-free number 1-800-211-2754 to arrange a test date, time and location. By providing a zip code, the candidate will be informed of the closest PSI/LaserGrade Testing Centers. Alternatively, these locations can be found on the Web at [www.LaserGrade.com](http://www.LaserGrade.com). Exams can usually be taken within 24 to 48 hours of registration.

**B. Information Required.** Candidates must give their full name, address, Social Security Number, telephone number, email address (if applicable) and demographic information such as date of birth, gender, employer, type of practice site, type of training, years of practice and hours worked per week. Candidates should also indicate whether they qualify for special accommodations under the Americans with Disabilities Act. (See Section E). These data are used to analyze test results and produce reports. Date of birth also helps verify identification at the test center.

**C. Payment.** The ExCPT costs \$105 and is payable by credit card at the time the candidate calls PSI/LaserGrade. Candidates who do not have credit cards can send PSI/LaserGrade a check or money order. When the check clears, PSI/LaserGrade will contact the individual to arrange the test date. Employers or schools may prepay for a specified number of candidates by making arrangements directly with PSI/LaserGrade. Registered candidates who need to change an exam time for any reason must contact the PSI/LaserGrade call center at least 24 hours in advance to reschedule or cancel an exam without penalty.

#### **D. Cancellation of Scheduled Exam.**

**1) Notification by Candidate.** Candidates who are unable to take the ExCPT at the scheduled time should notify PSI/LaserGrade at least 24 hours in advance to avoid penalties. Refunds are not provided but credit will be given for a future exam appointment. If an exam appointment is NOT cancelled by the candidate at least 24 hours before taking the exam or the candidate does not arrive during the scheduled time, the exam fee will be forfeited. Cancellation notices will only be accepted from the candidate; employers, family members or other individuals may not request a cancellation on behalf of candidates. An exception to this rule may be made by an employer who originally registered the candidate with PSI/LaserGrade and directly paid the examination fee.

**2) Cancellation by PSI/LaserGrade.** PSI/LaserGrade Testing Centers may close without notice in the case of inclement weather, a state of emergency or other unforeseen event. In this case, the candidate will be allowed to reschedule at a convenient time and location with the exam fee credited to the future exam appointment. Candidates may verify that the PSI/LaserGrade Test Center is open by calling the center directly before the appointed time.

#### **E. Compliance with the Americans with Disabilities Act**

**1) General Policy.** Candidates with documented disabilities (including learning disabilities, reading disabilities, visual impairment, hearing impairment, or other physical or mental disabilities) will be given special accommodations upon request, in conformance with the Americans with Disabilities Act (ADA).

**2) Procedure for Requesting Special Accommodations.** Documentation must be provided at the time of the request and must provide a specific description of the candidate's needs. Candidates must indicate the name of a physician or other professional who can verify the disability or provide further information in support of the request. The candidate may include a letter from an appropriate professional on official stationery that provides evidence of a prior diagnosis or accommodation (e.g., special education services). Previous school records may also be submitted to document a disability. This documentation letter must describe the specific disability/diagnosis, the approximate date when the disability was first diagnosed, the method used to confirm the diagnosis, a brief description of the disability, and the type of accommodation needed by the candidate. The letter must be signed by the professional. Candidates requesting accommodation because of an emotional disability must have a SSM-IV classification of the diagnosis specified in the letter. A Request for Special Accommodations Form is available on the ICPT website.

The candidate will need to provide authorization for the physician or other professional to share protected health information as described in the Health Insurance Portability and Accountability Act (HIPAA). This physician or other professional may be contacted by ICPT to verify information or provide clarification of any information with regard to the disability or testing needs. ICPT will respond to the candidate as expeditiously as possible, but this may take two weeks or more.

## **6. EXAM CONTENT**

The purpose of the Exam for the Certification of Pharmacy Technicians (ExCPT) is to: (1) evaluate the knowledge and skills associated with the performance of tasks required for professional practice as a pharmacy technician who assist pharmacists in the preparation of prescriptions, and (2) to provide a means for recognizing pharmacy technicians who continue to demonstrate their qualifications by complying with ICPT continuing education requirements and adhering to high professional standards.

The target group for the ExCPT is pharmacy technicians from all practice settings throughout the United States. Stakeholders include individuals, companies, associations and government agencies that employ, supervise, train, regulate or receive services from pharmacy technicians.

Exam questions fall into three general areas: (1) Regulation and Technician Duties (~25%), (2) Drugs and Drug Products (~23%); and (3) The Dispensing Process (~52%). Details are provided in the table that follows.

ExCPT Exam Content

**REGULATIONS AND TECHNICIAN DUTIES (~25% OF EXAM)**

- 1.1 Overview of technician duties and general information
  - 1.1.1 The role of pharmacists and pharmacy technicians
  - 1.1.2 Functions that a technician may and may not perform
  - 1.1.3 Prescription department layout and workflow
  - 1.1.4 Pharmacy security
  - 1.1.5 Inventory control
  - 1.1.6 Stocking medications
  - 1.1.7 Identifying expired products
- 1.2 Controlled substances
  - 1.2.1 Difference among the controlled substances schedules
  - 1.2.2 Refills, partial refills, filing, and prescription transfers
  - 1.2.3 Correct procedures for handling Schedule V sales
  - 1.2.4 Controlled Substance Act
  - 1.2.5 DEA numbers
- 1.3 Other laws and regulations
  - 1.3.1 Federal privacy act
  - 1.3.2 Generic substitution (incl. brand vs. generic products)
  - 1.3.3 Professionals with prescribing authority (and acronyms)
  - 1.3.4 Child-resistant packaging
  - 1.3.5 Role of government agencies (Board of Pharmacy, DEA, FDA, etc.)
  - 1.3.6 Manufacturer drug package labeling
  - 1.3.7 OTC package labeling

**DRUGS AND DRUG THERAPY (~23% OF EXAM)**

- 2.1 Drug Classification
  - 2.1.1 Major drug classes (e.g., analgesics, anesthetics, antibiotics, etc.)
  - 2.1.2 Dosage forms (types, characteristics and uses)
  - 2.1.3 Over-the-counter products
  - 2.1.4 NDC number
- 2.2 Most frequently prescribed medications
  - 2.2.1 Brand and generic names
  - 2.2.2 Basic mechanism of action (pharmacology) and drug classification
  - 2.2.3 Primary indications
  - 2.2.4 Common adverse drug reactions, interactions, & contraindications

## DISPENSING PROCESS (~52% OF EXAM)

- 3.1 Prescription information
  - 3.1.1 Information required on a valid prescription form
  - 3.1.2 Telephoned and faxed prescriptions
  - 3.1.3 Refill requirements
  - 3.1.4 Patient information (age, gender, etc.)
  - 3.1.5 Interpreting prescribers' directions for prescription labels
  - 3.1.6 Recognizing and using common prescription abbreviations
- 3.2 Preparing/dispensing prescriptions
  - 3.2.1 Avoiding errors (such as sound-alike/look-alike names)
  - 3.2.2 Systems for checking prescriptions
  - 3.2.3 Automated dispensing systems (including quality control)
  - 3.2.4 Procedures for preparing prescriptions and data entry
  - 3.2.5 Labeling prescriptions properly
  - 3.2.6 The purpose and use of patient records
  - 3.2.7 Proper packaging and storage
  - 3.2.8 Managed care prescriptions
- 3.3 Calculations
  - 3.3.1 Conversions / Systems of measurement used in pharmacy
  - 3.3.2 Calculating the amounts of prescription ingredients
  - 3.3.3 Calculating quantity or days supply to be dispensed
  - 3.3.4 Calculating individual and daily doses
  - 3.3.5 Calculations used in compounding
  - 3.3.6 Calculating dosages and administration rates for IVs
  - 3.3.7 Business calculations (pricing, markup, inventory control)
- 3.4 Sterile products, unit dose and repackaging
  - 3.4.1 Drug distribution systems used in hospitals and nursing homes
  - 3.4.2 Procedures for repackaging medications
  - 3.4.3 Prescription compliance aids
  - 3.4.4 Aseptic technique and the use of laminar flow hoods
  - 3.4.5 Special procedures for chemotherapy
  - 3.4.6 Routes of administration for parenteral products
  - 3.4.7 Types of sterile products
  - 3.4.8 Correct procedures for maintaining the sterile product environment
  - 3.4.9 Accurate compounding and labeling of sterile product prescriptions

## 7. TESTING PROCEDURES

**A. Examination Rules of Conduct and Confidentiality.** Passing the ExCPT is a big step in a pharmacy technician's career. Understandably, candidates will want to take advantage of all available resources when preparing for this important examination. It is illegal and unethical to recall (memorize) and share questions that are on the ExCPT or to solicit questions that are on the ExCPT from candidates who have taken the exam. Items from the examination are not to be recalled for any purpose.

Soliciting recalled questions from candidates who have previously taken the examination is unethical for several reasons. The first is obvious; candidates are expected to pass the test based on their own merit without assistance. The members of the public who will entrust certified technicians with their well-being expect that that they are trustworthy and competent individuals. Secondly, the purpose of the ExCPT is to protect the public by ensuring that candidates for licensure have achieved entry-level competence. By asking previous test takers to share questions, candidates are undermining the very purpose of the examination. Lastly, soliciting questions from previous test takers who have agreed to the Candidate Attestation would be encouraging candidates to commit illegal acts. Items from the examination are not to be solicited by candidates for any purpose.

ICPT will actively prosecute individuals who violate the Attestation Agreement. The Institute will also report any incidents of students requesting questions or sharing questions to their licensing jurisdiction. Candidates who are prosecuted by ICPT or who are reported to a licensing jurisdiction for soliciting or sharing questions may severely damage their chances of achieving certification. Before candidates begin taking the ExCPT at a PSI/LaserGrade Testing Center, they will be provided a copy of the candidate attestation on the computer screen. Candidates must agree to comply with the terms of this attestation before they can proceed with the exam. A copy of the attestation is available on the ICPT website's for inspection (Eligibility Section).

## B. Preparing for the ExCPT.

Unless specified otherwise by an employer or by a given state board of pharmacy, candidates are not required to participate in a specific pharmacy technician training program in order to take the ExCPT. There are several excellent pharmacy technician courses and manuals available. ICPT does not endorse any particular course or manual. The following list represents publications that are often used by pharmacy technicians:

- American Pharmacists Association, *The Pharmacy Technician Workbook and Certification Review, Second Edition* (Englewood, CO: Morton Publishing, 2004).
- Lile JM, Miller DE and Rybicki AL, *Pharmacy Certified Technician Training Manual, Tenth Edition*, (Lansing, MI: Michigan Pharmacists Association, 2006).
- Posey LM, *APhA's Complete Review for the Pharmacy Technician*, (Washington, DC: American Pharmaceutical Association, 2001).
- Reifman N, *Certification Review for Pharmacy Technicians, Sixth Edition* (Golden, CO: Ark Pharmaceutical Consultants, 2002).
- Schafermeyer KW and Williams, Brandon, *The National Pharmacy Technician Training Program, 7th Edition* (St. Charles, MO: Institute for the Certification of Pharmacy Technicians, 2009).

The National Pharmacy Technician Training Program covers all content areas covered by the ExCPT and is available through the Institute for the Certification of Pharmacy Technicians. This Training Program includes self-assessment questions and a competency assessment tool at the end of each module. The Training Program is also easy to incorporate into a new technician orientation program as well as on-going employee performance evaluation programs. You can order a Training Program from the online order form on the ICPT website.

## C. Taking the Exam

**1) Test Administration Method.** The ExCPT is a secure, computer-based exam offered during business hours and some evenings and weekends at one of the PSI/LaserGrade Testing Centers located throughout the United States. Candidates may register by calling PSI/LaserGrade's toll-free number, 1-800-211-2754. Candidate identification is verified at the PSI/LaserGrade Testing Center at the time of the test.

Candidates have two hours to answer 110 multiple-choice questions. Each question has four choices. One question is presented on the screen at a time. Candidates may mark the answers or they can skip questions and come back later. Final answers are submitted when the candidate indicates that he or she is finished. The exam is graded by the PSI/LaserGrade computer system and the candidate is given results immediately. A demonstration of the computer format used for exams administered by PSI/LaserGrade is shown on the PSI/LaserGrade website at [www.LaserGrade.com](http://www.LaserGrade.com). A brief practice/ demonstration session is available for candidates to practice on the computer before the exam actually starts.

Candidates are given an opportunity to comment on any item that they believe is ambiguous, inaccurate or deficient. Candidates are also asked to complete a brief survey at the end of the exam to rate the exam registration procedures, the testing facility and the testing experience. This information is reviewed by the ICPT staff and referred to the Certification Governing Committee.

**2) PSI/LaserGrade Testing Centers.** PSI/LaserGrade is a computer-based public testing network with headquarters in Burbank, California and Vancouver, Washington, and can be found on the Web at [www.LaserGrade.com](http://www.LaserGrade.com). The company has been in operation for over 25 years and has been using the "LaserGrade" name since 1995. The LaserGrade network consists of secure and supervised testing centers located throughout North America and overseas at colleges, training schools, and certification-related locations. PSI/LaserGrade currently delivers nearly 200,000 exams per year through their national testing network.

PSI/LaserGrade's function in the market is purely test administration. They do not provide training or item bank development. PSI/LaserGrade provides proctored, secured testing at about 500 testing locations in the US, Canada, and overseas, along with central candidate registration services.

PSI/LaserGrade is one of only two computer-based testing companies in the world authorized to administer all Federal Aviation Administration (FAA) Airman Knowledge Tests. As such, many of their test facilities are located at local or regional airport locations and have the highest test security available.

**3) Identification Required.** In order to take the exam at a PSI/LaserGrade Testing Center, candidates are required to present government-issued photo identification, such as a valid passport, driver's license, US Armed Forces photo identification or a non-driver's identification issued by a state department of motor vehicles. The identification must be clear and legible. The name on the photo identification must be the

same as on the original registration. If the names are different, then a certified or notarized copy of a marriage license, divorce decree, adoption papers or other legal documentation of name change should be provided. If the address on the government-issued photo identification is different from that supplied at the time of registration, the candidate must show proof of address, such as a current utility bill.

**4) Prohibited Items.** Candidates may not bring any paper, books, cell phones, calculators, pagers, scanners, cameras or PDAs with them into the examining room. Candidates may be inspected for such materials prior to the exam. All purses, brief cases and other personal items will be securely locked up during the exam. The testing session may be videotaped for additional security.

**5) Materials Supplied.** Candidates will be supplied with two blank sheets of paper and a pencil. The paper must be returned to the proctor at the end of the exam. A calculator will be available on the computer. Easy instructions on using this calculator and for navigating through the exam items and submitting the final answers will be given at the time of the exam. Candidates may also preview these instructions on the PSI/LaserGrade website at [www.LaserGrade.com](http://www.LaserGrade.com).

**6) Questions.** No questions concerning the content of the examination may be asked during the testing period.

**7) Comments.** Candidates will be given the opportunity to comment on any question that they believe is ambiguous, inaccurate or deficient. A comment section for this purpose is provided at the end of the exam. All comments submitted will be reviewed by the ICPT Expert Panel. Responses are not provided to individual comments. Candidates will also be asked to complete a brief survey at the end of the exam to rate the exam registration procedures, the testing facility and general satisfaction with the testing experience.

#### **D. Scoring Exams and Reporting Results**

**1) Exam Results for Successful Candidates.** The ExCPT is scored immediately and successful candidates are given an official report by PSI/LaserGrade indicating that they passed the ExCPT immediately after completing the exam. Candidates may use this report to provide evidence to employers or regulatory boards that they passed the ExCPT and are a certified pharmacy technician.

**2) Exam Results for Unsuccessful Candidates.** The purpose of the exam is to provide summative assessment (i.e., to determine whether an individual has achieved a certain level of competency). It is not designed for formative assessment (i.e., to give the candidate feedback). ICPT does, however, provide diagnostic reports to help unsuccessful candidates focus their study time so they can successfully retake the exam. This diagnostic report will indicate how the candidate performed on each the major sections of the exam. A description of the specific content from each section of the exam can be found in The "Exam Content" section of this Guide.

Candidates who do not pass the Exam will be allowed to retake the exam after four weeks. Candidates who retake the Exam may receive a different, but equivalent, set of questions.

**3) Scoring.** The ExCPT is scored immediately and successful candidates are given an official report by PSI/LaserGrade indicating that they passed the ExCPT immediately after completing the exam. Candidates may use this report to provide evidence to employers or regulatory boards that they passed the ExCPT and are a certified pharmacy technician.

The passing score is established by the ICPT Expert Panel based on a standard of performance that experts in the profession have determined are acceptable for this certification program. Specifically, the Expert Panel uses the Angoff procedure to determine the passing score. With this method, each exam item is independently assessed by each panel member in terms of how likely minimally adequate or competent candidates (i.e., those who would barely meet mastery standards) would correctly answer that item. The panelists' ratings are averaged to determine the passing score (also known as the "cut score"). The overall passing score is the mean of the individual ratings adjusted for the standard error of measurement and converted to a scaled score. The passing score for the ExCPT is a scaled score of 390 out of 500 possible. The passing score is not based on a curve.

**4) Recognition of Certification.** Pharmacy technicians who successfully pass the ExCPT are considered Certified Pharmacy Technicians and may use the designation "CPhT." Within four weeks of passing the exam, Certified Pharmacy Technicians will receive a certificate suitable for framing, which will indicate the certification number and expiration date.

**5) Appeals and Rescoring.** Unsuccessful candidates may appeal their test results or a specific test item by completing an Appeals Form available on the ICPT website and remitting the required examination review fee. If the appeal is successful, the payment will be returned. Exam item appeals must be submitted in writing

on the approved form. Candidates must submit the appeal form within 30 days of receiving exam results. All appeals will be reviewed by the ICPT staff and referred to the Appeals Committee.

**6) Requests for Duplicate Certificates.** Candidates who need a duplicate certificate may obtain one for a nominal charge by ordering online on the ICPT web site. The address used in the online order form will be used as your mailing address. Individuals requesting a name change must provide notarized proof of the name change. This information must be faxed or mailed to ICPT with the certificate request order. A copy of the Duplicate Certificate Order Form is available on the ICPT website.

**7) Re-examination.** Candidates who do not pass the ExCPT will be allowed to retake the exam after four weeks. Candidates who retake the exam may receive a different, but equivalent, set of exam items.

#### **E. Services to Boards of Pharmacy**

**1) Reporting and Maintaining Results.** Unless required by law, exam scores and other confidential information are not available without specific authorization of the candidates. Candidate credentials can be verified by any member of the public through the website [www.icptexams.com](http://www.icptexams.com). Candidate verification will require the candidate's last name, certification number and expiration date.

**2) Reciprocity.** Boards of pharmacy can use the secure website to verify certification the current status of all ExCPT-certified pharmacy technicians for purposes of reciprocity. Boards will be notified of any pharmacy technicians whose certification has been revoked or disciplined.

### **8. REVOCATION POLICY**

ICPT may revoke the certification of a pharmacy technician for any of the following reasons:

- Submission of false or misleading information in connection with certification or recertification
- Violation of any of ICPT's policies on exam cheating or exam confidentiality or failure to cooperate with ICPT in the investigation of any such incident by another candidate
- Conviction of a felony or a crime involving prescription medications or controlled substances (including but not limited to the illegal use, sale or distribution of prescription medications or controlled substances)
- Revocation or suspension of a pharmacy technician registration or license by a state board of pharmacy
- Documented violation of the Pharmacy Technician Code of Ethics.
- The certificant may appeal the decision to the ICPT Appeals Committee, whose decision will be final. The appeal must state the grounds for the appeal and provide evidence supporting the petitioner's case. Individuals who have had their certification revoked may appeal to the ICPT Appeals Committee after two years for permission to retake the ExCPT and earn certification again. The Appeals Committee will determine whether the candidate is worthy to be reinstated through examination and the terms under which this will be granted. A complete description of the Code of Ethics and disciplinary policies are available on request from the ICPT office.

### **9. RECERTIFICATION REQUIREMENTS**

The purpose of recertification is to promote high standards of practice for pharmacy technicians, to encourage their participation in continuing education in order to promote safe and effective patient care. Recertification also provides a means for recognizing pharmacy technicians who continue to demonstrate their qualifications by complying with ICPT continuing education requirements and adhering to high professional standards.

**A. Application.** Because of the rapid changes in health care, new drug treatments and technology, pharmacy technicians must keep up to date. Therefore, the Certification Governing Committee has determined that certification must be renewed every two years. During the two-year period prior to recertification, certified pharmacy technicians must participate in at least 20 hours of continuing education (CE), including at least one hour of pharmacy law. To recertify, technicians must use the ICPT Recertification Application Form, which is available on the ICPT website, and send it to ICPT along with full payment by the postmark deadline.

Applications may be filed by one of three ways:

- online at [www.nationaltechexam.org](http://www.nationaltechexam.org)
- by fax at 1-866-203-9213
- by regular mail: ICPT, 7500 West 160<sup>th</sup> Street, Stilwell, KS 66085.

Applications not completed correctly will be returned and will require a \$10 reapplication fee.

**B. Application Fee.** The recertification fee is \$50 if faxed or mailed; \$40 if processed online. The fee may be paid by check or credit card. Certified technicians will be allowed to recertify up to 90 days after expiration of their certification but cannot include CE credit earned during this grace period. After this 90-day grace period, technicians will lose their certification status. Certified technicians who fail to recertify on time may be able to have their certification reinstated within 18 months of their expiration date. Please see the following section on reinstatement. Checks returned for insufficient funds will be charged a \$25 administrative fee.

**C. Address Corrections and Name Changes.** You will receive a new ICPT certificate by mail approximately 60 days after ICPT has received your recertification materials and approved your application. Name or address changes should be sent to ICPT so that we may send a recertification application approximately 60 days prior to the expiration date. It is the Certified Technician's responsibility to apply for certification on time. ICPT sends renewal notices as a courtesy; Certified Technicians are responsible for recertifying on time whether or not they receive a renewal notice.

If your name has changed, you must notify ICPT. Please provide your full name, Social Security Number and appropriate documentation, such as a court order, marriage license, divorce decree, etc.

**D. Continuing Education.** Continuing education is necessary to maintain a high level of knowledge and skills in pharmacy practice. During the two-year period prior to recertification, certified pharmacy technicians must participate in at least 20 hours of continuing education (CE), including at least one hour of pharmacy law. Additional CE credits earned cannot be carried over to the next recertification period.

**1) Acceptable Topics.** To be approved, CE credit must be related to pharmacy technician practice and must include at least one hour of pharmacy law per two-year certification period. ICPT reserves the right to reject credits not deemed applicable to pharmacy technician practice.

Acceptable topics include, but are not limited to:

- drug distribution
- managed health care
- therapeutic issues
- communications
- pharmacy operations
- calculations
- drug repackaging
- inventory control
- drug products
- patient interaction
- Interpersonal skills
- prescription compounding
- pharmacy law (at least one hour required)
- preparation of sterile products

**2) Certificates of Participation.** Certificates of Participation must be obtained for each CE program. This certificate must include:

- participant's name
- date of the program
- name of the sponsor\*
- program title
- number of contact hours
- signature of a person responsible for the program

If the continuing education provider is accredited by the American Council on Pharmaceutical Education (ACPE), the ACPE program number should also be included. ACPE accreditation of the program provider is not mandatory to receive continuing education credit.

\*Note: ACPE accredits CE providers; it is not a CE provider and should not be listed as the name of the sponsor.

It is necessary that you retain your continuing education Certificates of Participation during your two-year certification period plus one more year following your recertification application. Send photocopies of your Certificates of Participation to ICPT only if requested as part of an audit. (See "Audit" below.)

**3) ExCPT Continuing Education Form.** The ExCPT Continuing Education Form, which is available on the ICPT website, can be used to document your completion of in-service training programs or projects.

In-service training programs may be:

- CE programs for which you do not have a Certificate of Participation,
- other training or projects completed under the supervision of a pharmacist in which you developed new knowledge or skills to improve your abilities as a pharmacy technician.

Your supervising pharmacist must complete and sign the ExCPT Continuing Education Form for you to receive credit. A maximum of 10 hours of CE is allowed using the ExCPT Continuing Education Form.

**4) College Courses.** Any college course in mathematics, life sciences or pharmaceutical sciences will also be accepted. Applicable college courses with a grade of "C" or better will also be eligible for CE credit at the rate of 15 CE hours for each a 3 credit-hour course offered on a semester basis (i.e., three hours a week for 15 weeks). Courses offered on a quarter basis will be credited for 15 hours for a 4 credit-hour course (i.e., four hours per week for approximately 11 weeks). The maximum number of CE credits earned through college courses during a two-year period is 15. A college transcript is considered as the Certificate of Participation.

**5) Continuing Education Providers.** There are many ways to complete your continuing education requirements for recertification. CE programs offered by national and state pharmacy associations and pharmacy technician associations will generally be acceptable if related to pharmacy technician practice. ICPT recommends CE courses offered by the National Association of Chain Drug Stores (NACDS) and the National Community Pharmacists Association.

For NACDS programs, go to: <http://nacds.rxschool.com>.

For NCPA programs, go to <http://ncpanet.org/education/ce.php>.

CE programs are also available from other national and state pharmacy associations and private providers such as Powerpak (<http://www.powerpak.com>).

All of the following are acceptable:

- live presentations
- Internet courses
- correspondence courses
- workshops

- in-service training programs
- computer-assisted instruction
- journal articles with a CE test
- audio or video recordings with a CE test

**6) Audits.** Certified Pharmacy Technicians are randomly selected for an audit of continuing education credits at the discretion of ICPT. If you are notified that you were randomly selected for audit, you will need to list all continuing education hours on the audit application (that will be sent to you) and send photocopies of the continuing education Certificates of Participation and/or the ExCPT Continuing Education Form(s). ExCPT does not charge certificants a fee for being audited. Audit applications not completed correctly, however, will be returned and will require a \$10 reapplication fee. ICPT recommends that you keep copies of your continuing education Certificates of Participation for at least 1 year after your certification expiration date.

## 10. REINSTATEMENT REQUIREMENTS

Pharmacy technician certification must be renewed every two years. If you have not recertified within the 90-day grace period following the expiration date on your certificate, you are no longer certified. You may, however, be eligible to have your recertification status reinstated if you do so within 18 months of the expiration date. Reinstated certification will expire on the same date that it would have expired had you recertified on time - there is no extension of the expiration date.

To reinstate your certification status, you must complete at least 20 hours of continuing education (CE), including at least one hour of pharmacy law. All CE requirements are the same as for recertification. To recertify, technicians must use the ICPT Reinstatement Form, which is available on the ICPT website, and send it to ICPT along with full payment by the postmark deadline. The fee for reinstatement is \$80. Applications not completed correctly will be returned and will require an additional \$10 reapplication fee.

Reinstatement is not available in the following circumstances:

- certification has expired for more than 18 months
- certification has been revoked
- a board of pharmacy has revoked registration or licensure
- the pharmacy technician has been convicted of or pled guilty to a felony
- the pharmacy technician has had a license revoked, suspended, or subject to any disciplinary action by a state health regulatory board

If recertification has lapsed more than 18 months, you must retake the ExCPT.

## 11. APPEALS POLICY

Pharmacy technicians may appeal certain decisions involving eligibility, ADA accommodations, disciplinary issues and individual exam items. All appeals will be handled by an Appeals Committee, which shall be comprised of the chairperson of the Certification Governing Committee and two members appointed by the chair. Candidates requesting an appeal must state their case in a timely manner in writing. Appeals will not be accepted by telephone, or email. The appeal must include the candidate's name, address, telephone number, email address (if available), a description of the reason for the appeal and other information that may be relevant to the case. The Appeals Committee will investigate and resolve issues as expeditiously as possible. The decision of the Appeals Committee is final.

## 12. EXAM NUMBERS

As of Oct. 1, 2010, more than 10,000 candidates have taken the ExCPT, with a 72 % pass rate. Candidates may take exams at any one of over 500 PSI/LaserGrade Testing Centers located in every state plus the District of Columbia. There are now ExCPT-Certified Pharmacy Technicians from 47 states with the largest being Illinois, Oregon, Maryland, Iowa, and Virginia.

## APPENDIX

### Pharmacy Technician Tasks Ranked by Order of Importance

#### Practice Analysis for Pharmacy Technicians, August 2005

1. Understand the necessity of having a pharmacist check all work performed by the technician.
2. Use proper procedures to avoid medication errors.
3. Use proper procedures to assure delivery of the correct prescriptions to patients.
4. Accurately enter prescription information and medication history into the computer.
5. Demonstrate a clear knowledge of the line between tasks that may be performed by a pharmacy technician and those that must be performed by a pharmacist.
6. Prepare prescription labels or patient information.
7. Demonstrate knowledge of abbreviations used on prescriptions and familiarity with the ways in which abbreviations can be misinterpreted.
8. Communicate accurately and appropriately with patients.
9. Follow the proper rules and regulations when filling prescriptions.
10. Correctly translate a prescriber's directions for use into accurate and complete directions for the patient.
11. Differentiate among different classes of medications.
12. Describe each of the four major categories of dosage forms and cite examples.
13. Maintain HIPAA compliance while communicating with patients.
14. Follow the proper rules and regulations when handling refills, partial filling and transfers of controlled substances among pharmacies.
15. Properly file prescriptions.
16. Identify the brand and generic names of the most commonly used prescription medications.
17. Correctly calculate prescription quantities and days supply.
18. Calculate the amount of prescription medications to be dispensed.
19. Describe what information is required on completed prescription forms and how to gather any information that is missing.
20. Describe the different types of information conveyed on prescription labels and receipts.
21. Describe the therapeutic class and primary indications for commonly used over-the-counter medications.
22. Take proper action when a compliance alert is noted when entering a prescription.
23. Demonstrate knowledge of terms and units of measurement in each of the systems of measurement and the ability to convert from one system to another.
24. Identify the most common indication for the most commonly used prescription medications.
25. Define and give examples of adverse medication reactions, contraindications and medication interactions.
26. Demonstrate awareness of the compliance/interaction checks that a pharmacy computer performs.
27. Demonstrate knowledge of record-keeping requirements.
28. Differentiate among the controlled substances schedules.
29. Cite rules and regulations regarding time limits for refilling prescriptions.
30. Identify and interpret the various methods used to indicate the quantity of medication to dispense.
31. Assist with inventory control.
32. Follow correct procedures for maintaining the sterile product environment.
33. Take proper corrective action to handle potential medication errors.
34. Explain the procedures used for telephone or faxed prescriptions.
35. Cite information required on completed prescription forms.
36. Describe the purpose of patient profiles and how to enter, update, and maintain them.

37. Assure maintenance of adequate supplies of prescription vials, caps, bottles, and other supplies.
38. Describe the requirements for maintaining pharmacy security.
39. Properly repackage medications, label correctly and, in the case of unit-dose medications, include the correct expiration date.
40. Understand the basic mechanism of action of the most commonly used medications.
41. Properly process third-party prescriptions.
42. Compound and label sterile products accurately.
43. Use auxiliary labels properly.
44. Assist with stocking inventory.
45. Use the proper DAW code when entering prescription data.
46. Describe the proper packaging and storage of commonly used medications.
47. Calculate individual and daily dosages.
48. Differentiate among the various types of sterile products.
49. Differentiate among the various routes of administration for parenteral products.
50. Describe laws and regulations regarding generic substitution.
51. Describe requirements of the Controlled Substance Act regarding ordering, storing, inventorying, and dispensing controlled substances.
52. Accept refill authorizations from prescribers or their authorized agents, provided there is no change to the original prescription.
53. Properly label medications packaged in approved containers or, when appropriate, in original packages.
54. Identify which reject codes returned by third-party processors can be handled by a technician.
55. Demonstrate knowledge of federal and state laws and regulations affecting pharmacy.
56. Properly package the medication to be dispensed in child-resistant containers or other approved containers as required.
57. Follow the correct procedures for handling patient requests for pseudoephedrine.
58. Answer patients' questions about their third-party prescription coverage.
59. Properly use automated dispensing devices or other devices used in the dispensing process.
60. Explain HIPAA requirements to patients (why they have to sign for prescriptions when picked up).
61. Identify the types of information found on medication stock bottles.
62. Explain the requirements for DEA numbers.
63. Describe the elements of an NDC number and how they are used.
64. Follow the correct procedures for handling Schedule V sales without a prescription.
65. Demonstrate a working knowledge of different types of medication dispensing systems (multidose vials, punch cards, and unit-dose packaging).
66. Follow proper procedures for preparing chemotherapeutic medications.
67. Use calculations properly for compounding (e.g., ratio strength, w/w%, w/v, v/v, dilution/concentration, mEq, etc.).
68. Calculate dosages and administration rates for IV medications.
69. Explain the use of various prescription compliance aids.
70. Explain what generic drugs are and how they compare to brand-name medications.
71. Describe the requirements for an OTC package label.
72. Explain the role of the state board of pharmacy.
73. Recognize the significance of product expiration dates and identify expired products.
74. Perform basic pharmacy business calculations (pricing, markup and inventory control).
75. Describe strategies for avoiding mix-ups among easily confused products.
76. List the practitioners who are authorized to prescribe medications.
77. Explain the relationship between a pharmacy's layout and workflow.

## **IV. PTCB INFORMATION**

# **PTCB**

## **Pharmacy Technician Certification Board**

2215 Constitution Avenue, NW

Washington, D.C. 20037-2985

(800) 363-8012 phone

(202) 429-7596 fax

[www.ptcb.org](http://www.ptcb.org)

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Mark C. Franco, Associate Director, Finance and Administration

Charisse N. Kittrell, Receptionist

Melissa D. Lampkins, Manager, Testing Programs

Karina C. Lankford, Manager, Finance and Special Projects

Sharmina D. McCoy, Recertification Assistant

Gail McGinnis, Executive Assistant

Benjamin K. Stafford, Manager, Special Projects

Ureka D. Terrell, Senior Project Associate

Iloria B. White, Coordinator, Certification Program

# PTCB

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# **PTCB**

## **PHARMACY TECHNICIAN CERTIFICATION BOARD**

### **Certification Application Guidelines and Requirements**

**For 2010**

#### **INTRODUCTION**

##### **Certification Overview**

###### **The Pharmacy Technician Certification Board (PTCB)**

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 PTCB examination was developed by PTCB to determine whether individuals have mastered the knowledge and skills 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. Contact the state board of pharmacy in the state in which you wish to practice or visit the National Association of Boards of Pharmacy [www.nabp.net](http://www.nabp.net) to see if your state endorses PTCB as a license to practice.

###### **The CPhT Credential**

Individuals who meet all eligibility requirements and pass the PTCB Examination may use the designation CPhT (Certified Pharmacy Technician) after their name. Certification is valid for two years. To continue to use the designation, individuals must recertify every two years by completing 20 hours of continuing education or by retaking the PTCB Examination. Please refer to the section on Recertification, which provides complete information on the recertification process.

###### **The Benefits of PTCB Certification**

Pharmacy technicians who want to work more effectively with pharmacists to offer better patient care and service take the PTCB Examination to become nationally certified. One of the benefits of PTCB certification is that better job and promotion opportunities exist for individuals who are nationally

certified. Pharmacists know that PTCB-certified technicians have met predetermined qualifications and been tested on their competency on the knowledge, skills, and abilities necessary to function as a pharmacy technician.

## **General Policies**

### **Nondiscrimination Policy**

No individual shall be excluded from the opportunity to participate in the PTCB certification or recertification program on the basis of ethnic origin, national origin, religion, sex, age, disability, marital status or sexual orientation.

### **Revocation of Certification**

**Certification may be revoked based on the following:**

- *Conviction of a felony.*
- *Conviction of a crime (felony or misdemeanor) that is drug or pharmacy related.*
- *Any unethical behavior or conduct which threatens or potentially threatens the overall health, well-being, and safety of the public, the pharmacy, or the pharmacy staff. (Defined as all actions listed in the exclusions defined by the HHS Office of the Inspector General intended to prevent fraud and abuse, and to promote high levels of ethical and lawful conduct)*
- *Denial, suspension, revocation, or restriction of registration or licensure, consent order or other restriction by any State Board of Pharmacy.*
- *Admission to misconduct or violation of regulations of any State Board of Pharmacy.*
- *Documented material deficiency in the knowledge base necessary to maintain national CPhT status by PTCB.*
- *Documented and proven gross negligence or intentional misconduct in the performance of duties.*
- *Failure to cooperate during an investigation.*
- *Compromised and/or breached the security and administration of the PTCE or the PTCB Official Practice Tests or failure to report such activity.*
- *Irregularity in taking, cheating on, or failing to abide by the rules regarding confidentiality of the PTCE (including post-examination conduct.)*
- *Making false or misleading statements in application for certification or recertification.*
- *NOTE: PTCB reserves the right to investigate criminal background, verify candidate eligibility and deny certification to any individual.*

## OVERVIEW OF THE PTCB EXAMINATION

### The PTCB Examination

The PTCB Examination is administered on computer at Pearson Professional Centers nationwide. The total testing time is 2 hours. One hour and 50 minutes are allotted for answering the test questions and 10 minutes are allotted for the tutorial and survey questions. The PTCB Examination contains a total of 90 questions: 80 questions are scored and 10 questions are unscored pretest. These are not identified and are randomly distributed throughout the examination. Each question lists four possible answers, only one of which is the correct or best answer. The candidate's examination score is based on the responses to the 80 scored questions.

### Examination Content – how it was developed:

The PTCB Examination is based upon a practice analysis study that is updated every 5 years. The most recent study was conducted by PES in 2005. Visit the PTCB website, [www.ptcb.org](http://www.ptcb.org), to read the article summarizing the 2005 Report, *Updating the Pharmacy Technician Certification Examination: A Practice Analysis Study*. This report describes how the content specifications were developed and how they are based upon the functions, specific responsibilities, and the knowledge needed to perform the functions of the job of a pharmacy technician. In addition, the content framework of the entire examination is supported by a nationwide study of the work performed by pharmacy technicians in a variety of practice settings, including community and institutional pharmacies.

### Content Outline

The PTCB Examination contains questions in three job function areas. A short description of the three areas and the percentage of questions allocated to each area (test blueprint) are below:

1. Assisting the pharmacist in serving patients (66% of the exam)
2. Maintaining medication and inventory control systems (22% of the exam)
3. Participating in the administration and management of pharmacy practice (12% of the exam)

Questions on the examination are not presented in function area order as shown above; they are randomly distributed throughout the examination.

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 A and on the PTCB website, [www.ptcb.org](http://www.ptcb.org).

### Construction of the Examination

The methods used to construct the PTCB Examination adhere to the procedures for certification examinations 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). In 2006, PTCB received the National Commission for Certification Agencies (NCCA) accreditation for the PTCB certification program by demonstrating the program's compliance with NCCA standards, which demonstrate best practice in certification exams.

The examination is constructed and do not present bias to any candidate with the assistance of Professional Examination Service (PES). PTCB's Certification Council prepares the actual test questions under the direction of psychometric experts at PES. The PTCB Certification Council consists of pharmacists, CPhT's and pharmacy technician educators drawn from various practice settings and geographic areas. Each question is carefully written, referenced, and validated to determine its relevance and accuracy. All questions and examinations are reviewed by the Certification Council to ensure that they are current and reflect the published content outline.

### **Studying for the Examination**

Candidates should prepare thoroughly prior to taking the PTCB Examination. To help prepare for the examination, candidates should review the content outline and test blueprint. Familiarity with the material contained in basic pharmacy technician training manuals or books may be helpful. Your supervising pharmacist may also be helpful in designing a study plan. PTCB does not endorse, recommend, or sponsor any review course, manuals, or books for the PTCB Examination.

To familiarize candidates with PTCB Examination test question formats and provide an indication of readiness for the examination, PTCB has developed the following three online practice examinations: the Official PTCB Practice Exam™, the Official PTCB Practice Calculations Exam™, and the Official PTCB Medication Usage and Administration Practice Exam™. The cost to take each exam is \$29. For more information or to take a practice exam, visit [www.PTCB.org/PracticeExam](http://www.PTCB.org/PracticeExam).

## **APPLYING FOR THE PTCB EXAMINATION**

- The PTCB Exam Application is accepted continuously on a year-round basis. Candidates will be able to test year-round at their local Pearson Professional Center.
- Complete your application online at [www.ptcb.org](http://www.ptcb.org). Applications require payment by credit card or electronic check (e-check).
- Once you have submitted a complete application, you will receive an Authorization to Test (ATT) letter that lists the dates of their eligibility period, instructions on how to schedule an examination appointment and other pertinent information about the examination.

### **Eligibility Requirements for Candidates**

#### **Requirements:**

- High school diploma or its equivalent (e.g., a GED or foreign diploma).
- No felony conviction.
- No drug or pharmacy related convictions, including misdemeanors. These violations must be disclosed to PTCB.
- No denial, suspension, revocation, or restriction of registration or licensure, consent order or other restriction by any State Board of Pharmacy.
- No admission of misconduct or violation of regulations of any State Board of Pharmacy.

**Note:**

- PTCB will review denial of eligibility upon request on a case-by-case basis. If eligibility requirements are not met, a candidate may request a review under certain circumstances, e.g. if the non-drug related misconduct occurred longer than five (5) years ago or the individual is currently working under the Board of Pharmacy authority.
- PTCB reserves the right to investigate criminal background, verify candidate eligibility and deny certification to any individual.
- It is the responsibility of the CPhT to report any felony conviction, drug or pharmacy-related violations, or Board of Pharmacy action taken against their license or registration at the occurrence and at the time of recertification, for review by PTCB

**Online**

Completion of an application attests that you have read the PTCB Certification Application Guidelines and Requirements thoroughly and agree to be bound by all policies and procedures described below:

**(Note: the PTCB Certification Application Guidelines and Requirements are available online at [www.ptcb.org](http://www.ptcb.org) in .pdf format.)**

**PTCB Confidentiality and Nondisclosure**

1. The examination and the test questions are the exclusive property of the Pharmacy Technician Certification Board.
2. This examination and the items contained are protected by copyright law.
3. No part of the examination may be copied or reproduced in part or whole by any means whatsoever, including memorization.
4. 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.
5. My participating 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.
6. Future discussion or disclosure of the contents of the examination orally, in writing, or by any other means is prohibited.
7. 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.
8. Under penalty of perjury, I declare that the information provided in my examination application and any required accompanying documentation is true and complete. I also declare that I received a high school diploma (or GED certificate) by the application receipt deadline for this examination, and further, that I have never been convicted of a felony.
9. I agree that in the event my answer materials are damaged or lost, any claim I may have will not exceed the amount of the fee for this examination.

Note: PTCB audits a sample of applications and may contact you for supporting documentation.

## **Submitting an Application**

- **Do not proceed with this application if a sponsor is paying for your examination fee. Your sponsor has a different application process for you. Please contact your manager or training department to learn more about your company's application process.**
- If not, please select the box entitled "All Other Candidates" to complete an application.

Please follow the instructions listed below to apply online for the PTCB Examination:

1. Visit [www.ptcb.org](http://www.ptcb.org) and click on the link to apply online for the examination. As a first time candidate, you will be prompted to create an account before you can apply for the examination. If you have previously applied and created an account, please log in to your account at the prompt.
2. Complete the application according to the instructions and confirm that all the information you entered is correct.
3. Before clicking the submit button, verify that your name as entered on the application matches exactly the unexpired, government-issued photo ID that you will be presenting at the Pearson Professional Center on examination day. If the names do not match, you will not be permitted to test.
4. Print the Thank You page for your records.
5. Contact PES Customer Service at 1-877-PTCB-888 (782-2888) if you do not receive an auto-generated email confirming successful transmission of the online application within 24 hours of submission.
6. Schedule your examination appointment with Pearson VUE as soon as you receive your Authorization to Test (ATT) letter. You have 90 days to schedule and test. You will receive an Authorization to Test (ATT) letter via email if you provided an email address. The ATT letter will be sent by regular mail if you did not provide an email address. Please retain this letter for future reference since it contains information you may need in order to schedule your examination appointment with Pearson VUE and it also serves as your receipt for fees paid. A copy of the ATT letter can also be accessed online by logging into your account at [www.ptcb.org](http://www.ptcb.org). If you have paid by credit card, you can schedule an examination appointment immediately by clicking on the link at the end of the application. If you wish to apply at a later date, visit [www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb) or call 1-866-902-0593.

**PLEASE NOTE THAT WHEN YOU SUBMIT YOUR APPLICATION ONLINE, YOUR ELIGIBILITY TO TEST BEGINS IMMEDIATELY AND EXTENDS FOR 90 DAYS!**

## **Eligibility Period**

When candidates have been deemed eligible and completed an application, they will have a 90-day eligibility period in which to schedule an appointment and take the examination. This 90-day eligibility period will be listed in the candidate's Authorization to Test (ATT) letter. Candidates must take the examination during this eligibility period. If the eligibility period expires before a candidate takes the examination, candidates will forfeit all fees and must reapply if they wish to take the examination.

## **Candidates with Special Circumstances**

In compliance with the Americans with Disabilities Act (ADA) and Title VII of the Civil Rights Act, PTCB will consider special testing accommodations for individuals with disabilities recognized by the

ADA. Requests for special accommodations must be made at the time of application. Candidates must submit documentation explaining the disability and the specific accommodation(s) that is required. Candidates must also submit a letter on official letterhead from a suitably licensed professional (e.g., physician, psychologist, physical therapist, etc.) with the professional's recommendation of the accommodation(s) required and/or evidence of a prior diagnosis or accommodation(s) provided. All candidates who require special accommodations must check the appropriate box on the online application. The official letter should be sent within seven (7) business days of application submission to PES at the address listed below:

Professional Examination Service  
c/o PTCB (701) Testing Office  
475 Riverside Drive, 6<sup>th</sup> Floor  
New York, NY 10115

Requests for special testing accommodations will be reviewed and approved by PTCB. An ATT letter will be sent to candidates if their request for special testing accommodations is approved by PTCB. The candidate's eligibility period will not begin until the accommodations are approved and an ATT letter is issued. The candidate will be notified by mail if the accommodations are not approved or if additional information is needed. Instructions for next steps will be provided.

#### **Examination Fee and Payment Methods**

Examination fees are due at the time of application submission. The examination fee is \$129.00. If your exam fee is being paid by your employer or training organization – see Sponsor System below.

Candidates can pay the examination fee by credit card (American Express, Discover, MasterCard, or VISA only) or by e-check. Candidates paying by e-check will need to include the name on the account, the bank's name, the account number, and the routing number. Applications for candidates paying by e-check will be incomplete for approximately 7 to 10 business days or until the funds have been received.

#### **PTCB Sponsor System**

**Do not proceed with the PTCB application if a sponsor is paying for your examination fee. Please contact your manager or training department to learn more about your company's application process.**

Companies and organizations that wish to sponsor exam candidates may use our online sponsorship tools. If you would like more information on PTCE sponsorship, please contact us at [pwreset@ptcb.org](mailto:pwreset@ptcb.org).

## **AFTER APPLYING FOR AN EXAMINATION**

#### **Scheduling an Examination Appointment with Pearson VUE**

To schedule your examination appointment online, go to [www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb) and click on the "Schedule a Test" link. To schedule your examination appointment by phone, call Pearson VUE at 1-866-902-0593. Examination appointments can be scheduled by phone Monday through Friday, 7:00 a.m. to 7:00 p.m. Central Time. You will need to provide an email address and should have your ATT letter available when scheduling an appointment since you will need to provide information contained in the letter.

Whether you schedule an appointment online or by phone, you will receive a confirmation email after scheduling the appointment. **It is your responsibility to ensure that the time, date, and location listed on the confirmation email accurately reflect your selection .**

### **Pearson Professional Center (PPC) Locations**

Pearson VUE currently has more than 200 PPCs throughout the United States. To find the PPC closest to you, visit the Pearson VUE website at [www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb) and click on the “Locate a Test Center” link or call 1-866-902-0593. Most PPCs are open Monday through Saturday, during normal business hours.

### **DANTES (Military Applicants Only)**

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

### **Updating Your Contact Information**

#### **Name Changes:**

It is important to notify PES of any name change as soon as possible for two reasons: 1) if the name on your ATT letter does not match the name on your unexpired, government-issued photo ID, you will be denied admission into the test center, and 2) the score report and certificate will not display your name correctly.

To correct minor changes in your name as printed on the ATT letter (e.g., incorrect middle initial, missing hyphen, misspelling, etc.), email PES Customer Service at [PTCB@proexam.org](mailto:PTCB@proexam.org) and provide them with the correction(s) at least ten (10) business days before your scheduled appointment.

For security reasons, name changes cannot be made online after the application has been submitted. To change your name because of a legal name change (e.g., marriage, divorce), you must submit the original documentation (e.g., marriage license, divorce decree) with embossed (raised) seal to PES by mail so that it is received at least ten (10) business days before your scheduled examination appointment. If you are unable to submit the documentation within this timeframe, please contact PES Customer Service at 1-877-PTCB-888 (782-2888). When submitting a name change, make sure that you have an unexpired government-issued photo ID that matches the requested name. Candidates without valid ID in the name provided on their application will not be admitted to take the examination and will forfeit all fees.

#### **Address Changes:**

If your address changes at any time after you submitted an application, please notify PES immediately since score reports and certificates are mailed to the address listed on your application. All candidates can update their address information online by going to [www.ptcb.org](http://www.ptcb.org) and clicking on the link to apply online. You will need the user name and password you selected when you submitted your application in

order to make an address change. If you do not have access to a computer or internet service, fax your address change to Customer Service at 1-917-305-9875.

### **Changing Your Examination Appointment**

Candidates can reschedule examination appointments. There is no charge for rescheduling examination appointments but appointments must be rescheduled at least one (1) business day (24 hours) before the scheduled test date. For example, if your appointment is at 11:00 a.m. on Monday, you must cancel by 11:00 a.m. the previous Friday. Candidates who do not reschedule their examination appointment within that time frame and who do not appear to take the examination will be considered no-show candidates and will forfeit all fees. To reschedule your appointment, contact Pearson VUE at [www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb) and click on the “Reschedule a Test” link or call 1-866-902-0593.

### **Withdrawing from the Examination**

Candidates who cannot reschedule their examination appointment or are unable to test within their 90-day eligibility period can withdraw from the examination. A processing fee of \$25 will be deducted from the refund amount for every withdrawn application. There are no exceptions. Both scheduled and unscheduled candidates may withdraw from the PTCB Examination and obtain a partial refund. The steps for withdrawing and obtaining a partial refund are listed below.

#### **Step One**

- If you have a scheduled examination appointment, you must first cancel your appointment with Pearson VUE at least one (1) business day (24 hours) before your appointment date to be eligible for a refund. For example, if your appointment is at 11:00 a.m. on Monday, you must cancel by 11:00 a.m. the previous Friday. To cancel your examination appointment, visit Pearson VUE at [www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb) and click on the “Cancel a Test” link or call 1-866-902-0593. After you have canceled your examination appointment, proceed to Step 2.
- Candidates who have not scheduled an examination appointment with Pearson VUE should proceed directly to Step 2. Note that all candidates must complete Step 2 to receive a refund.

#### **Step Two**

Candidates can withdraw online by visiting the PTCB website, [www.ptcb.org](http://www.ptcb.org) and clicking on the link to apply for the exam. From the main menu, select “Withdraw from the Exam” and complete the required information.

The request to withdraw your application must be submitted to Professional Examination Service (PES) on or before the last day of your eligibility period in order to be eligible for a partial refund. Refer to your ATT letter to find this date. Requests received after the last day of the eligibility period will not be processed. Refunds will be issued approximately 2 to 3 weeks after submission and will be made in the same manner in which the original payment was made. You will forfeit your entire application fee if you fail to cancel with BOTH Pearson VUE and PES.

Paper applicants must withdraw their application completely by logging onto [www.ptcb.org](http://www.ptcb.org) with the username and password specified on the paper scantron form.

### **Retake Policy**

Candidates who fail the PTCB Examination can retake the examination three times. After three retakes, candidates will need to appeal to PTCB and requests will be reviewed and approved on a case-by-case basis. For the first two retakes, candidates are required to wait 60 days before taking the examination again. For the third retake, candidates are required to wait 6 months before taking the examination again.

For example, if a candidate fails the examination (for the first or second time) on May 1, 2009, the candidate can reapply immediately to retake the examination, but his/her 90-day eligibility period would not begin until July 1 (60 days after the failure date) and would extend through September 30, 2009. If a candidate fails the examination for the third time on May 1, the candidate's 90-day eligibility period would not begin until November 1 (6 months after the third failure date).

Candidates who pass the PTCB Examination are not eligible to retake the examination except in extraordinary circumstances. Passing candidates who wish to retake the examination must appeal to PTCB and requests will be reviewed and approved on a case-by-case basis. Circumstances such as Board of Pharmacy directives, employer requirements or loss of CPhT status due to renewal failure may be considered appropriate reasons for approval to retake the examination. If the approval is granted, candidates will be required to pay an examination fee of \$129.

Note: If a candidate who passed the PTCB Examination is approved and retakes the examination, the most recent examination result applies. For example, if a candidate who passed the PTCB Examination retakes the examination and fails, the failing result applies and the candidate is no longer a certified pharmacy technician (CPhT).

### **Reset Policy**

Candidates who do not appear for their examination appointment, are more than thirty (30) minutes late for their appointment, do not have their ID or cannot present valid ID will not be allowed to test and will forfeit all fees. If this occurs, candidates can reapply and pay the examination fee to reset a new eligibility period in which to take the examination. Unlike failing candidates, candidates who miss their original examination appointment are not required to wait 60 days before they can retest. As soon as they are eligible and have received their ATT letter, they can schedule an appointment and test within the new eligibility period indicated in the letter.

### **Medical or Personal Emergencies**

A medical emergency is an unplanned medical event that arises less than 24 hours before the candidate's scheduled examination appointment. Examples of what PTCB considers to be an emergency include a serious illness, injury or unexpected hospitalization, a death in the immediate family, a serious accident, or a court appearance. Candidates with medical or personal emergencies can request an emergency withdrawal of their application and a refund of their examination fee of \$129 by faxing an emergency withdrawal request to PTCB at 1-202-429-7596 or by sending a written emergency withdrawal request to:

*PTCB Certification Program, 2215 Constitution Avenue, NW Washington, DC 200037-2985*

The request must include official documentation of the emergency (e.g., hospital paperwork, police report, or an obituary notice). PTCB recommends that all emergency withdrawal requests be submitted as soon as possible after the emergency. To be considered for an emergency withdrawal, all requests

must be received by PTCB no later than 48 hours after the last day of the candidate's eligibility period. All emergency withdrawal and refund requests will be reviewed and approved by PTCB. If approved, a refund in the amount of \$129 will be issued approximately two (2) weeks after approval and will be made in the same manner in which the original payment was made.

### **Missing an Appointment**

Candidates who do not appear for their scheduled examination appointment and who do not cancel their appointment with Pearson VUE at least one (1) business day (24 hours) before the appointment date will be considered no-show candidates and will forfeit all fees. If an emergency occurs on the day of your examination appointment that prevents you from taking your test, you may submit a request to PTCB for an emergency withdrawal. Emergency withdrawal requests are handled on a case-by-case basis by PTCB. For more information on what PTCB considers an emergency, please see the section in this document titled "Emergency Withdrawals".

Candidates who do not have a scheduled appointment with Pearson VUE and who do not request a withdrawal on or before the last day of their eligibility period will be considered no-show candidates and will forfeit all fees.

## **EXAMINATION DAY**

### **Identification Requirements**

In order to take the PTCB Examination, all candidates must provide positive proof of identity by presenting an unexpired government-issued photo ID or Official ID issued by a government agency (state or federal) to non-drivers (must include photo). Examples of acceptable government-issued ID are a passport, driver's license, learner's permit (if it has a photo), or a U.S. Armed Forces ID. The name on the ID must match the name used on the application and printed on the ATT letter and the photo must validate the candidate's identity. Candidates who arrive at the test center without an ID or without a valid ID will not be allowed to test and will forfeit all fees. If you think you may have a problem with your ID, please call Pearson VUE at 1-866-902-0593 immediately.

### **Pearson Professional Center (PPC) Rules and Procedures**

The following rules and procedures are enforced at all PPCs to ensure a fair and consistent test experience for all candidates:

- All candidates must arrive at the PPC at least 30 minutes prior to their scheduled appointment time.
- All candidates must provide a signature, present an unexpired government-issued photo ID, and are required to submit a biometric (e.g., fingerprint scan or palm vein scan) before being admitted into the testing room. (PTCB recommends that you also bring your ATT letter with you to the PPC.)
- No test materials, documents, or memoranda of any sort may be taken into or from the testing room.
- Candidates may not ask PPC staff or any other individual questions about examination content.
- No breaks are scheduled during the examination. Candidates who need to leave the testing room to take a break (e.g., to use the restroom), will not be given extra time on the examination.

Candidates must reestablish their identity with their government-issued photo ID and biometric ID before re-entering the testing room.

- Candidates may not leave the test center while the examination is in progress, and may not conduct any telephone conversations while on break.
- No food or drinks are allowed into the testing room.
- All personal belongings (e.g., headwear, jackets, purses, bags, briefcases, large jewelry, notebooks, calculators, pagers, cellular phones, recording devices, and photography equipment.) must be placed in a locker provided at the test center.

### **Inclement Weather/Local or National Emergencies**

In the event of inclement weather or a local or national emergency, please contact Pearson VUE at 1-866-902-0593 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.

### **Taking the Examination at a Pearson Professional Center (PPC)**

Prior to taking the examination, a candidate attestation of confidentiality will be presented on the computer screen. You must accept the conditions in the agreement or you will not be able to take the examination. A brief tutorial is provided before the start of the examination. The tutorial explains how to mark and unmark answers and how to navigate through the examination. When taking the examination, you can skip questions, change your answers to questions, and mark questions for review so that you can come back to them later.

Each question on the PTCB Examination is a multiple-choice type question that lists four choices, only one of which is the correct or best answer. You should read the entire question and all four choices before marking your answer. There is no penalty for guessing, so candidates should answer every question, if time allows. You should answer the easy questions first and mark the more difficult ones to return to later.

PTCB wants to improve your testing experience. Please answer the survey questions at the end of the examination about your test-taking experience. Although responses to the survey are not mandatory, candidates are encouraged to answer questions to help PTCB improve the test-taking experience. Responses to the survey are confidential.

## **AFTER TAKING THE EXAMINATION**

### **Receiving Examination Scores**

#### **Test Site:**

When you have completed your PTCB Examination, a pass or fail result will be shown on the computer screen. In addition to the on-screen result, you will be given a printed copy of your pass or fail result before leaving the Pearson Professional Center. The printed result will contain your pass or fail status and indicate the date range (1 – 3 weeks) when your total and functional scaled scores will be sent to you in the mail. Your official pass or fail result (not the scaled scores) will be available online 1 – 3 weeks after your test date at [www.ptcb.org](http://www.ptcb.org).

Please note that neither Pearson VUE nor Pearson Professional Center are permitted to discuss the results of any examination taken by PTCB candidates.

**Mail:**

This score report shows your total scaled score and the scaled scores you obtained in each functional area. Scaled scores are provided in each area so you can identify areas of strength and weakness if you fail. Passing candidates will also receive a certificate.

**Online:**

You can access your pass or fail status online 1 – 3 weeks after your test date by visiting [www.ptcb.org](http://www.ptcb.org) and clicking on the link to apply for the exam, and then “Log In” from the Main Menu. You will need the username and password you selected when you submitted the application in order to view your pass/fail result.

Candidates who do not receive their score report in the mail 3 to 4 weeks after the date indicated on the printed copy of the pass or fail result can request a duplicate copy. This duplicate is free if the request is received within two months of the test date. If the request is received more than two months after the test date, a fee of \$25 will be charged for a duplicate report. To request a duplicate copy, use the Request for Score Report and Certificate Form in Appendix C and mail the form to PES, c/o PTCB (701) Program Assistant, 475 Riverside Drive, 6<sup>th</sup> Floor, New York, NY 10115 or fax the form to PES at 1-917-305-9875.

**Confidentiality of Examination Scores**

The application to take the PTCB Examination includes your written agreement for PES to release your official score to PTCB and you only. Examination scores will not be provided to anyone by telephone, email or fax. PTCB does not share examination score information with anyone except the candidate.

Group performance data is used for research only.

PTCB and PES reserve the right to cancel any examination score believed to be obtained in a questionable manner.

PTCB reserves the right to confirm to any individual or organization whether or not an individual is currently certified.

**Request a Review of Your Examination Score**

To ensure the accuracy of results, PES performs quality assurance procedures before scoring the electronic examination file containing your answers. It is extremely unlikely that a review of the examination results will result in a change in an examination score.

However, candidates may request that PES manually review their examination score within six months of the examination date. Complete and mail the Request a Review of Your Examination Score Form in Appendix D to PES, c/o PTCB (701) Testing Office, 475 Riverside Drive, 6<sup>th</sup> Floor, New York, NY 10115. Requests received more than six months after the test date will not be honored. There is a \$50 fee to have PES review the examination score.

# **PTCB**

## **Pharmacy Technician Certification Board**

### **RECERTIFICATION REQUIREMENTS AND GUIDELINES**

**For 2010**

#### **PHARMACY TECHNICIAN CERTIFICATION BOARD Recertification Program and Handbook for (CPhTs)**

#### **SUMMARY OF THE RECERTIFICATION PROCESS**

- PTCB certification must be renewed every 2 years. A recertification reminder will be sent to you approximately 60 days before your certification expiration date. Be sure to keep your home address and email information current with PTCB.
- 20 hours of continuing education (CE) are required for recertification; one hour must be in pharmacy law. A maximum of 10 hours may be earned by completing in-service projects using the PTCB Universal Continuing Education Form.
- All continuing education (CE) must be earned within the two-year certification period.
- The online application fee is \$40. The paper application recertification fee is \$65. A \$10 reprocessing fee applies to returned applications. Refunds for incorrect payment of fees are subject to a \$25 processing fee.

#### **Steps to Recertification**

**Step 1** Complete 20 hours of continuing education during your two-year certification period; one hour must be in pharmacy law. (Maintain your own records of continuing education (CE) (e.g., Certificates of Participation) during your two-year certification period. Do not send them to PTCB unless requested.

**Step 2** Complete the application. You must sign the application.

**Step 3** Mail the recertification application and fee prior to the deadline. Please mail to **PTCB, Box 75430, Baltimore, MD 21275**. Applications mailed to other addresses will cause a delay in the processing of your application.

**Step 4** After processing, you will receive a new PTCB certificate and wallet card in approximately 30 to 60 days. If your application is returned for corrections, this will delay the recertification process.

**Step 5** A certain number of CPhTs are randomly chosen for an audit of continuing education. If you are audited, you will receive notification by mail indicating that you will need to submit copies of all of your continuing education (CE) Certificates of Participation and pay the \$40 fee.

**Step 6** Your signature is required or your application will be returned to you unprocessed and will require additional fee.

**Step 7** Keep copies of your continuing education Certificates of Participation for at least one year after your recertification expiration date.

## Online Recertification

You may complete the recertification application online at the PTCB website, [www.ptcb.org](http://www.ptcb.org). The online application provides immediate confirmation of application receipt for recertification candidates. Online applications allow you to submit payment via credit card or e-check. Paper applications are not offered the option of paying by credit card at this time. Candidates randomly selected to be audited must submit copies of their documentation, e.g., CE, Certificates of Participation.

## Recertification Fees

Recertification fees for paper applications should be made payable to "Pharmacy Technician Certification Board" or "PTCB" in the amount of \$65 in the form of a check or money order in U.S. funds and must be included with your application. Completion of an online application requires payment of \$40 with a credit card or e-check.

Payments returned for insufficient funds after your application is processed will result in the deactivation of your certification. The required recertification fee plus a \$25 administrative fee must be received by PTCB within 30 days of the date of the *insufficient funds notice* - to reactivate your certification.

Note: Once your application has been received and processed by PTCB, your new expiration date will be two years from your last expiration date. For example, if your last expiration date was March 31, 2009; your new expiration date will be March 31, 2011.

## Returned Recertification Applications

PTCB will return applications not completed correctly, so please read all directions carefully to avoid a \$10 reprocessing fee. PTCB suggests that you send the completed application well in advance of the postmark deadline in order to allow time for the application to be returned if an error was made in completing the application. **There are no exceptions or extensions to the deadlines.**

- When resubmitting a corrected recertification application, you will be required to submit copies of your Certificates of Participation and/or copies of your completed PTCB Universal Continuing Education Form for the CE(s) in question and the required \$10 reprocessing fee. If you do not respond to a returned application within the time frame your application fees will be forfeited.
- Failure to successfully complete the recertification requirements will result in the loss of PTCB certification.
- Any refund for overpayment of fees is subject to a \$25 processing fee.
- You may NOT send a corrected returned recertification application online or by fax.

## Continuing Education (CE)

Complete 20 hours of continuing education (CE) within your two-year certification period; one hour must be in pharmacy law. PTCB accepts only those CE hours earned during the two-year certification period.

- Additional hours cannot be carried over to the next recertification period.
- Currently, your CE does not have to be provided by an Accreditation Council for Pharmacy Education (ACPE) accredited provider to receive CE credit.
- Only list the sponsors of the program on your CE transcript and not ACPE.
- A maximum of 10 hours may be earned using the PTCB Universal Continuing Education Form.
- A maximum of 15 hours may be earned by completing a college course (in pharmacy-related science or math) with a grade of "C" or better.
- CPhT's are NOT required to obtain "live" (interaction between participant and instructor, e.g., administering or delivery of injections) continuing education credits.

## Acceptable Continuing Education (CE) Subject Matter

You must earn your continuing education credits in pharmacy-related subject matter. PTCB reserves the right to reject credits not deemed applicable to pharmacy technician practice. Examples of appropriate programs for CPhT's may pertain to the following topics:

- Medication distribution
- Pharmacy operations
- Calculations

- Programs specific to pharmacy technicians
- Interpersonal skills
- Organizational skills & inventory control systems
- Pharmacy law\*
- Pharmacology/drug therapy

\*At least one hour in pharmacy law is required.

## Acceptable Documentation for Continuing Education Hours

Certificates of Participation must include the following information:

- Name of participant
- Title and date of program
- Program sponsor or provider
- Number of hours awarded
- Dated signature of provider representative\* (company or organization name)

\*Note: if the date of the program is not printed on the certificate, the dated signature will be used as the date the continuing education (CE) hour(s) were earned.

## Locating Continuing Education (CE) Providers

Visit PTCB's website [www.ptcb.org](http://www.ptcb.org) for information on continuing education (CE) to providers.

Accreditation Council for Pharmacy Education's Pharmacists' Learning Assistance Network (P.L.A.N) <http://www.acpe-accredit.org/pharmacists/programs.asp>

American Pharmacists Association (APhA) <http://www.pharmacist.com>

American Society of Health-System Pharmacists (ASHP) <http://www.ashp.org>

Illinois Council of Health-System Pharmacists (ICHSP) <http://www.ichspnet.org>

National Pharmacy Technician Association (NPTA) <http://www.pharmacytechnician.org>

Pharmacy Technician's Letter <http://www.pharmacytechniciansletter.com>

Pharmacy Times <http://www.pharmacytimes.com>

Power-Pak C.E.® <http://www.powerpak.com>

RxSchool® <http://www.rxschool.com>

U.S. Pharmacist <http://www.uspharmacist.com>

## Categories of Continuing Education (CE)

### *Lecture/Workshop Programs*

This type of program may be a live or web-based presentation, teleconference, in-service, videotape, panel discussion, workshop, etc. Speakers/Educators may include pharmacists, CPhTs, health care personnel (physicians, nurses, respiratory therapists, etc.), and pharmaceutical industry representatives. If you do not receive a Certificate of Participation for the program, your supervising pharmacist may complete the Universal Continuing Education Form for you to receive credit.

#### **Credit hour allocation for lecture programs**

- You will receive credit for the same number of hours as the number of lecture hours attended (or the number of hours approved for attendees). The minimum unit of credit that may be awarded for any single lecture program is one hour.
- ACPE accreditation of the accredited provider is not mandatory for programs attended by CPhTs in order to receive CE credit. However if your CE credit is ACPE accredited you must indicate on your transcript whether it is designated as "P" for pharmacist, "T" for technician or "P/T" for both.

### *College Courses*

To receive continuing education (CE) credits for a college course, you must complete a course for credit with a grade of "C" or better. As a general guideline, the following categories of course work are eligible for CE credit:

- Courses in a pharmacy technician training program such as those offered by a community college.
- Any course in mathematics or calculations.
- A life science course relating to pharmacy, e.g., biology, chemistry, physics, etc.
- Any course in the pharmaceutical sciences.

Other course work may be approved on a case-by-case basis by writing a letter to PTCB and including a syllabus for the course. PTCB will assess the relevance of the course to the work of CPhTs and notify you of its decision.

#### **Credit hour allocation for college courses**

- PTCB will accept one college course for 15 hours of CE per two-year certification period. The remaining 5 CE credits must be earned from another provider.
- A grade report (or transcript) will be considered as the Certificate of Participation if audited.
- Technicians may take college courses that are appropriate for pharmacists.

#### ***In-Service Projects or Other Training***

In-Service projects are specially assigned work assignments and do not fall under the category of normal work duties and responsibilities. CPhTs should make arrangements with their supervising pharmacist for the completion of specially assigned in-service projects or training.

- Examples of in-service projects include inventory control, IV admixtures, videos, etc. These projects should be selected with the CPhT's individual training needs in mind.
- The supervising pharmacist must complete and sign the PTCB Universal Continuing Education Form for in-service projects.
- The PTCB Universal Continuing Education Form should not be completed for those courses that issue a Certificate of Participation.
- When using the PTCB Universal Continuing Education Form, list the name of the company or pharmacy, NOT the name of the supervising pharmacist as the program provider/sponsor on the Recertification Application.
- A maximum of 10 hours of CE is allowed using the PTCB Universal Education Form.

Visit PTCB's website [www.ptcb.org](http://www.ptcb.org) for information on downloading the In-Service form.

# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Universal Continuing Education Form

CPhTs may use up to ten (10) contact hours of continuing education earned in the practice site for recertification credit. These ten In-Service hours are not to be awarded for working ten hours at the technician's regular duties. To earn these hours, the supervising pharmacist may arrange selected In-Service projects or training for the technician. The supervising pharmacist completes and signs this *Universal Continuing Education Form* to verify completion of the project.

#### Instructions

1. The supervising pharmacist must complete and sign this *Universal Form*.
2. Complete all information. Please type or use a black pen so copies are legible.
3. The summary should describe how the project relates to the work of the pharmacy technician.
4. Each project must have at least two learning objectives listed.
5. One form must be completed for each pharmacy technician and for each project.
6. This form may be photocopied but must have an original signature of the pharmacist.
7. Direct all inquiries regarding the use of this form to the Pharmacy Technician Certification Board at [recertification@ptcb.org](mailto:recertification@ptcb.org) or call us at (800) 363-8012.

Title of Project, Training Program, etc:

\_\_\_\_\_

Source of Project: \_\_\_\_\_

Summary: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### Learning Objectives

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

CPhT Name: \_\_\_\_\_ Certification#: \_\_\_\_\_

Date of Program Completion: \_\_\_\_\_ Contact Hours: \_\_\_\_\_

Pharmacist Name: \_\_\_\_\_ Licensed: \_\_\_\_\_  
(state)

Pharmacist Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Recertification of Certification Application

PLEASE PROVIDE CURRENT, ACCURATE INFORMATION.

\_\_\_ Check here if this is a new address.

\_\_\_ Check here if this is a new email address.

\_\_\_ Mr. \_\_\_ Mrs. \_\_\_ Ms.

Name: \_\_\_\_\_ Previous Name(s) Used: \_\_\_\_\_

First Middle Last

*Name changes require appropriate documentation (copy of marriage certificate, divorce decree, etc.)*

Address: \_\_\_\_\_

Street City State Zip code

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_ PTCB Certification Number: \_\_\_\_\_

PTCB Recertification Date: \_\_\_\_\_  
(Expiration) Month/Year

### Recertification Survey

All responses are strictly confidential.

1. Which one of the following best describes your primary work environment? (For each of the questions, circle the best answer)

- a. Community – Independent
- b. Community – Chain
- c. Hospital-University/University-Affiliated
- d. Hospital – Other
- e. Home Health Care
- f. Long-term Care
- g. Mail Service Facility
- h. Managed Health Care
- i. Educational/Vocational Training
- j. Pharmaceutical Industry
- k. Military (circle one: Air Force, Army, Navy, and Coast Guard)
- l. Other \_\_\_\_\_

2. Does your employer recognize Certified Pharmacy Technicians with higher pay rates?

- a. Yes
- b. No
- c. I don't know

3. What is the name of your employer? (For each of the questions, circle the best answer)

- a. Albertsons
- m. Happy Harry's

- |                      |                      |
|----------------------|----------------------|
| b. CVS/pharmacy      | n. Kerr Drug         |
| c. Eckerd            | o. King Soopers      |
| d. Kaiser Permanente | p. Longs             |
| e. Kmart             | q. Medicine Shoppe   |
| f. Krogers           | r. Neighbor Care     |
| g. Cardinal Health   | s. Safeway           |
| h. Rite Aid          | t. Target            |
| i. Walgreens         | u. Wal-Mart          |
| k. Brooks            | v. Winn Dixie        |
| l. Giant             | w. Other, not listed |

**4. How long have you worked full or part-time as a pharmacy technician? (For each of the questions, circle the best answer)**

- a. Less than 6 months
- b. 6 months - 1 year
- c. 1 - 2 years
- d. 2 - 3 years
- e. 4 - 5 years
- f. 6 - 10 years
- g. 11 - 20 years
- h. More than 21 years

**5. What is your current role in your practice setting?**

- a. Lead Tech
- b. Pharmacy Tech
- c. Store Mgr. or Asst. Mgr.
- d. Pharmacy Student
- e. Tech in Training
- f. Clinical Technician
- g. IV Technician
- h. Other

**6. What was your main reason for becoming certified?**

- a. Required by employer
- b. Required by state board of pharmacy
- c. Improved job security
- d. Improved ability to gain employment
- e. Improved feeling of self-worth
- f. Increased acceptance by pharmacists
- g. Promotion
- h. Increase in income

**7. Which of the following have you noticed most in your experience as a CPhT?**

- a. Improved feeling of self-worth
- b. Increased work responsibilities
- c. Greater acceptance by pharmacists
- d. Improved competence
- e. Improved ability to gain employment
- f. Enhanced job security
- g. Pay raise
- h. Promotion
- i. Supervisory opportunities

**8. How would you rate your overall satisfaction with the PTCB recertification process (on a scale of 1-10 with 10 being the best):**

- a. 9-10
- b. 7-8
- c. 5-6
- d. 3-4
- e. 1-2

Send the completed application and payment in the enclosed envelope to:  
**Pharmacy Technician Certification Board**  
**P.O. Box 75430**  
**Baltimore, MD 21275**



# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Recertification Frequently Asked Questions (FAQs)

#### CHANGES

**My name has changed or I notice an error in my name. Who do I contact to request an update or correction?**

For name changes, send your full name and PTCB certification along with appropriate documentation (copy of marriage license, divorce decree, etc.) by fax to 202-429-7596 or you may scan your materials and email to [recertification@ptcb.org](mailto:recertification@ptcb.org). For name correction, send your request (include your full name, PTCB certification or Social Security number) by fax to 202-429-7596 or by scanning your materials and email to [recertification@ptcb.org](mailto:recertification@ptcb.org).

**I need to update or add my email address. Who do I contact about this?**

You may send your updated or new email address by fax to 202-429-7596 or by email to [recertification@ptcb.org](mailto:recertification@ptcb.org).

**I have forgotten my online password. Who do I contact about this?**

You may contact us at 1-800-363-8012, send a request by fax to 202-429-7596 or email request to [recertification@ptcb.org](mailto:recertification@ptcb.org).

#### RECERTIFICATION

**What is the recertification process?**

Renewal of your certification is required every two years. During your two-year certification period you need to earn twenty hours of pharmacy-related continuing education hours; one of the twenty hours must be in pharmacy law.

**Will I be notified of when I must recertify?**

PTCB will mail postcards to the address you provided to remind you of your deadline. PTCB will also email you to remind you of your upcoming recertification and reinstatement deadline dates. Updating your email address is necessary.

**Can I apply for recertification via the internet?**

Yes. You may complete the recertification process for \$40 during your recertification period. The application is available on PTCB's website. When completing your online application you will be required to submit payment via credit card or e-check. Go to [www.ptcb.org](http://www.ptcb.org) and print an immediate confirmation of receipt. You will receive your certificate up to 4 weeks sooner compared to a paper application. Randomly selected audit candidates are required to submit copies of their CE Certificates of Participation.

**What happens if I do not recertify?**

If you do not recertify you will no longer be a Certified Pharmacy Technician and you will not be able to use the "CPhT" designation after your name. Without certification, patient and medication safety can be compromised. To recertify you must complete the required number of continuing education hours by your expiration date and submit your completed recertification application by the postmark deadline.

**What if my recertification application is returned?**

PTCB will include a letter outlining the problem with your application. Your application must be corrected and returned with a \$10.00 reprocessing fee. All returned applications must be returned to PTCB within 30 days of the date on the return letter.

**Where can I obtain continuing education (CE)?**

You can earn CEs at pharmacy professional organizations, such as national pharmacy associations, state pharmacy associations and their local chapters, pharmaceutical companies, technician training programs, and employers. If you have attended university or college courses in pharmacy, mathematics, or science with a "C" or better, you may earn up to 15 credits. You may also obtain credits online. There are several online providers that offer continuing education. You can go to PTCB's website and find links to [www.ptcb.org](http://www.ptcb.org) and look under the recertification/ reinstatement; continuing education tab.

**In order to recertify, how many hours must I report for continuing education?**

Eligible recertificants must report 20 hours of continuing education (CE), including one hour in pharmacy law.

**What are acceptable continuing education credits?**

All credits must be pharmacy related. Subject matter may include medication distribution; inventory control; pharmacy law; drug therapy; pharmacy operations; etc.

**Can I use a college course towards my recertification continuing education requirements?**

Yes, PTCB accepts college courses completed with a grade of "C" or better to be used towards your recertification. PTCB will accept courses in mathematics or calculations, biology, chemistry, or any course in pharmaceutical sciences. One college course is equal to 15 continuing education hours. You may only use one college course per two-year certification period, for a total of 15 CE hours. The remaining 5 CE hours must be from another provider.

**What is an In-Service project and how do I report it as continuing education?**

An In-Service project is simply an outside assignment (not your regular job duties) developed by you and your supervising pharmacist. These projects should be relevant to current and/or future duties as a technician. For example, training on a new computer system would be considered an In-Service project. You may earn up to 10 hours towards your recertification.

**What is the PTCB Universal Continuing Education Form?**

This form is for In-Service projects and other training, which are not part of your regular duties. At the completion of the In-Service project, the supervising pharmacist must complete and sign the form. Only 10 hours can be used towards reinstatement through In-Service projects. Each time the *PTCB Universal Continuing Education Form* is completed, the continuing education program is considered an In-Service project. If the program sponsor provides a Certificate of Participation, a *PTCB Universal Continuing Education Form* should not be used. Do not list the supervising pharmacist's name as the program provider. The program provider of In-Service projects is the sponsoring company or pharmacy. Answer "no" if you received a Certificate of Participation from the continuing education provider. Remember the *form* should not be used if you received a Certificate of Participation.

**What is The Accreditation Council for Pharmacy Education (ACPE)?**

ACPE accredits continuing education accredited providers. ACPE does not provide continuing education programs. Lecture, workshop and home study programs are not required to be ACPE accredited for a technician to receive continuing education credits.

**How does the ACPE rule affect the way I report credits to PTCB?**

As of January 1, 2008, ACPE requires all accredited CE providers to designate their programs as either "P" for pharmacists, "T" for pharmacy technicians or "P/T" for both. PTCB has not revised its CE policy, but would like you to indicate, if applicable, on your CE form. We will continue to accept CEs that are designated "P," "T" and "P/T" so long as it is pharmacy-related and appropriate for work as a CPhT.

**Should I mail my Certificates of Participation to PTCB?**

No. CPhTs are responsible for maintaining their own continuing education records. PTCB will only request copies of your Certificates of Participation and/or completed PTCB Universal Continuing Education Forms if you are audited or if we have questions regarding your application. You should keep copies of your continuing education documentation for at least one year after your recertification date.

**May I carry over credits to my next recertification period?**

No. You cannot carry over any credits earned to your next recertification period. For example, if you earned 40 credits in IV admixtures, we will only accept 19, (the other must be in pharmacy law.)

**I am not sure about one of my credits. Where can I get it reviewed and approved?**

You may submit a request for credit review and approval by email to [recertification@ptcb.org](mailto:recertification@ptcb.org) or fax (Attn: Recertification Department). Our fax number is 202/429-7596

**What will my new expiration date be once I recertify?**

Once your application has been received and processed by PTCB, your new expiration date will be two years from your last expiration date. For example, if you recertify on time and your last expiration date was March 31, 2009 your new expiration date will be March 31, 2011.

# PTCB

## **PHARMACY TECHNICIAN CERTIFICATION BOARD Reinstatement Program and Handbook for (CPhTs)**

### **SUMMARY OF THE REINSTATEMENT PROCESS**

Certified Pharmacy Technicians (CPhTs) are required to renew their PTCB certification every two years, through the recertification process. Those individuals not completing the recertification process are no longer a CPhT and must apply for reinstatement. Former CPhTs are eligible to complete the reinstatement process to regain CPhT status without retaking the Pharmacy Technician Certification Examination (PTCE). Eligible candidates have one year from their expiration date to complete 20 hours of continuing education (CE) (2 hours must be in pharmacy law) and submit the completed reinstatement application with an \$80.00 fee. The reinstatement application is **only to be used by individuals seeking reinstatement**. Before completing the application, please take the time to carefully review the information provided in this document.

#### **Steps to Reinstatement**

**Step 1** Complete 20 hours of continuing education; 2 hours must be in pharmacy law. All continuing education credits must have been completed prior to your reinstatement deadline.

**Step 2** Candidates are encouraged to reinstate online.

**Step 3** If you choose to submit a paper application, you must complete and sign the application.

**Step 4** Mail the reinstatement application and fee prior to the deadline. Please mail to **PTCB, PO Box 75430, Baltimore, MD 21275**. Applications mailed to the Washington, DC address will cause a delay in the processing of your application.

**Step 5** After processing, you will receive a new PTCB certificate and wallet card in approximately 30 to 60 days. If your application is returned for corrections, this will delay the reinstatement process.

**Step 6** If you do not complete the reinstatement process within the calendar year, you will need to sit and successfully pass the national Pharmacy Technician Certification Examination (PTCE) in order to become a CPhT again.

**Step 7** Keep copies of your continuing education documentation for at least 1 year after your certification expiration date.

#### **To become reinstated, you must meet the following criteria:**

- You are within one calendar year of your last recertification date.
- You do not have any felony convictions, drug or pharmacy-related convictions, or Board of Pharmacy disciplinary actions.
- Your PTCB certification has not been revoked for any reason.

#### **Reinstatement Fees**

The reinstatement fee is \$80 made payable by check or money order to the "Pharmacy Technician Certification Board" or "PTCB" in U.S. funds. A \$10 reprocessing fee applies to returned applications. Payments returned for insufficient funds after application is processed will result in the deactivation of your certification. The required reinstatement fee plus a \$25 administrative fee must be received by the PTCB within 30 days of the insufficient funds notice to reactivate your certification.

#### **Reinstatement Deadlines**

Completed Reinstatement Applications are due within one year of your certification expiration date.

**There are no extensions or exceptions to printed deadlines. Complete and submit your application as soon as possible.**

## **Returned Reinstatement Applications**

PTCB will return applications not completed correctly, so please read all directions carefully. PTCB suggests that you send the completed application well in advance of the postmark deadline in order to allow time for the application to be returned if an error was made in completing the application. **There are no exceptions or extensions to the postmark deadlines.**

- When resubmitting a corrected reinstatement application you will be required to submit copies of your Certificates of Participation and/or copies of your completed PTCB Universal Continuing Education Form for the CE(s) in question and the required \$10 reprocessing fee.
- Failure to successfully complete the reinstatement requirements will result in the loss of PTCB certification and forfeiture of your reinstatement fees.
- Refunds for incorrect payment of fees are subject to a \$25 processing fee.
- You may NOT correct a returned reinstatement application online or by fax.

## **Continuing Education (CE)**

Complete 20 hours of continuing education (CE) within your two-year certification period; 2 hours must be in pharmacy law. PTCB will only accept CE hours earned during the two-year certification period and during your reinstatement period.

- Additional hours cannot be carried over to the next recertification period.
- Currently, your CE does not have to be provided by an Accreditation Council for Pharmacy Education (ACPE) accredited provider to receive CE credit.
- Only list the sponsors of the program on your CE transcript and not ACPE.
- A maximum of 10 hours may be earned at your workplace by completing in-service projects under the direct supervision of your pharmacist(s) using the PTCB Universal Continuing Education Form.
- A maximum of 15 hours may be earned by completing a college course (in science or math) with a grade of "C" or better.
- CPhT's are NOT required to obtain "live" (interaction between participant and instructor, e.g., administering or delivery of injections) continuing education credits.

## **Acceptable Continuing Education (CE) Subject Matter**

You must earn your continuing education credits in pharmacy-related subject matter. PTCB reserves the right to reject credits not deemed applicable to pharmacy technician practice. Examples of appropriate programs for CPhTs may pertain to the following topics:

- Medication distribution
- Pharmacy operations
- Calculations
- Programs specific to pharmacy technicians
- Interpersonal skills
- Organizational skills & inventory control systems
- Pharmacy law\*
- Pharmacology/drug therapy

\*Two hours in pharmacy law are required.

## **Acceptable Documentation for Continuing Education Hours**

Certificates of Participation must include the following information:

- Name of participant
- Title and date of program
- Program sponsor or provider
- Number of hours awarded
- Dated signature of provider representative\* (company or organization name)

\*Note: if the date of the program is not printed on the certificate, the dated signature will be used as the date the continuing education (CE) hour(s) were earned.

## Locating Continuing Education (CE) Providers

Visit PTCB's website [www.ptcb.org](http://www.ptcb.org) for information on continuing education (CE) to providers.

Accreditation Council for Pharmacy Education's Pharmacists' Learning Assistance Network (P.L.A.N.) <http://www.acpe-accredit.org/pharmacists/programs.asp>

American Pharmacists Association (APhA) <http://www.pharmacist.com>

American Society of Health-System Pharmacists (ASHP) <http://www.ashp.org>

Illinois Council of Health-System Pharmacists (ICHHP) <http://www.ichpnet.org>

National Pharmacy Technician Association (NPTA) <http://www.pharmacytechnician.org>

Pharmacy Technician's Letter <http://www.pharmacytechniciansletter.com>

Pharmacy Times <http://www.pharmacytimes.com>

Power-Pak C.E.® <http://www.powerpak.com>

RxSchool® <http://www.rxschool.com>

U.S. Pharmacist <http://www.uspharmacist.com>

## Categories of Continuing Education (CE)

### *Lecture/Workshop Programs*

This type of program may be a live or web-based presentation, teleconference, in-service, videotape, panel discussion, workshop, etc. Speakers/Educators may include pharmacists, CPhTs, health care personnel (physicians, nurses, respiratory therapists, etc.), and pharmaceutical industry representatives. If you do not receive a Certificate of Participation for the program, your supervising pharmacist may complete the Universal Continuing Education Form for you to receive credit.

#### **Credit hour allocation for lecture programs**

- You will receive credit for the same number of hours as the number of lecture hours attended (or the number of hours approved for attendees). The minimum unit of credit that may be awarded for any single lecture program is 1 hour.
- ACPE accreditation of the accredited provider is not mandatory for programs attended by CPhTs in order to receive CE credit. However if your CE credit is ACPE accredited you must indicate on your transcript whether it is designated as "P" for pharmacist, "T" for technician or "P/T" for both.

### *College Courses*

To receive continuing education (CE) credits for a college course, you must complete a course for credit with a grade of "C" or better. As a general guideline, the following categories of course work are eligible for CE credit:

- Courses in a pharmacy technician training program such as those offered by a community college.
- Any course in mathematics or calculations.
- A life science course relating to pharmacy, e.g., biology, chemistry, physics, etc.
- Any course in the pharmaceutical sciences.

Other course work may be approved on a case-by-case basis by writing a letter to PTCB and including a syllabus for the course. PTCB will assess the relevance of the course to the work of CPhTs and notify you of its decision.

#### **Credit hour allocation for college courses**

- PTCB will accept 1 college course for 15 hours of CE per two-year certification period. The remaining 5 CE credits must be earned from another provider.
- A grade report (or transcript) will be considered as the Certificate of Participation if audited.
- Technicians may take college courses that are appropriate for pharmacists.

### *In-Service Projects or Other Training*

In-Service projects are specially assigned work assignments and do not fall under the category of normal work duties and responsibilities. CPhTs should make arrangements with their supervising pharmacist for the completion of specially assigned in-service projects or training.

- Examples of in-service projects include inventory control, IV admixtures, videos, etc. These projects should be selected with the CPhT's individual training needs in mind.

- The supervising pharmacist must complete and sign the PTCB Universal Continuing Education Form for in-service projects.
- The PTCB Universal Continuing Education Form should not be completed for those courses that issue a Certificate of Participation.
- When using the PTCB Universal Continuing Education Form, list the name of the company or pharmacy, NOT the name of the supervising pharmacist as the program provider/sponsor on the Reinstatement Application.
- A maximum of 10 hours of CE is allowed using the PTCB Universal Education Form.

Visit PTCB's website [www.ptcb.org](http://www.ptcb.org) for information on downloading the In-Service form.

# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Universal Continuing Education Form

CPhTs may use up to ten (10) contact hours of continuing education earned in the practice site for recertification credit. These ten In-Service hours are not to be awarded for working ten hours at the technician's regular duties. To earn these hours, the supervising pharmacist may arrange selected In-Service projects or training for the technician. The supervising pharmacist completes and signs this *Universal Continuing Education Form* to verify completion of the project.

#### Instructions

1. The supervising pharmacist must complete and sign this *Universal Form*.
2. Complete all information. Please type or use a black pen so copies are legible.
3. The summary should describe how the project relates to the work of the pharmacy technician.
4. Each project must have at least two learning objectives listed.
5. One form must be completed for each pharmacy technician and for each project.
6. This form may be photocopied but must have an original signature of the pharmacist.
7. Direct all inquiries regarding the use of this form to the Pharmacy Technician Certification Board at [recertification@ptcb.org](mailto:recertification@ptcb.org) or call us at (800) 363-8012.

Title of Project, Training Program, etc: \_\_\_\_\_

Source of Project: \_\_\_\_\_

Summary: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### Learning Objectives

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

CPhT Name: \_\_\_\_\_ Certification#: \_\_\_\_\_

Date of Program Completion: \_\_\_\_\_ Contact Hours: \_\_\_\_\_

Pharmacist Name: \_\_\_\_\_ Licensed: \_\_\_\_\_  
(state)

Pharmacist Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Reinstatement of Certification Application

PLEASE PROVIDE CURRENT, ACCURATE INFORMATION.

\_\_\_ Check here if this is a new address.

\_\_\_ Check here if this is a new email address.

\_\_\_ Mr. \_\_\_ Mrs. \_\_\_ Ms.

Name: \_\_\_\_\_ Previous Name(s) Used: \_\_\_\_\_

First Middle Last

*Name changes require appropriate documentation (copy of marriage certificate, divorce decree, etc.)*

Address: \_\_\_\_\_

Street City State Zip code

Home Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

PTCB Certification Number: \_\_\_\_\_

PTCB Recertification Date: \_\_\_\_\_

### Reinstatement Survey

All responses are strictly confidential.

1. Which one of the following best describes your primary work environment? (For each of the questions, circle the best answer)

- a. Community – Independent
- b. Community – Chain
- c. Hospital-University/University-Affiliated
- d. Hospital – Other
- e. Home Health Care
- f. Long-term Care
- g. Mail Service Facility
- h. Managed Health Care
- i. Educational/Vocational Training
- j. Pharmaceutical Industry
- k. Military (*circle one*: Air Force, Army, Navy, and Coast Guard)
- l. Other \_\_\_\_\_

2. Does your employer recognize Certified Pharmacy Technicians with higher pay rates?

- a. Yes
- b. No
- c. I don't know

3. What is the name of your employer?

- |                      |                      |
|----------------------|----------------------|
| a. Albertsons        | m. Happy Harry's     |
| b. CVS/pharmacy      | n. Kerr Drug         |
| c. Eckerd            | o. King Soopers      |
| d. Kaiser Permanente | p. Longs             |
| e. Kmart             | q. Medicine Shoppe   |
| f. Krogers           | r. Neighbor Care     |
| g. Cardinal Health   | s. Safeway           |
| h. Rite Aid          | t. Target            |
| i. Walgreens         | u. Wal-Mart          |
| k. Brooks            | v. Winn Dixie        |
| l. Giant             | w. Other, not listed |

**4. How long have you worked full and/or part-time as a pharmacy technician? (For each of the questions, circle the best answer)**

- a. Less than 6 months
- b. 6 months - 1 year
- c. 1 - 2 years
- d. 2 - 3 years
- e. 4 - 5 years
- f. 6 - 10 years
- g. 11 - 20 years
- h. More than 21 years

**5. What is the reason(s) for loss of PTCB certification?**

- a. Changed occupation
- b. Did not complete continuing education hours by expiration date
- c. Did not remember recertification date
- d. Did not submit recertification application
- e. Other

**6. What is your current role in your practice setting?**

- a. Lead Tech
- b. Pharmacy Tech
- c. Store Mgr. or Asst. Mgr.
- d. Pharmacy Student
- e. Tech in Training
- f. Clinical Technician
- g. IV Technician
- h. Other

**7. Which of the following have you noticed most in your experience as a CPhT?**

- a. Improved feeling of self-worth
- b. Increased work responsibilities
- c. Greater acceptance by pharmacists
- d. Improved competence
- e. Improved ability to gain employment
- f. Enhanced job security
- g. Pay raise
- h. Promotion
- i. Supervisory opportunities

**8. How would you rate your overall satisfaction with the PTCB recertification/reinstatement process (on a scale of 1-10 with 10 being the best):**

- a. 9-10
- b. 7-8
- c. 5-6
- d. 3-4
- e. 1-2

Send the completed application and payment in the enclosed envelope to:  
**Pharmacy Technician Certification Board**  
**P.O. Box 75430**  
**Baltimore, MD 21275**



# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Reinstatement Frequently Asked Questions (FAQs)

#### CHANGES

**My name has changed or I notice an error in my name. Who do I contact to request an update or correction?**

For name changes, send your full name and PTCB certification along with appropriate documentation (copy of marriage license, divorce decree, etc.) by fax to 202-429-7596 or you may scan your materials and email to [recertification@ptcb.org](mailto:recertification@ptcb.org). For name correction, send your request (include your full name, PTCB certification or Social Security number) by fax to 202-429-7596 or by scanning your materials and email to [recertification@ptcb.org](mailto:recertification@ptcb.org).

**I need to update or add my email address. Who do I contact about this?**

You may send your updated or new email address by fax to 202-429-7596 or by email to [recertification@ptcb.org](mailto:recertification@ptcb.org).

**I have forgotten my online password. Who do I contact about this?**

You may contact us at 1-800-363-8012, send a request by fax to 202-429-7596 or email request to [recertification@ptcb.org](mailto:recertification@ptcb.org)

#### REINSTATEMENT

**Can I apply for reinstatement via the internet?**

Yes. You may complete the reinstatement process via the internet for \$80 during your reinstatement period. This online application provides immediate confirmation of receipt. The application is available on PTCB's website at [www.ptcb.org](http://www.ptcb.org). Reinstating online reduces the time it takes to receive your new certificate by up to 4 weeks and allows you to print a confirmation that your application has been submitted for your workplace. When completing your online application you will be required to submit payment via credit card or e-check.

**What is the reinstatement program?**

The reinstatement program is offered to those who did not complete the required 20 hours of continuing education by their expiration date and/or failed to submit a recertification application by the deadline. Candidates who are eligible for reinstatement must complete 20 hours of continuing education (including 2 hours of pharmacy law) and complete the reinstatement process within one calendar year of their recertification date. NOTE: you will have lost your CPhT status until you have reinstated.

**What will my new expiration date be once I reinstate?**

Regardless of when you reinstate during the one-year reinstatement period, your new expiration date will be two years from your last expiration date. For example, if you reinstate any time after your expiration date, e.g., March 31, 2008, your new expiration date will continue to be March 31, 2010.

**Are the continuing education (CE) requirements the same for reinstatement as for recertification?**

Yes; however, you will need two (2) Pharmacy Law credits. Please refer to the Recertification (FAQs) and related information at [www.ptcb.org](http://www.ptcb.org).

**What is The Accreditation Council for Pharmacy Education (ACPE)?**

ACPE accredits continuing education accredited providers. ACPE does not provide continuing education programs. Lecture, workshop and home study programs are not required to be ACPE accredited for a technician to receive continuing education credits.

**How does the ACPE rule affect the way I report credits to PTCB?**

As of January 1, 2008, ACPE requires all accredited CE providers to designate their programs as either "P" for pharmacists, "T" for pharmacy technicians or "P/T" for both. PTCB has not revised its CE policy, but would like you to indicate, if applicable, on your CE form. We will continue to accept CEs that are designated "P," "T" and "P/T" so long as it is pharmacy-related and appropriate for work as a CPhT.

**I am not sure about one of my credits. Where can I get it reviewed and approved?**

You may submit a request for credit review and approval by email to [recertification@ptcb.org](mailto:recertification@ptcb.org) or fax (Attn: Recertification Department). Our fax number is (202) 429-7596.

## Appendix A: PTCB Examination Content Outline

### I. Assisting the Pharmacist in Serving Patients (66% of exam)

- A. Receive prescription/medication order(s) from patient/patient's representative, prescriber, or other healthcare professional:
  - 1. Accept new prescription/medication order from patient/patient's representative, prescriber, or other healthcare professional
  - 2. Accept new prescription/medication order electronically (for example, by telephone, fax, or electronic transmission)
  - 3. Accept refill request from patient/patient's representative
  - 4. Accept refill authorization from prescriber or other healthcare professional electronically (for example, by telephone, fax, or electronic transmission)
  - 5. Contact prescriber/originator for clarification of prescription/medication order refill
  - 6. Perform/accept transfer of prescription/medication order(s)
- B. Assist the pharmacist in accordance with federal rules and regulations in obtaining from the patient/patient's representative such information as diagnosis or desired therapeutic outcome, disease state, medication history (including over-the-counter [OTC] medications and dietary supplements), allergies, adverse reactions, medical history and other relevant patient information, physical disability, and payer information (including both self-pay and third party reimbursement)
- C. Assist the pharmacist in accordance with federal rules and regulations in obtaining from prescriber, other healthcare professionals, and/or the medical record such information as diagnosis or desired therapeutic outcome, disease state, medication history (including over-the-counter [OTC] medications and dietary supplements), allergies, adverse reactions, medical history and other relevant patient information, physical disability, and payer information (including both self-pay and third-party reimbursement)
- D. Collect and communicate patient-specific data (for example, blood pressure, glucose, cholesterol levels, therapeutic drug levels, immunizations) to assist the pharmacist in monitoring patient outcomes
- E. Collect and communicate data related to restricted drug distribution programs (for example, thalidomide, isotretinoin, clozapine)
- F. Collect and communicate data related to investigational drugs
- G. Assess prescription or medication order for completeness (for example, patient's name and address), accuracy, authenticity, legality, and reimbursement eligibility
- H. Update the medical record/patient profile with such information as medication history (including [OTC] medications and dietary supplements), disease states, compliance/adherence patterns, allergies, medication duplication, and/or drug-disease, drug-drug, drug-laboratory, drug-dietary supplement and/or OTC, and drug-food interactions
- I. Assist the patient/patient's representative in choosing the best payment assistance plan if multiple plans are available to patient
- J. Process a prescription/medication order
  - 1. Enter prescription/medication order information into patient profile
  - 2. Select the appropriate product(s) for dispensing (for example, brand names, generic substitutes, therapeutic substitutes, formulary restrictions)

3. Obtain pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances, controlled substances, and investigational products) from inventory
  4. Calculate quantity and days supply of finished dosage forms for dispensing
  5. Measure or count quantity of finished dosage forms for dispensing
  6. Process and handle radiopharmaceuticals
  7. Perform calculations for radiopharmaceuticals
  8. Process and handle chemotherapeutic medications commercially available in finished dosage forms (for example, Efudex, mercaptopurine)
  9. Perform calculations for oral chemotherapeutic medications
  10. Process and handle investigational products
  11. Package finished dosage forms (for example, blister pack, robotic/automated dispensing, vial)
  12. Affix label(s) and auxiliary label(s) to container(s)
  13. Assemble patient information materials (for example, drug information sheets, patient package inserts, Health Information Portability and Accountability Act [HIPAA] literature)
  14. Check for accuracy during processing of the prescription/medication order (for example, National Drug Code [NDC] number, bar code, and data entry)
  15. Verify the data entry, measurements, preparation, and/or packaging of medications produced by other technicians as allowed by law (for example, tech check tech)
  16. Prepare prescription or medication order for final check by pharmacist
  17. Prepare prescription or medication order for final check by pharmacy technician as allowed by law (for example, tech check tech)
  18. Perform Nuclear Regulatory Commission (NRC) required checks for radiopharmaceuticals
- K. Compound a prescription/medication order:
1. Assemble equipment and/or supplies necessary for compounding the prescription/medication order
  2. Calibrate equipment (for example, scale or balance, total parenteral nutrition [TPN] compounder) needed to compound the prescription/medication order
  3. Perform calculations required for preparation of compounded IV admixtures
  4. Perform calculations for extemporaneous compounds
  5. Compound medications (for example, topical preparations, reconstituted antibiotic suspensions) for dispensing according to prescription and/or compounding guidelines
  6. Compound medications in anticipation of prescriptions/medication orders (for example, compounding for a specific patient)
  7. Prepare sterile products (for example, TPNs, piggybacks, IV solutions, ophthalmic products)
  8. Prepare radiopharmaceuticals
  9. Prepare chemotherapy
  10. Record preparation and/or ingredients of medications (for example, lot number, control number, expiration date, chemotherapy calculations, type of IV solution)
- L. Provide prescription/medication to patient/patient's representative:
1. Store medication prior to distribution
  2. Provide medication and supplemental information (for example, patient package inserts) to patient/patient's representative

3. Package and ship pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) to patient/patient's representative
  4. Place medication in dispensing system (for example, unit-dose cart, automated systems)
  5. Deliver medication to patient-care unit
  6. Record distribution of prescription medication
  7. Record distribution of controlled substances
  8. Record distribution of investigational drugs
  9. Record distribution of restricted drugs (for example, isotretinoin, clozapine, thalidomide)
  10. Record distribution of prescription/medication to patient's home
- M. Determine charges and obtain reimbursement for products and services
  - N. Communicate with third-party payors to determine or verify coverage
  - O. Communicate with third-party payors to obtain prior authorizations
  - P. Communicate with third-party payors and patients/patients' representatives to rectify rejected third-party claims
  - Q. Identify and resolve problems with rejected claims (for example, incorrect days supply, incorrect ID number)
  - R. Provide supplemental information (for example, disease state information, CDs) as requested/required
  - S. Direct patient/patient's representative to pharmacist for counseling
  - T. Perform drug administration functions under appropriate supervision (for example, perform drug/IV rounds, check pumps, anticipate refill of drugs/IVs)
  - U. Process and dispense enteral products

## **II. Maintaining Medication and Inventory Control Systems (22% of exam)**

- A. Identify pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) to be ordered
- B. Place routine orders for pharmaceuticals, durable and nondurable medical equipment, devices, and supplies (including hazardous substances and investigational products) in compliance with legal, regulatory, formulary, budgetary, and contractual requirements
- C. Place emergency orders for pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) in compliance with legal, regulatory, formulary, budgetary, and contractual requirements
- D. Receive pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) and verify against specifications on original purchase orders
- E. Place pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) in inventory under proper storage conditions while incorporating error prevention strategies
- F. Perform non-patient-specific preparation, distribution, and maintenance of pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) while incorporating error prevention strategies (for example, crash carts, clinic and nursing floor stock, automated dispensing systems)
- G. Remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, durable and nondurable medical equipment, devices, and supplies (including hazardous substances and investigational products)

- H. Remove from inventory recalled pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products)
- I. Dispose of or destroy pharmaceuticals or supplies (for example, hazardous substances, investigational products, controlled substances, non-dispensable products)
- J. Communicate changes in product availability (for example, formulary changes, recalls, shortages) to pharmacy staff, patient/patient's representative, physicians, and other healthcare professionals
- K. Implement and monitor policies and procedures to deter theft and/or drug diversion
- L. Maintain a record of controlled substances ordered, received, and removed from inventory
- M. Maintain a record of investigational products ordered, received, and removed from inventory
- N. Perform required inventories and maintain associated records
- O. Maintain record-keeping systems for repackaging, non-patient specific compounding, recalls, and returns of pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products)
- P. Compound non-patient specific medications in anticipation of prescription/medication orders
- Q. Perform quality assurance tests on compounded medications (for example, end product testing and validation)
- R. Repackage finished dosage forms for dispensing (for example, unit dose, blister pack, oral syringes)
- S. Participate in quality assurance programs related to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products)

### **III. Participating in the Administration and Management of Pharmacy Practice (12% of exam)**

- A. Coordinate written, electronic, and oral communications throughout the practice setting (for example, route phone calls, faxes, verbal and written refill authorizations; disseminate policy and procedure changes)
- B. Update and maintain patient information (for example, insurance information, demographics, provider information) in accordance with federal regulations and professional standards (for example, Health Insurance Portability and Accountability Act [HIPAA])
- C. Collect productivity information (for example, the number of prescriptions filled, fill times, payments collected, rejected claim status)
- D. Participate in quality assurance activities (for example, medication error prevention, customer satisfaction surveys, and internal audits of processes)
- E. Generate quality assurance reports (for example, compile or summarize data collected for evaluation or action plan development, root cause analysis)
- F. Implement and monitor the practice setting for compliance with federal regulations and professional standards (for example, Materials Safety Data Sheet [MSDS], Occupational Safety Health Administration [OSHA], Joint Commission on Accreditation of Healthcare Organizations [JCAHO], United States Pharmacopeia [USP])
- G. Implement and monitor policies and procedures for infection control
- H. Implement and monitor policies and procedures for the handling, disposal, and destruction of pharmaceuticals and supplies (for example, hazardous substances, investigational products, controlled substances, non-dispensable products, radiopharmaceuticals)
- I. Perform and record routine sanitation, maintenance, and calibration of equipment (for example, automated dispensing equipment, balances, TPN compounders, and refrigerator/freezer temperatures)

- J. Update, maintain, and use manual or electronic information systems (for example, patient profiles, prescription records, inventory logs, reference materials) in order to perform job related activities
- K. Use and maintain automated and point-of-care dispensing technology
- L. Perform billing and accounting functions for products and services (for example, self-pay, third-party adjudication, pharmaceutical discount cards, medication reimbursement)
- M. Communicate with third-party payers to determine or verify coverage for products and services
- N. Coordinate and/or participate in staff training and continuing education
- O. Perform and/or contribute to employee evaluations and competency assessments
- P. Participate in the establishment, implementation, and monitoring of the practice setting's policies and procedures

# PTCB

## Appendix B: Pharmacy Technician Certification Board School Codes

### Alabama

Capps College	Mobile	AL	0303
Remington College	Mobile	AL	0301
Virginia College	Birmingham	AL	0302

### Alaska

Fairbanks Memorial Hospital	Fairbanks	AK	0101
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### Arkansas

Remington College	Little Rock	AR	0401
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### Arizona

Apollo College	Phoenix	AZ	0209
Apollo College	Tucson	AZ	0206
Arizona College of Allied Health	Phoenix	AZ	0201
College America	Flagstaff	AZ	0204
Long Medical College	Phoenix	AZ	0202
Northland Pioneer College	Holbrook	AZ	5420
Pima Community College	Tucson	AZ	0203
Pima Medical Institute	Mesa	AZ	0207
Pima Medical Institute	Tucson	AZ	0208
Remington College	Tempe	AZ	0205
Tucson College	Tucson	AZ	0307

### Bahamas

Success Training College	Nassau	Bahamas	5301
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### California

Abram Friedman Occupational Center	Los Angeles	CA	5465
American Career College	Anaheim	CA	0542
American Career College	Los Angeles	CA	0502
American Institute of Health Science	Long Beach	CA	0501
Antelope Valley Regional Occupational Program	Palmdale	CA	5472
ATC College	Oakland	CA	5497
Baldy View Regional Occupation Program (BVRP)			
Career Training Center	Ontario	CA	5217
BioHealth College	San Jose	CA	0323
Boston Reed College	Napa	CA	0543
<b>California</b>			
Bryman College	Anaheim	CA	0544
Bryman College	San Francisco	CA	0545
Bryman College	San Jose	CA	0546

# **V. CERTIFICATION ACCREDITATION (NATIONAL COMMISSION FOR CERTIFYING AGENCIES)**



*Agency of the National Organization for Competency Assurance*

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## Accredited Certification Programs

New Jersey Nurses - Click [here](#) for information on renewing your license.

### National Commission For Certifying Agencies

#### Accredited Certification Programs as of November 2010

Dates listed indicate that program's accreditation expiration date.

#### Academy of Applied Personal Training Education

- Certified Personal Fitness Trainer 3/31/14

#### Academy of Clinical Research Professionals

- Clinical Research Associate (CRA) 4/30/15
- Clinical Research Coordinator (CRC) 4/30/15

#### Accreditation Council for Accountancy and Taxation

- Accredited Business Accountant 11/30/1

#### American Academy of Health Care Providers in the Addictive Disorders

- Certified Addiction Specialist (CAS) 5/31/15

#### American Academy of Nurse Practitioners Certification Program

- Adult Nurse Practitioner 11/30/12
- Family Nurse Practitioner 11/30/12
- Gerontological Nurse Practitioner 11/30/12

#### American Academy of Wound Management

- Certified Wound Specialist 4/30/12

#### American Association of Critical-Care Nurses Certification Corporation

- CCNS 1/31/15
- CCRN 1/31/15
- Progressive Care Certified Nurse 1/31/15
- Adult Acute Care Nurse Practitioner Certification 1/31/15
- Cardiac Surgical Subspecialty Certification 8/31/12
- Cardiac Medical Subspecialty Certification 8/31/12

#### American Association of Medical Assistants

- Certified Medical Assistant 10/31/11

#### American Board for Certification in Orthotics, Prosthetics, and Pedorthics

- Certified Orthotist (CO) 8/31/12

- Certified Prosthetist (CP) 8/31/12
- Certified Prosthetist-Orthotist (CPO) 8/31/12
- Certified Pedorthist 4/30/15

American Board for Occupational Health Nurses

- Case Management 8/31/13
- Certified Occupational Health Nurse 8/31/13
- Certified Occupational Health Nurse - Specialist 8/31/13

American Board of Multiple Specialties in Podiatry

- Primary Care in Podiatric Medicine 8/31/13
- Diabetic Foot Wounds and Foot Wear 8/31/13
- Podiatric Surgery 8/31/13

American Board of Registration of EEG and EP Technologists

- Certification in Neurophysiologic Intraoperative Monitoring 4/30/13

American Case Management Association

- Accredited Case Manager (ACM) 10/31/15

American Chiropractic Board of Sports Physicians

- Certified Chiropractic Sports Physician 10/31/11
- Diplomate American Chiropractic Board of Sports Physician 10/31/11

American Chiropractic Neurology Board

- Diplomate of the American Chiropractic Neurology Board 7/31/14

American Clinical Board of Nutrition

- Diplomate American Clinical Board of Nutrition 4/30/11

American College of Sports Medicine

- Certified Personal Trainer 4/30/11
- Certified Clinical Exercise Specialist 4/30/11
- Certified Health/Fitness Specialist 4/30/11
- Registered Clinical Exercise Physiologist 4/30/11

American Council on Exercise

- Advanced Health and Fitness Specialist 10/31/13
- Group Fitness Instructor 10/31/13
- Lifestyle and Weight Management Consultant 10/31/13
- Personal Trainer 10/31/13

American Health Information Management Association

- Certified Coding Associate (CCA) 4/30/11

American Medical Technologists

- Medical Technologist 5/31/13
- Medical Laboratory Technician 5/31/13
- Registered Phlebotomy Technician 5/31/13
- Registered Medical Assistant 5/31/13
- Certified Medical Administrative Specialist 5/31/13
- Registered Dental Assistant 5/31/13
- Certified Office Laboratory Technician 5/31/13

American Midwifery Certification Board

- Nurse Midwifery 8/31/11
- Midwifery 8/31/11

American Nurses Credentialing Center Commission on Certification

- Acute Care Nurse Practitioner 7/31/14
- Adult Nurse Practitioner 7/31/14
- Family Nurse Practitioner 7/31/14
- Adult Psychiatric and Mental Health Nurse Practitioner 7/31/14
- Family Psychiatric and Mental Health Nurse Practitioner 7/31/14

- Gerontological Nurse Practitioner 7/31/14
- Pediatric Nurse Practitioner 7/31/14
- Ambulatory Care 7/31/14
- Cardiac/Vascular 7/31/14
- Gerontological 7/31/14
- Informatics Nurse 7/31/14
- Medical-Surgical Nurse 7/31/14
- Nurse Executive 7/31/14
- Nurse Executive Advanced 7/31/14
- Nursing Case Management 7/31/14
- Nursing Professional Development 7/31/14
- Pediatric Nurse 7/31/14
- Pain Management 7/31/14
- Psychiatric and Mental Health Nurse 7/31/14
- CNS Adult Health 7/31/14
- CNS Adult Psychiatric and Mental Health Nursing 7/31/14
- CNS Child and Adolescent Psychiatric and Mental Health Nursing 7/31/14
- CNS Gerontological Nursing 7/31/14
- Advanced Public Health Nurse 7/31/14

#### American Registry of Diagnostic Medical Sonographers

- Registered Diagnostic Medical Sonographer 9/30/14
- Registered Diagnostic Cardiac Sonographer 9/30/14
- Registered Vascular Technologist 9/30/14

#### American Registry of Radiologic Technologists

- Nuclear Medicine Technology 5/31/13
- Radiation Therapy 5/31/13
- Radiography 5/31/13
- Sonography 5/31/13
- Registered Radiologist Assistant 5/31/13

#### American Society of Association Executives

- Certified Association Executive (CAE) 3/31/15

#### American Society for Home Inspectors

- Certified Inspector 6/30/14

#### Association for Christian Alcohol and Drug Counselors

- Certified Drug, Alcohol and Addiction Counselor 8/31/12

#### Behavior Analyst Certification Board

- Board Certified Behavior Analyst 8/31/12
- Board Certified Associate Behavior Analyst 8/31/12

#### Board for Certification of Addiction Specialists

- Certified Alcoholism & Other Drug Addictions Recovery Specialist 3/31/12

#### Board of Certification/Accreditation International (formerly Board for Orthotist/Prosthetist Certification)

- Certified Mastectomy Fitter 4/30/11
- Certified Orthotic Fitter 4/30/11
- Orthotist 4/30/11
- Prosthetist 4/30/11
- Pedorthist 5/31/14

#### Board of Certification in Professional Ergonomics

- Certified Professional Ergonomist/Certified Human Factors Professional 3/31/14

#### Board of Certified Safety Professionals

- Certified Safety Professional 11/30/14
- Occupational Health and Safety Technologist 4/30/15
- Safety Trained Supervisor 4/30/15
- Construction Health and Safety Technician 4/30/15

#### Board of Pharmacy Specialties

- Board Certified Nuclear Pharmacist 11/30/13
- Board Certified Nutrition Support Pharmacist 11/30/13
- Board Certified Oncology Pharmacist 11/30/13

- Board Certified Psychiatric Pharmacist 11/30/13
- Board Certified Pharmacotherapy Specialist 11/30/13

Board of Registered Polysomnographic Technologists

- Registered Polysomnographic Technologist 8/31/12

The Breining Institute

- Registered Addiction Specialist 7/31/11

California Association for Alcohol/Drug Educators

- Certified Addiction Treatment Counselor 9/30/12

California Association of Drinking Driver Treatment Programs

- Certified Alcohol & Other Drug Counselor 9/30/12

California Certification Board of Alcohol and Drug Counselors

- Certified Alcohol and Drug Counselor II 10/31/11

California Certification Board for Chemical Dependency Counselors

- Certified Chemical Dependency Counselor 9/30/12

Center for Criminality and Addiction Research, Training, and Application

- Forensic Addictions Corrections Treatment 9/30/12

Certification Board for Music Therapists

- Music Therapy Board Certification 10/31/11

Certification Board for Radiology Practitioner Assistants

- Radiology Practitioner Assistant 5/31/14

Certification Board for Sterile Processing and Distribution

- Certified Sterile Processing Distribution Manager 5/31/13
- Certified Sterile Processing Distribution Supervisor 5/31/13
- Certified Sterile Processing Distribution Technician 5/31/13

Certification Board of Infection Control and Epidemiology

- Certified in Infection Control 4/31/11

Certification of Disability Management Specialists Commission

- Certified Disability Management Specialist 3/31/15

Certified Financial Planner Board of Standards, Inc.

- Certified Financial Planner 11/30/14

Certified Fundraising Executives International Credentialing Board

- Certified Fundraising Executive 3/31/14

Certified Mine Safety Professional Certification Board

- Certified Mine Safety Professional 11/30/10

Certifying Board for Dietary Managers

- Certified Dietary Manager (CDM) 3/31/15

Commission for Case Manager Certification

- Certified Case Manager 11/30/14

Commission on Dietetic Registration of the American Dietetic Association

- Dietetic Technician, Registered 11/30/11
- Registered Dietitian 11/30/11
- Board Certified Specialist on Renal Nutrition 11/30/11

Commission on Paraoptometric Certification

- Certified Paraoptometric Technician 3/31/12
- Certified Paraoptometric Assistant 3/31/12
- Certified Paraoptometric 3/31/12

Commission on Rehabilitation Counselor Certification

- Certified Rehabilitation Counselor (CRC) 4/30/15

Competency & Credentialing Institute (formerly Certification Board Perioperative Nursing)

- CRNFA 10/31/15
- CNOR 10/31/15

The Cooper Institute

- Personal Trainer Certification 11/30/11

Crane Institute of America Certification, Inc.

- Telescoping Boom Crane Over 75 Tons 8/31/13
- Lattice Boom Carrier 8/31/13
- Lattice Boom Crawler 8/31/13
- Large Telescoping Boom Crane 8/31/13
- Small Telescoping Boom Crane 8/31/13
- Qualified Signalperson & Basic Rigger Certification 8/31/13

Dental Assisting National Board

- Certified Dental Assistant 8/31/12
- Certified Orthodontic Assistant 8/31/12

Healthcare Quality Certification Board

- Certified Professional in Healthcare Quality 11/30/13

Human Resource Certification Institute

- Professional in Human Resources 4/30/13
- Senior Professional in Human Resources 4/30/13
- Global Professional in Human Resources 4/30/13

Institute for the Certification of Pharmacy Technicians

- Certified Pharmacy Technician 5/31/13

Indian Alcoholism Commission of California

- Certified Substance Abuse Counselor 9/30/12

Infusion Nurses Certification Corporation

- Certified Registered Nurse Infusion (CRNI) 7/31/15

International Fitness Professionals Association

- Certified Personal Fitness Trainer 10/31/12

International Board of Lactation Consultant Examiners

- International Board Certified Lactation Consultant 3/31/14

International Foundation for Retirement Education

- Certified Retirement Counselor 7/31/14

International Society for Clinical Densitometry

- Certified Bone Densitometry Technologist (CBDT) 11/30/14

Joint Commission on Allied Health Personnel in Ophthalmology

- Certified Ophthalmic Assistant 11/30/15
- Certified Ophthalmic Medical Technologist 11/30/15
- Certified Ophthalmic Technician 11/30/15
- Ophthalmic Surgical Assisting 11/30/15

Lamaze International

- Lamaze Certified Childbirth Educator 4/30/12

Medical Dosimetrist Certification Board

- Medical Dosimetrist Certification (MDC) 10/31/15

National Academy of Sports Medicine

- Certified Personal Trainer 4/30/11

National Alliance of Wound Care

- Wound Care Certified 8/31/13

National Association of Certified Valuation Analysts

- Certified Valuation Analyst 4/30/13
- Accredited Valuation Analyst 4/30/13

National Association of Forensic Counselors

- Clinically Certified Forensic Counselor 4/30/101
- Clinically Certified Sex Offender Treatment Specialist 4/30/11

National Association Medical Staff Services

- Certified Provider Credentialing Specialist 5/31/13
- Certified Professional Medical Services Management 5/31/13

National Athletic Trainer's Association Board of Certification

- Entry-Level Athletic Trainer Certification 7/31/15

National Board of Certification for Community Association Managers

- Certified Manager of Community Association (CMCA) 3/31/15

National Board for Certification in Hearing Instrument Sciences

- Board Certified in Hearing Instrument Sciences 8/31/13

National Board for Certification of Hospice and Palliative Nurses

- Certified Hospice and Palliative Nursing Assistant 1/31/15
- Certified Hospice and Palliative Licensed Nurse 1/31/15

National Board on Certification and Recertification of Nurse Anesthetists

- Certified Registered Nurse Anesthetist 4/30/12

National Board for Certification in Occupational Therapy

- Certified Occupational Therapy Assistant 8/31/13
- Occupational Therapist Registered 8/31/13

National Board for Certification of Orthopaedic Technologists

- Orthopaedic Technologist - Certified 4/30/11

National Board for Certified Counselors

- Master Addictions Counselor 4/30/13
- National Certified Counselor 4/30/13

National Board for Respiratory Care

- Certified Pulmonary Function Technologist 11/30/12
- Certified Respiratory Therapist (CRT) 11/30/12
- Neonatal/Pediatric Respiratory Care Specialty 11/30/12
- Registered Pulmonary Function Technologist 11/30/12
- Registered Respiratory Therapist (RRT) 11/30/12
- Specialty Exam for Sleep Disorders Specialists (CRT-SDS, RRT-SDS) 11/30/12

National Board of Surgical Technology and Surgical Assisting

- Certified Surgical Technologist (CST) 4/30/15
- Certified First Assistant (CFA) 4/30/15

National Center for Competency Testing

- Medical Assistant (MA) 11/30/15

National Certification Board for Therapeutic Massage and Body Work

- National Certification for Therapeutic Massage and Bodywork 3/31/14
- National Certification for Therapeutic Massage 3/31/14

National Certification Corporation for the Obstetric, Gynecologic, and Neonatal Nursing Specialties

- Electronic Fetal Monitoring 3/31/15
- Inpatient Obstetric Nursing 3/31/15
- Low Risk Neonatal Nursing 3/31/15
- Maternal Newborn Nursing 3/31/15
- Neonatal Intensive Care Nursing 3/31/15
- Neonatal Nurse Practitioner 3/31/15
- Women's Health Care Nurse Practitioner 3/31/15

National Certification Commission for Acupuncture and Oriental Medicine

- Acupuncture 8/31/12
- Asian Bodywork Therapy 8/31/12
- Chinese Herbology 8/31/12
- Oriental Medicine 8/31/12

National Commission for the Certification of Crane Operators

- Certified Crane Operator 7/31/14
- Tower Crane Operator 7/31/14

National Commission on Certification for Physician Assistants

- Physician Assistant National Certifying Exam (PA-C) 11/30/14

National Commission for Health Education Credentialing

- Certified Health Education Specialist Exam 5/31/13

National Council for Certified Personal Trainers

- Certified Personal Trainer 7/31/15

National Council for Therapeutic Recreation Certification, Inc.

- Certified Therapeutic Recreation Specialist 5/31/13

National Council on Strength and Fitness

- National Certified Personal Trainer 3/31/15

National Examining Board of Ocularists

- Board Certified Ocularist 4/30/12

National Exercise and Sports Trainers Association

- Certified Personal Fitness Trainer 3/31/13

National Exercise Trainers Association

- Certified Personal Trainer 4/30/12
- Certified Group Exercise Instructor 4/30/12

National Federation of Professional Trainers

- Certified Personal Fitness Trainer 4/30/11

National Healthcareer Association

- Certified Phlebotomy Technician 3/31/14
- Certified Billing and Coding Specialist 3/31/14
- Certified Clinical Medical Assistant 3/31/14

National League for Nursing

- Certified Nurse Educator 3/31/14

National Registry of Emergency Medical Technicians

- NREMT-Basic 5/31/13
- NREMT-First Responder 5/31/13
- NREMT-Intermediate/85 5/31/13
- NREMT-Paramedic 5/31/13

National Strength and Conditioning Association (NSCA)

- Certified Personal Trainer 10/31/13
- Certified Strength and Conditioning Specialist 10/31/13

North American Registry of Midwives

- Certified Professional Midwife Program 11/30/11

Nuclear Medicine Technology Certification Board

- Nuclear Medicine Technologist Certification 4/30/11

Oncology Nursing Certification Corporation

- Advanced Oncology Certified Clinical Nurse Specialist (AOCNS) 4/30/15
- Advanced Oncology Certified Nurse (AOCN) 4/30/15
- Advanced Oncology Certified Nurse Practitioner (AOCNP) 4/30/15
- Certified Pediatric Oncology Nurse (CPON) 4/30/15
- Oncology Certified Nurse (OCN) 4/30/15
- Certified Breast Care Nurse (CBCN) 4/30/15

Operating Engineers Certification Program (formerly the Southern California Crane & Hoisting Certification Program)

- Boom Truck Crane 11/30/14
- Lattice Boom Crane 11/30/14
- Telescopic Boom Crane 11/30/14
- Tower Crane 11/30/14

Ophthalmic Photographers' Society, Inc. Board of Certification

- Certified Retinal Angiographer 3/31/15

Pediatric Nursing Certification Board, Inc.

- Certified Pediatric Nurse 4/30/11
- Certified Pediatric Nurse Practitioner - Acute Care 4/30/11
- Certified Pediatric Nurse Practitioner - Primary Care 4/30/11

Pharmacy Technician Certification Board

- Certified Pharmacy Technician 11/30/11

Rehabilitation Engineering and Assistive Technology Society of North America

- Assistive Technology Professional (ATP) 11/30/15

Society of Certified Senior Advisors

- Certified Senior Advisor 8/31/13

Training and Wellness Certification Commission

- Advanced Certified Personal Trainer 3/31/14

Transportation Professional Certification Board

- Professional Traffic Operations Engineer 4/30/12

Union Pacific Railroad\*

- Mobile Crane Operator 11/30/13
- Boom Truck Specialty 11/30/13
- Multi Crane Specialty 11/30/13
- Lattice Boom Specialty 11/30/13

*\*Note: These accredited UPR programs are employee-specific credentials and are not transportable.*

Veterinary Hospital Managers Association

- Certified Veterinary Practice Manager 11/30/11

Wound, Ostomy and Continence Nursing Certification Board

- Certified Continence Care Nurse 4/30/11
- Certified Ostomy Care Nurse 4/30/11
- Certified Wound Care Nurse 4/30/11
- Certified Wound, Ostomy, Continence Nurse Certified 4/30/11



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# National Commission for Certifying Agencies

## Standards for the Accreditation of Certification Programs



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## Preamble

### INTRODUCTION

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The National Commission for Certifying Agencies (NCCA) accredits certification programs complying with its Standards. The mission of NCCA is to help ensure the health, welfare, and safety of the public through the accreditation of certification programs that assess professional competence. The NCCA uses a peer review process to establish accreditation standards, to evaluate compliance with these standards, to recognize programs which demonstrate compliance, and to serve as a resource on quality certification. The purpose of NCCA accreditation is to provide the public and other stakeholders the means by which to identify certification programs that serve their competency assurance needs. NCCA Standards address the structure and governance of the certifying agency, the characteristics of the certification program, the information required to be available to applicants, certificants, and the public, and the recertification initiatives of the certifying agency. NCCA is a separately governed accreditation arm of the Institute for Credentialing Excellence (ICE – formerly the National Organization for Competency Assurance), a membership association of certification organizations providing technical and educational information concerning certification practices.

Since the Standards were first issued in the late 1970s, NCCA has observed fundamental changes in the nature, scope, and importance of certification. First, the certification community has expanded dramatically to include a broader variety of occupational and professional credentials offered by non-profit organizations, for-profit entities, governmental agencies, and industries. Second, it is increasingly common for a certification organization to offer multiple certification programs. Third, the certification community has expanded internationally. Fourth, the certification and testing communities have introduced the computer as a means of both developing items and new assessment formats, as well as administering assessments. This change has also led to the implementation of modern testing methodologies to capitalize on the power of the computer to score and scale the assessment instruments. Fifth, an increasing number of certification programs are recognized by state and provincial regulatory authorities, a practice that expands the traditional definition of certification.

In keeping with its service to the public and to various other stakeholders of professional certification, and in order to address fundamental changes in certification, NCCA undertook the review and revision of its accreditation standards. In 1997, NCCA established two Task Forces to address the feasibility of revising the accreditation Standards to address the changes described above and to ensure the currency of the Standards for the foreseeable future. The Task Forces were eventually combined at the end of 1997 to form a Steering Committee.

In August 1998, NCCA obtained approval from the ICE Board of Directors to conduct fundraising activities in support of the continued work of the Steering Committee. As an outcome of this effort, NCCA hired an independent project manager.

During 1999 and early 2000 the Steering Committee conducted activities through the formation of four Task Forces, each focusing on a different set of accreditation standards: (1) Purpose, Governance, and Resources (2) Responsibilities to Stakeholders (3) Assessment Mechanisms, and (4) Recertification. The Task Forces represented a cross section of currently accredited groups, testing services, and other professionals with expertise in certification.

Members of the Steering Committee and the Task Forces reported to NCCA in November, 1999, and to the ICE Board and Membership in December, 1999. A complete report of the Standards Revision Project was prepared and submitted to NCCA by the Steering Committee in March, 2000. After NCCA review and revision of the Steering Committee's report a draft of these documents was made available for public comment. Following numerous revisions and review periods throughout 2001 the draft Standards were presented to the organizations accredited by the NCCA for ratification in January, 2002. The Standards were approved in February, 2002.

In November of 2006, the Commission approved a revised definition of "Public Member." This was considered an editorial revision.

## STRUCTURE AND DEVELOPMENT OF THE STANDARDS

The Standards focus on certification programs and are organized into five sections: (1) Purpose, Governance, and Resources, containing five Standards (2) Responsibilities to Stakeholders, containing four Standards (3) Assessment Instruments, containing nine Standards (4) Recertification, containing two Standards, and (5) Maintaining Accreditation, containing one Standard.

To earn or maintain accreditation by NCCA, the certification program must meet *all* Standards and provide evidence of compliance through the submission of required documentation.

The statements describing the Standards are numbered consecutively. Accompanying each Standard are *Essential Elements*, which are directly related to the Standard and specify what a certification program must do to fulfill requirements of the Standard.

A second subsection under each Standard is called *Commentary*. The Commentary section clarifies terms, provides examples of practice that help explain a Standard, or offers suggestions regarding evidence that must be documented to demonstrate compliance. NCCA reserves the right to revise the Essential Elements and the Commentary sections in response to changes in certification practice.

The development of the Standards was guided by the following assumptions:

1. A number of previous NCCA Standards, such as the requirement that the certifying agency be non-governmental, nonprofit, and national in scope, are restrictive. Further, by opening the accreditation process to include certification programs in for-profit organizations, NCCA more effectively achieves its public service mission.
2. The appropriate unit of accreditation is the certification program rather than the certifying organization. In fact, NCCA accreditation previously required that all certification programs offered by an agency meet all standards in order for the agency to achieve accreditation.
3. NCCA accreditation should be awarded for a period of five years for the initial program certification. If organizations or agencies apply for NCCA accreditation of additional programs following accreditation of the original program(s), any new programs will be accredited until the date the organization's initial accreditation expires. All of an organization's accredited programs will be eligible for renewal on the same the five-year renewal cycle.
4. Autonomy in the management and administration of certification protects certification programs from undue influence. Autonomy is required in order for certification programs to serve stakeholder interests, primarily those of consumers of professional services. However, since certification programs take different forms for different professions and occupations, a variety of structures may be effectively employed to prevent undue influence from competing interests.

5. The term stakeholder has been used to refer to candidates and the public, as well as to members of a profession, occupation, or regulatory body. The term denotes the primary interest of the public and other consumers of the certification program. The term also encompasses certificants and the entities offering certification, as well as educators, and employers. It is appropriate to acknowledge the legitimate influence of all stakeholder bodies.
6. The NCCA Standards pertaining to assessment instruments should be consistent with the Standards for Educational and Psychological Testing (American Educational Research Association, American Psychological Association, and National Council on Measurement in Education, 1999), as well as other standards and guidelines related to certification accreditation developed by specific professions, occupations, governmental agencies, and international organizations, or certification activity criteria more generally, such as (but not limited to) Principles of Fairness: An Examining Guide for Credentialing Boards (Council on Licensure Enforcement and Regulation and the National Organization for Competency Assurance, 1993) and the Uniform Guidelines on Employee Selection Procedures (Equal Employment Opportunity Commission, Civil Service Commission, U.S. Department of Labor, and U.S. Department of Justice, 1978).
7. Recertification is valuable for all certification programs. Demonstrating continuing competence through a variety of recertification mechanisms is in the best interests of both the public and the discipline certified.

## Standards

### PURPOSE, GOVERNANCE, and RESOURCES

#### Standard 1

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**The purpose of the certification program is to conduct certification activities in a manner that upholds standards for competent practice in a profession, occupation, role, or skill.**

*Essential Element:*

- A. It is the responsibility of the certification program applying for NCCA accreditation to identify the population being certified and to provide justification for the appropriateness of its certification activities. Typically, a certification program issues a credential or title to those certified. If the applying program does not, an explanation should be provided explaining why the issuance of a credential or title is not appropriate to the profession, occupation, role, or skill.

*Commentary:*

- A. Suggested evidence to document that the Standard has been met may include a mission statement, bylaws, articles of incorporation, a policy and procedures document, a governing committee charter, or candidate brochures.

#### Standard 2

---

**The certification program must be structured and governed in ways that are appropriate for the profession, occupation, role, or skill, and that ensure autonomy in decision making over essential certification activities.**

*Essential Elements:*

- A. The certifying program must show that the governance structure, policies, and procedures that have been established protect against undue influence that could compromise the integrity of the certification process.
- B. The governance structure, policies, and procedures must provide for autonomy in decision making regarding important aspects of the certification program such as eligibility standards; the development, administration, and scoring of the assessment instruments; selection of personnel; and operational processes.
- C. The development, administration, and scoring of assessment instruments must promote the purpose of the certification program.
- D. To avoid conflicts of interest between certification and education functions, the certification agency must not also be responsible for accreditation of educational or training programs or courses of study leading to the certification.

**Commentary:**

- A. The appropriate structure and governance of a certification program will reflect the interests of the general public in the credential. In traditional forms of professional or occupational certification, public interest requires direct protection of essential certification decisions from undue influence. Such protection is especially important when a certification program is sponsored by a professional membership association or proprietary entity. In these cases it is appropriate that the certification program's structure and governance protect the integrity of essential certification decisions.

When the certification program involves a proprietary product or service, the issue of undue influence is different. In these cases it is assumed that the proprietor has a clear and reasonable self-interest in preventing external or competing influences from diminishing the quality of the certification. It is recognized that the public is often not a direct consumer of the activities of the certified population. The public interest will be adequately protected when the needs of the proprietor, employers, or purchasers who rely on the credential provide significant direction over certification policy and decision making.

- B. Pressure to adjust certification standards either to limit the number of certificants or to reduce or elevate the established standard by changing requirements could interfere with the maintenance of standards established for a given certification.
- C. Certification programs may satisfy the requirement for autonomy of the governing body or governing committee in a number of ways. Incorporation of the certifying agency as an independent unit usually ensures autonomy. The bylaws of a parent organization may be constructed so that certification program governance and decision-making are defined as the responsibility of a specific unit of the organization with complete authority over all essential certification decisions. A governing committee may be given such authority in the policies and procedures and organizational chart of a corporation.
- D. In addition to not *accrediting* programs leading to the initial certification, the certification organization must not require that candidates complete that organization's program for certification eligibility. If a certification organization *provides* an educational program (including but not limited to primary education, exam preparation courses, study guides), the organization must not state or imply that: 1) this program is the only available route to certification; or 2) that purchase or completion of this program is required for initial certification.
- E. Suggested evidence to document that the Standard has been met may include a mission statement, bylaws, articles of incorporation, business plans, a policy and procedures document, a governing committee charter, or organizational charts.

**Standard 3**

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**The certification board or governing committee of the certification program must include individuals from the certified population, as well as voting representation from at least one consumer or public member. For entities offering more than one certification program, a system must be in place through which all certified populations are represented, with voting rights, on the certification board or governing committee.**

**Essential Elements:**

- A. A system or structure must be established for ensuring appropriate stakeholder involvement by designating certain representative positions on the governing body. To ensure a balance of

program input, the governing body may implement a rotating system of representation over a set period of time.

- B. The certification program must establish bylaws and/or policies and procedures for the selection of individuals who serve on the board or governing committee. This information must show that the selection of these individuals prevents inappropriate influence from a parent or outside body.

*Commentary:*

- A. It is important that stakeholders (e.g., the public and other consumers, employers, regulators, and certificants) are represented on the body(ies) that sets policies regarding the certification program, including activities related to eligibility and the development, administration, and scoring of the assessment instrument.
- B. Suggested evidence to document that the Standard has been met may include a mission statement, bylaws, articles of incorporation, business plans, a policy and procedures document, a governing committee charter, or organizational charts.
- C. The public member is considered by NCCA to be a person who represents the direct and indirect users of certificants' skills/services. Because this may be defined very broadly, a rotating system for representation of various publics may be implemented over time. The public member may be a professional, but should not have similar credentials to the certificants. The public member should not be a member of a related profession or a profession that provides services that are complementary to certificants' services. The NCCA recommends, but does not require, that the public member has been or is a potential a consumer of the certificants' skills or services. It is also recommended that public members have experience with public advocacy.

The public member should not be:

- A current or previous member of the profession encompassed by the certification programs of the certification organization.
- A member of a related profession or a profession that provides complementary services to the certificants' services.
- An employer or an employee of individuals in the profession encompassed by the certification programs of the certification organization.
- An employee of an individual certified by the certification organization or of an employer of individuals in the profession encompassed by the certification programs of the certification organization.
- An employee of any certification organization.
- Currently deriving more than 5% of their total income from the profession encompassed by the certification programs of the certification organization.

The public member should not have:

- Derived in any of the five years preceding my appointment as a public member on the governing body more than 5% of their total income from the profession encompassed by the certification programs of the certification organization.
- Worked for or provided contract services to the certification organization at any time during the five years preceding my appointment as a public member on the governing body.

## Standard 4

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**The certification program must have sufficient financial resources to conduct effective and thorough certification and recertification activities.**

*Essential Element:*

- A. Financial reports of the certification program must demonstrate adequate resources available to support ongoing certification and recertification processes.

*Commentary:*

- A. The certification program should be able to document that monies used for the certification program are readily available.
- B. Suggested evidence to document that the Standard has been met includes financial statements for the certification program.

## Standard 5

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**The certification program must have sufficient staff, consultants, and other human resources to conduct effective certification and recertification activities.**

*Essential Elements:*

- A. Key staff and non-staff consultants and professionals must possess adequate knowledge and skill to conduct certification program activities.
- B. The certification program must have adequate resources to conduct the activities (e.g., processing of applications, administering the assessment instrument, storage of records) of the certification program.

*Commentary:*

- A. Documentation of resource availability and activity occurrence does not mean that every certification program must have its own office or building; in some cases, all activities could be adequately handled with services from a testing company, consultants, or management service.
- B. Suggested evidence to document that the Standard has been met may include resumes or curriculum vitae of key staff, non-staff consultants, and professionals, and associated organizational charts describing the inter-relationships among the individuals providing services to the certification program.

## RESPONSIBILITIES to STAKEHOLDERS

### Standard 6

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**A certification program must establish, publish, apply, and periodically review key certification policies and procedures concerning existing and prospective certificants such as those for determining eligibility criteria; applying for certification; administering assessment instruments; establishing performance domains, appeals, confidentiality, certification statistics, and discipline; and complying with applicable laws.**

*Essential Elements:*

- A. Published documents that clearly define the certification responsibilities of the organization must include the following:

- The purpose of the certification program
  - Eligibility criteria and application policies and procedures
  - Materials outlining all examination processes and procedures
  - A detailed listing and/or outline of the performance domains, tasks, and associated knowledge and/or skills
  - A summary of certification activities (number of candidates examined, pass/fail statistics, and number of individuals currently certified) for each program
  - Discipline, nondiscrimination, and confidentiality policies and procedures
  - Appeals policies and procedures
- B. Confidentiality policies must (a) ensure that candidate application status and examination results are held confidential, and (b) delineate the circumstances under which this information may be disclosed or made public.
- C. Policies and procedures must be published and must include guidelines by which candidates may question eligibility determination, assessment instrument results, and certification status.
- D. Disciplinary policies must include procedures to address complaints that may concern conduct that is harmful to the public or inappropriate to the discipline (e.g., incompetence, unethical behavior, or physical/mental impairment affecting performance). These policies must ensure appropriate treatment of sensitive information and fair decision making.

*Commentary:*

- A. Publications concerning eligibility criteria, applications, assessment instruments, appeals, discipline, confidentiality, etc., are required to inform candidates and other stakeholders about program policies.
- B. Applicable laws and regulations include nondiscrimination, disabilities, and other issues which may affect fairness to candidates or protection for consumers.
- C. Procedures for requesting accommodations for disabled candidates should be stated clearly and published in an appropriate agency document. The process should include mechanisms that will ensure that proper evidence is submitted to the agency to assist the agency in making a determination regarding the requested accommodation.
- D. Any accommodation provided should be reasonable and not compromise the validity and reliability of the assessment instruments.
- E. Suggested evidence to document that the Standard has been met may include a policy and procedures manual, a candidate handbook, and any written documents or forms regarding procedures for obtaining approval for an accommodation.

## Standard 7

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**The certification program must publish a description of the assessment instruments used to make certification decisions as well as the research methods used to ensure that the assessment instruments are valid.**

*Essential Element:*

- A. Procedures related to assessment instruments must address development and validation, eligibility requirements, and administration (e.g., availability and location, fees, reporting of results).

*Commentary:*

- A. Suggested evidence to document that the Standard has been met may include a candidate handbook, brochures about the certification program, and other public documents.

**Standard 8**

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**The certification program must award certification only after the knowledge and/or skill of individual applicants has been evaluated and determined to be acceptable.**

*Essential Elements:*

- A. If any current certificants (at the time the application for accreditation is made) were granted certification without having to meet the examination requirements established for certification, a rationale must be provided to explain how the competence of those individuals was evaluated and found to be sufficient. The period during which such test exemptions were granted must have been terminated before the certification program is eligible for accreditation.
- B. Once a program is accredited, “grandfathering,” or any other procedure for granting a credential in the absence of evaluating the knowledge and/or skill of an individual, is not acceptable.

*Commentary:*

- A. Grandfathering is generally seen as a conflict with stakeholder interests. It is used from time to time in licensure as a means of protecting the rights of individuals who entered a profession prior to its regulation and should not be excluded from the right to practice. Professional certification does not normally carry such potential to restrict the right to practice.
- B. Suggested evidence to document that the Standard has been met may include a policy and procedures document, a candidate handbook, brochures about the certification program, and other public documents.

**Standard 9**

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**The certification program must maintain a list of and provide verification of certified individuals.**

*Essential Element:*

- A. The certification program must maintain a list of current and previous certificants.

*Commentary:*

- A. The certification program should provide and verify that a certificant possesses currently valid certification upon request from any member of the public. Policies governing verification should allow disclosure of whether or not the certificant is currently in good standing, without communicating other information which may violate the confidentiality rights of certificants or applicants.
- B. The certification program may discard information about previous certificants after a reasonable time period when such information is no longer valuable to the certification program’s stakeholders.
- C. Suggested evidence to document that the Standard has been met may include a policy and procedures document, a candidate handbook, brochures about the certification program, directories in which certificant names are published, and other public documents.

## ASSESSMENT INSTRUMENTS

### Standard 10

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**The certification program must analyze, define, and publish performance domains and tasks related to the purpose of the credential, and the knowledge and/or skill associated with the performance domains and tasks, and use them to develop specifications for the assessment instruments.**

*Essential Elements:*

- A. A job/practice analysis must be conducted leading to clearly delineated performance domains and tasks, associated knowledge and/or skills, and sets of content/item specifications to be used as the basis for developing each type of assessment instrument (e.g., multiple-choice, essay, oral examination).
- B. A report must be published that links the job/practice analysis to specifications for the assessment instruments.

*Commentary:*

- A. No single method exists to define performance domains, tasks, and associated knowledge and/or skills. Appropriate strategies include (a) committees of representative experts to define performance domains and tasks and associated knowledge and/or skills, including a review of related practice- or job-based information, or a review of the information from a previous study (b) rating scales (e.g., frequency and importance) to identify and select critical performance domains, tasks, and associated knowledge and/or skills (c) collection of job/practice information using logs, observations of practice, and/or interviews, or (d) review of proposed performance domains, tasks, associated knowledge and/or skills, and rating scales by an independent panel of experts.
- B. Validation of performance domains, tasks, and associated knowledge and/or skills is typically accomplished by conducting a survey of current certificants and/or individuals providing services or performing a job consistent with the purpose of the credential. It is important to sample widely within the profession, occupation, or role, or among those who use or support a product, to ensure representation in terms of major practice areas, job titles, work settings, geography, ethnic diversity, gender, and work experience. Stakeholders such as educators, supervisors, and employers may be included, as appropriate. An adequate sample size should be used to ensure that the estimated level of measurement error is defensible.
- C. Analysis of ratings information collected in the survey should determine how and to what degree the performance domains, tasks, and associated knowledge and/or skills relate to the purpose of the credential. Linkages to the content of the assessment instruments should be based on the use of ratings data. Empirical algorithms or other psychometric methods used to analyze or combine ratings from different scales should be specified. Analyses of demographic information collected from survey participants should also be examined to evaluate representativeness of the findings.
- D. A table of specifications should be prepared for each assessment instrument specifying the weighting of performance domains, tasks, and associated knowledge and/or skills to be included. The weighting system should be based primarily on data collected from survey participants, with informed review and interpretation provided by a panel of subject-matter experts. Decision rules used to eliminate performance domains, tasks, and associated knowledge and/or skills from the specification table should be explained. The specifications may also include instructions to the item writers to be used in developing assessment instruments.

- E. Because rapid changes may occur in knowledge and/or skills and in technology, it is important that certification programs periodically review performance domains, tasks, and associated knowledge and/or skills in the specifications to ensure that they are current. Since it is impossible to specify with precision how often the review should be conducted, each certification agency should develop its own timeframe and rationale. For existing certification programs, any changes between new specifications and previous specifications should be noted and explained.
- F. Suggested evidence to document that the Standard has been met requires a complete report summarizing the results of the job/practice analysis, which may include:
- A description of the background and experience of subject-matter experts and professionals who participated in various phases of the job/practice analysis
  - Identification of the psychometric consultants or organization used to conduct the job/practice analysis or important phases of it
  - A description of methods used to delineate performance domains, tasks, and associated knowledge and/or skills
  - A copy of the job analysis survey, including all instructions, rating scales, open-ended questions, and background demographic information collected from participants
  - A description of the survey's sampling plan and its rationale
  - Documentation of survey results, including return rate, analysis of ratings data, algorithms or other psychometric methods used to analyze or combine ratings data, and a rationale supporting representativeness of survey findings
  - A table of specifications for each assessment instrument specifying weighting of the performance domains, tasks, and associated knowledge and/or skill, along with any decision rules used to eliminate any of these elements from the table of specifications
  - Date of the study and description of a plan to update periodically the job/practice analysis
- G. The formal report of the job/practice analysis study to be provided to demonstrate compliance with this standard may be considered by the organization to be a confidential document, and therefore, the organization may decide to not make it widely available. However, in these cases, the organization must publish and make available a summary of the study or statement(s) describing the exam specifications development process for dissemination to prospective candidates and other interested members of the public.

## Standard 11

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**The certification program must employ assessment instruments that are derived from the job/practice analysis and that are consistent with generally accepted psychometric principles.**

***Essential Elements:***

- A. Assessment instruments, including assessment items, exhibits, instructions to examinees, scoring procedures, and training procedures for administration of assessments, must be products of an appropriately designed and documented development process.
- B. The content sampling plan for test items or other assessment components must correspond to content as delineated and specified in the job/practice analysis.
- C. An ongoing process must exist to ensure that linkage between the assessment instruments and the job/practice analysis is maintained, as assessment components are revised and replaced over time.

This linkage between assessment content and job/practice analysis must be documented and available for review by stakeholders.

- D. Certification programs must follow a valid development process that is appropriate for assessment instruments.
- E. A systematic plan must be created and implemented to minimize the impact of content error and bias on the assessment development process. Assessment content must be reviewed by qualified subject matter experts.

***Commentary:***

- A. Documentation for assessments should include a detailed description of the delivery format for each portion of the assessment and the type of response required of candidates. Developers should take reasonable steps to ensure that modes of presentation and response are justified by job relatedness. If the form of the assessment instrument is to be delivered on computer, the documentation of item selection rules or display features should be described. Certification programs should document how background and experience factors of the candidate population were considered in selecting item types or other assessment formats.
- B. Qualifications of subject matter experts, assessment development professionals, content reviewers, and others involved in assessment development should be appropriate to the content area tested and assessment procedures used and documented.
- C. Training provided to item writers, item reviewers, and others who produce assessment content should be structured, delivered, and documented in a professional and consistent manner.
- D. The development and assembly process for assessment instruments should be documented.
- E. The development process should include pilot testing of new items with a representative sample of the target population, with revision based on statistical analysis of results, where appropriate.
- F. Certification programs should document procedures used to examine the performance of items or other assessment components and describe the criteria used to identify components for revision or removal from the assessment.
- G. The size of the item pool must be sufficient to sample specifications for the assessment and to provide adequate item exposure control to safeguard the security and integrity of the item bank and test forms, particularly in relation to computer-based administration.
- H. Provision should be made for monitoring continued validity of each assessment item and assessment form during the period in which they are active.
- I. Suggested evidence to document that the Standard has been met may include: specifications for the assessment instruments; training materials, agendas, and reports on item development; procedures for the development of assessment instruments; and technical reports.

## **Standard 12**

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**The certification program must set the cut score consistent with the purpose of the credential and the established standard of competence for the profession, occupation, role, or skill.**

***Essential Elements:***

- A. Cut scores must be set using information concerning the relationship between assessment performance and relevant criteria based on the standard of competence.

- B. A report must be published documenting the methods and procedures used to establish the standard of competence and set the cut score, along with the results of these procedures.

***Commentary:***

- A. No single method exists to set cut scores. Appropriate strategies include the use of judges or panelists who focus their attention on assessment content by rating each item or task, or who consider the candidates or their completed assessments.
- B. The raters in a cut score study must understand the purpose of the assessment, the standard of competence, and how to apply the cut score process that is to be used. Raters should have a sound basis for making required judgments. If data are available, estimates of the effects of setting the cut score at various points should be provided.
- C. The cut score study should be documented in sufficient detail to allow for replication, including full descriptions of the procedures followed, results, and how they should be interpreted.
- D. Suggested evidence to document that the standard has been met includes a report of the cut score study that addresses the following:
- Overview of the cut score process
  - Qualifications of those designing and implementing the process
  - Number of panelists, manner of selecting the panelists, and their qualifications
  - Material used
  - Data collection procedures
  - Descriptions or conceptualizations developed by the panelists
  - Data collection activities
  - Meeting agendas
  - Any adjustments made to the cut score by a governing body or policy group
- E. This formal cut score report may be considered confidential by the organization; however NCCA accreditation review requires that a formal report of the cut score be submitted with the application. In these cases, the organization must make available a summary of the study or statement regarding the study to prospective candidates and other interested stakeholders. The summary can be in journal articles, candidate bulletin, or other information accessible to candidates and stakeholders.

## Standard 13

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**The certification program must document the psychometric procedures used to score, interpret, and report assessment results.**

***Essential Elements:***

- A. The certification program must describe procedures for scoring, interpreting, and reporting assessment results.
- B. For responses scored by judgment, developers must document training materials and standards for training judges to an acceptable level of valid and reliable performance. Any prerequisite background or experience for selection of judges must also be specified.

- C. Candidates must be provided meaningful information on their performance on assessment instruments. Such information must enable failing candidates to benefit from the information and, if psychometrically defensible, understand their strengths and weaknesses as measured by the assessment instruments.
- D. Reports of aggregate assessment data in summarized form must be made available to stakeholders without violating confidentiality obligations.

***Commentary:***

- A. Certification programs are responsible for establishing quality control procedures that regularly monitor the precision of calculations used to compute assessment scores and their conversion to standardized, equated, or scaled scores, if performed.
- B. The certification program should publish an explanation of the appropriate uses and misuses of reported score information.
- C. Suggested evidence to document that the Standard has been met may include descriptions of scoring procedures, training documents, quality control procedures, and sample score reports for passing and failing candidates.
- D. Evidence in support of essential element D should include documentation of aggregate assessment data to the various stakeholder groups on interest. For example, details of the aggregate assessment data might be appropriately reported to representatives of the program sponsor (e.g. a board or committee) and documented in the NCCA Accreditation application. In addition, however, some aggregate data must be available to the public and the certificant population, at a minimum addressing the number of candidates and the number of individuals attaining the certification credential during a specified period of time.

## Standard 14

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**The certification program must ensure that reported scores are sufficiently reliable for the intended purposes of the assessment instruments.**

***Essential Element:***

- A. Certification programs must provide information to indicate whether scores (including any subscores) are sufficiently reliable for their intended uses, including estimates of errors of measurement for the reported scores. Information must be provided about reliability or consistency of pass/fail decisions. When appropriate, information should be provided about the standard error of measurement or similar coefficients around the cut score.

***Commentary:***

- A. The level of reliability required for an assessment instrument depends on the type of assessment device and the purpose for which scores will be used.
- B. Different types of assessment instruments require different methods of estimating reliability. Reliability should be estimated using methods that are appropriate for characteristics of the assessment instruments and the intended uses of the scores.
- C. Suggested evidence to document that the Standard has been met may include:
  - Methods used to assess reliability of scores (including subscores), and the rationale for using them
  - Characteristics of the population involved (e.g., demographic information, employment status)

- A reliability coefficient, an overall standard error of measurement, an index of classification consistency, an information function, or other methods for estimating the consistency of scores
- Standard errors of measurement or other measures of score consistency around the cut score
- Information about the speededness of performance on the assessment instruments
- Any procedures used for judgmental or automated scoring
- The level of agreement among judges

### Standard 15

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**The certification program must demonstrate that different forms of an assessment instrument assess equivalent content and that candidates are not disadvantaged for taking a form of an assessment instrument that varies in difficulty from another form.**

***Essential Elements:***

- A. Equating or other procedures used to ensure equivalence and fairness must be documented, including a rationale for the procedure used.
- B. When assessment instruments are translated or adapted across cultures, certification programs must describe the methods used in determining the adequacy of the translation or adaptation and demonstrate that information attained from adapted and source versions of the assessment instruments produce comparable test scores and inferences.

***Commentary:***

- A. Different ways exist to link assessment scores, ranging in rigor from strict equating models to judgmental methods.
- B. When certification programs use more than one mode of administration (e.g., paper/pencil and computer-based testing), it is important to document equivalence of score information and any score adjustment method used to achieve equivalence.
- C. A rationale should be provided for the reporting scales selected and methods used to determine score scales.
- D. The scales on which scores are reported should not encourage finer distinctions among candidates than can be supported by the precision of the assessment instruments. The scale values should be chosen in a manner that avoids confusion with other scales that are widely used by the same population of candidates.
- E. Raw scores should not be reported except under one or more of the following circumstances:
  - Only one form of the assessment instrument is to be offered
  - Scores on one form will not be compared with scores on another form
  - Raw or percentage scores on all forms are comparable, or
  - Raw or percentage scores are reported in a context that supports intended interpretations.
- F. When scaling scores, the stability of the score scale should be checked periodically. When indicated, steps should be taken to minimize score misinterpretations. If a change to the assessment instrument or to the composition of the candidate population alters the meaning of

scores, it may be appropriate to rescale the scores to minimize confusion between the old and new scores, or in the absence of rescaling, to ensure that the differences between the old and new scores are clearly communicated to candidates and to other stakeholders.

- G. Certification programs should, whenever possible, conduct pilot studies prior to implementation of the adapted version of the assessment instruments. Field study research should be part of a program of ongoing maintenance and improvement. Tryout and field studies should be part of a larger research program to ensure comparability and quality of cross-cultural information on the assessment instruments.
- H. Suggested evidence to document that the Standard has been met may include:
- A description of the methods used to determine that different forms of an assessment instrument measure equivalent content and ensure that candidates are not disadvantaged for taking a form of the assessment instrument that varies in difficulty from another form
  - An equating and scaling report

## Standard 16

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**The certification program must develop and adhere to appropriate, standardized, and secure procedures for the development and administration of the assessment instruments. The fact that such procedures are in force should be published.**

***Essential Element:***

- A. Assessment instruments must be administered securely, using standardized procedures that have been specified by the certification program sponsor.

***Commentary:***

- A. Non-standardized administration procedures may adversely influence scores as well as the inferences drawn from these scores. When administration procedures deviate from the expected, such irregularities must be thoroughly documented.
- B. Chief examiners and proctors should be thoroughly trained in proper administration of the assessment instruments in an effort to minimize the influence of test administration on scores. Similarly, all candidates should have equal access to preparatory materials and instructions available from the sponsor.
- C. Certification programs are responsible for protecting the integrity of assessment information. This responsibility requires a security program that restricts access to assessment information to authorized personnel.
- D. Administration sites should offer similar conditions, such as adequate lighting, comfortable seating, and an environment free from noise and other distraction.
- E. Suggested evidence to document that the Standard has been met may include:
- Candidate handbook or similar document
  - Chief examiner and/or proctor manual
  - Quality control policy and procedures documents
  - Security procedures manual

## Standard 17

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**The certification program must establish and document policies and procedures for retaining all information and data required to provide evidence of validity and reliability of the assessment instruments.**

***Essential Element:***

- A. Policies and procedures must ensure that items and forms of the assessment instruments are stored in a medium and method that emphasizes security, while being accessible to authorized personnel. Such policies must not only describe procedures for a secure system but also address actions required of personnel.

***Commentary:***

- A. Policies should establish a time period for retention of physical or electronic copies of forms of the assessment instruments and of reports and analyses related to the development process. The documents may be used in matters relating to challenges concerning scores, validity, or other essential issues. Documentation of the secure retention of assessment instruments and development information (e.g. cut score studies, technical reports) must be provided as part of the NCCA Application Accreditation. Note here how this information is securely maintained.
- B. Suggested evidence to document that the Standard has been met should include policy and procedures documents.

## Standard 18

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**The certification program must establish and apply policies and procedures for secure retention of assessment results and scores of all candidates.**

***Essential Element:***

- A. Organizational policy must determine the length of time that assessment results will be retained.

***Commentary:***

- A. Organizational policy concerning the length of time that assessment results will be retained and score reports provided should be stated clearly in information provided to candidates.
- B. Certification program policy should prevent assessment results and other personal information from the candidate's file being provided to a third party without the candidate's documented permission. The policy should be stated in information provided to candidates.
- C. Suggested evidence to document that the Standard has been met should include policy and procedures documents.

## RECERTIFICATION

### Standard 19

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**The certification program must require periodic recertification and establish, publish, apply, and periodically review policies and procedures for recertification.**

***Essential Elements:***

- A. The published policy must contain a statement of the basis and purpose for recertification and all recertification requirements.
- B. The rationale for the recertification time interval must be included in the policy.
- C. Recertification policies and procedures in handbooks, guides, and/or electronic media must be published and made available to certificants and the public.

***Commentary:***

- A.. The goals of recertification can differ for different organizations. Examples might include: to assess core knowledge and skills; to assess knowledge and skills in specific areas of practice; to encourage continued professional development; to ensure maintenance of competence; to promote lifelong learning; etc. An organization's recertification policy should clearly state the purpose of recertification.
- B. An explanation of consequences for the certificant when recertification requirements are not met should be provided.
- C. In the case of a certification program involving a proprietary product or service, the proprietor may describe recertification on the basis of a systemic process of upgrading the product or service in connection with steps taken to withdraw technical support provided by the proprietor for the previous version of the product.
- D. Suggested evidence to document the Standard has been met should include renewal policy and procedure documents and a candidate handbook.

### Standard 20

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**The certification program must demonstrate that its recertification requirements measure or enhance the continued competence of certificants.**

***Essential Element:***

- A. If the purpose of recertification is to *measure* continued competence of certificants, then the certification program must substantiate the validity and reliability of the assessment instruments used to measure continued competence.
- B. If the purpose is to *enhance* continued competence of certificants, then the certification program must demonstrate how the policy contributes to professional development of the individual certificant.

***Commentary:***

- A. If an assessment method is used (e.g. self-assessment, third-party assessment, peer review, up to date version of the initial certification exam, portfolio), then the application and documentation must include an explanation of the validity and reliability of the assessment or process.
- B. If the enhancement method is used (e.g. continuing education, mentoring, clinical skills or practice improvement modules, institutional or web-based learning), then the application and

documentation must include the applicant's rationale for how the method(s) supports the professional development and enhances the competence of the certificant (e.g. how an enhancement method is related to an individual certificant's needs assessment; how the applicant evaluates the quality and relevance of the competency enhancement methods; whether the enhancement method includes a mechanism, such as a post-test, to assess whether certificant knowledge and/or practical skills have been enhanced.)

- C. Suggested evidence to document that the Standard has been met should include certification renewal policy and procedure documents and a candidate handbook.

## **MAINTAINING ACCREDITATION**

### **Standard 21**

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**The certification program must demonstrate continued compliance to maintain accreditation.**

*Essential Elements:*

- A. The certification program must annually complete and submit information requested on the current status of the certification agency and its programs.
- B. The certification program must report any change in purpose, structure, or activities of the certification program.
- C. The certification program must report any substantive change in examination administration procedures.
- D. The certification program must report any major change in examination techniques or in the scope or objectives of the examination.
- E. The certification program must submit any information NCCA may require to investigate allegations of lack of compliance with NCCA Standards.

## Glossary

**Accommodation—**

A reasonable modification in an assessment instrument or its administration made to compensate for the effects of a qualified disability without altering the purpose of the assessment instrument.

**Accountability—**

Responsibility of a certification board, governing committee, or other sponsor of a certification program to its stakeholders to demonstrate the efficacy and fairness of certification policies, procedures, and assessment instruments.

**Accreditation—**

1. **General use:** Approval of an educational program according to defined standards.
2. **As related to NCCA:** Status awarded to a certification program that has demonstrated compliance with the *Standards for the Accreditation of Certification Programs* set forth by the National Commission for Certifying Agencies.

**Administrative Independence—**

An organizational structure for the governance of a certification program that ensures control over all essential certification and recertification decisions without being subject to approval by or undue influence from any other body. See *Autonomy*.

**Applicant—**

An individual who declares interest in earning a credential offered by a certification program, usually through a request for information and the submission of materials. See *Candidate*.

**Assessment Instruments—**

Any one of several standardized methods for determining if candidates possess the necessary knowledge and/or skill related to the purpose of the certification.

**Autonomy—**

Control over all essential certification and recertification decisions without being subject to approval by or undue influence from any other body. Autonomy in the management and administration of certification enhances the ability of certification programs to serve stakeholder interests, primarily those of consumers of professional services. See *Administrative Independence*.

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**Bias—**

**IN THE CONTEXT OF SCORING:** a systematic error in a score on an assessment instrument.

**IN THE CONTEXT OF EXAMINATION FAIRNESS:** may refer to the inappropriateness of content in the assessment instrument, either in terms of its irrelevance, overemphasis, or exclusion.

**IN THE CONTEXT OF ELIGIBILITY AND RECERTIFICATION REQUIREMENTS:** may refer to the inappropriateness or irrelevance of requirements for certification or recertification if they are not reasonable prerequisites for competence in a profession, occupation, role, or skill. See *Fairness*.

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**Candidate—**

An individual who has met the eligibility qualifications for, but has not yet earned, a credential awarded through a certification program. See *Applicant*.

**Certificant—**

An individual who has earned a credential awarded through a certification program.

**Certification—**

A process, often voluntary, by which individuals who have demonstrated the level of knowledge and skill required in the profession, occupation, role, or skill are identified to the public and other stakeholders.

**Certification Agency—**

The organizational or administrative unit that offers and/or operates a certification program.

**Certification Board—**

A group of individuals appointed or elected to govern one or more certification programs as well as the certification agency, and responsible for all certification decision making, including governance.

**Certification Committee—**

A group of individuals appointed or elected to recommend and implement policy related to certification program operation. (See governing committee)

**Certification Program—**

The standards, policies, procedures, assessment instruments, and related products and activities through which individuals are publicly identified as qualified in a profession, occupation, role, or skill.

**Commentary—**

Comments, remarks, and observations that clarify terms, provide examples of practice that help explain a standard, or offer suggestions regarding evidence that must be documented to demonstrate compliance.

**Content Domains—**

The set of organized categories characterizing subject matter under which knowledge and skills may be represented in specifications for assessment instruments.

**Consumer—**

See also "Public Member"

**Continuing Competence—**

The ability to provide service at specified levels of knowledge and skill, not only at the time of initial certification but throughout an individual's professional career. See Recertification and Continuing Education.

**Continuing Education—**

Activities, often short courses, that certified professionals engage in to receive credit for the purpose of maintaining continuing competence and renewing certification. See Recertification and Continuing Competence.

**Cut Score—**

A specific score on an assessment instrument or instruments at or above which passing decisions are made and below which failing decisions are made.

**Discipline—**

A formal, published process for the enforcement of standards governing the professional behavior (i.e., ethics) of certificants.

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**Eligibility Requirements—**

Published criteria, often benchmarks for education, training, and experience, with which applicants must demonstrate compliance in order to qualify for certification.

**Equating—**

A statistical process used to convert scores on two or more alternate forms of an assessment instrument to a common score for purposes of comparability and equivalence.

**Essential Element—**

A statement that is directly related to a Standard and specifies what a certification program must do to fulfill the requirement of the Standard.

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**Fairness—**

The principle that all applicants and candidates will be treated in an equitable manner throughout the entire certification process. See Bias.

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**Grandfathering—**

The process by which individuals are granted certification without being required to meet a formal examination requirement. This process is frequently invoked when a certification program is initiated, as a way of recognizing the experience and expertise of long-term experts, and/or to allow grandfathered individuals to develop the initial form(s) of the certification examination. Individuals initially certified through grandfathering may, in the future, be required to pass a form of the certification examination they did not participate in developing in order to maintain certification.

**Governing Committee—**

A group of individuals appointed or elected to formulate and implement policy related to certification program operation. The NCCA uses this term to denote those committees that are given complete authority over all essential certification decisions.

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**Incorporation Status—**

Legal recognition granted by states to organizations; determines IRS classification as for-profit or nonprofit.

**Item—**

A general term referring to problems and/or questions that appear in assessment instruments and to which candidates must respond.

**Item Bank—**

The system by which test items are maintained, stored, and classified to facilitate item review, item development, and examination assembly.

**Item Type or Format—**

The structure of a problem or question in an assessment instrument (i.e., multiple choice, open-ended).

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**Job/Practice Analysis/Role Delineation Study—**

Any of several methods used singly or in combination to identify the performance domains and associated tasks, knowledge, and/or skills relating to the purpose of the credential and providing the basis for validation.

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**Parent Organization—**

The legal entity under which a certification program is established when the certification program is governed as part of a larger organization.

**Performance Domains—**

The set of organized categories characterizing a role or job under which tasks and associated knowledge and/or skills may be represented in the job/practice analysis.

**Public Member—**

A representative of the consumers of services provided by a defined certificant population, serving as a voting member on the governing body of a certification program, with all rights and privileges, including holding office and serving on committees. The public member should bring a perspective to the decision and policy making of the organization that is different from that of the certificants, and helps to balance the organization's role in protecting the public while advancing the interests of the profession.  
(remove "consumer" from the glossary, as it has no definition)

**Publish—**

Make available in hardcopy, electronic, or web-based formats and easily accessible and available on request. The degree of accessibility may be a function of the level of confidentiality of the information.

---

**Recertification—**

Requirements and procedures established as part of a certification program that certificants must meet in order to ensure continuing competence and renew their certification. See Continuing Competence and Continuing Education.

**Reliability—**

The degree to which the scores on an assessment instrument are free of measurement error.

**Role—**

A more specific or narrower set of knowledge and skills than may be encompassed by the term *profession* or *occupation*, and may also be the focus of certification for a particular product or service to the public.

---

**Self-Assessment—**

A process by which an assessment instrument is self-administered for the specific purpose of providing performance feedback rather than a pass/fail decision.

**Stakeholders—**

The various groups with an interest in the quality, governance, and operation of a certification program, such as the public, certificants, candidates, employers, customers, clients, and third party payers.

**Standard—**

An accreditation requirement that must be met by a certification program submitting an application to the National Commission for Certifying Agencies.

**Standardization—**

IN THE CONTEXT OF ASSESSMENT INSTRUMENTS: ensuring that the process is conducted according to a specified plan in order to provide the same conditions for all candidates.

IN THE CONTEXT OF SCORING: ensuring that candidate responses are judged using predefined criteria in order to provide a consistent basis for evaluating all candidates.

---

**Technical Report—**

A summary of psychometric procedures and their results as implemented in the assessment instruments used in a certification program, often addressing such issues as content validity, item writing, test assembly, reliability analysis, cut score development, scoring, and equating.

---

**Undue influence—**

Control of decision making over essential certification policy and procedures by stakeholders or other groups outside the autonomous governance structure of a certification program.

---

**Validity—**

The degree to which accumulated evidence supports specific interpretations of all components of a certification program (e.g., education, experience, and assessment instruments).

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*Project Manager*, Larue D. Coats, Ph.D., Coats Knudsen & Associates

## **Task Force on Purpose, Governance, Resources**

*Chair*, Nadine Davis, MA, Liaison Council on Certification for the Surgical Technologist

Linda Althouse, Ph.D., Education Division, SAS Institute

Susan Caulk, CRNA, MA, Council on Certification of Nurse Anesthetists

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Richard Cotton, MA, American Council on Exercise

Gary Smith, National Board for Respiratory Care

Ted Twardowski, Safety and Occupational Health Administration, US Department of Labor

Dennis Whitney, CMA, CFM, Institute of Certified Management Accountants

### **Task Force on Assessment Instruments**

*Chair*, Roy Swift, PhD. OTR, FAOTA, Swift Consulting

Rose Mary Ammons, Ed.D., Professional Development Technologies Incorporated

William C. Anderson, PE, DEE, Council of Engineering and Scientific Specialty Boards

John Ford, Ph.D., Personnel Resources and Development Center, US Office of Personnel Management

Steven Halsey, Halsey, Rains, and Associates

William G. Harris, Ph.D., Association of Test Publishers

Stephen Koffler, Ed.D., The Chauncey Group International

I. Leon Smith, Ph.D., Professional Examination Service

### **Task Force on Recertification**

*Chair*, Steve Permison, MD, Division of Quality Assurance, Bureau of Health Professions, US Department of Health and Human Services

James Hogan, Ph.D., Carl Vinson Institute of Government, The University of Georgia

Dede Pahl, Certified Financial Planners Board of Standards, Inc.

Richard Young, REM, PE, National Registry of Environmental Professionals

Karen Zaglaniczny, Ph.D., CRNA, Department of Anesthetists, William Beaumont Hospital

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## **VI. VATTEROTT COLLEGE**

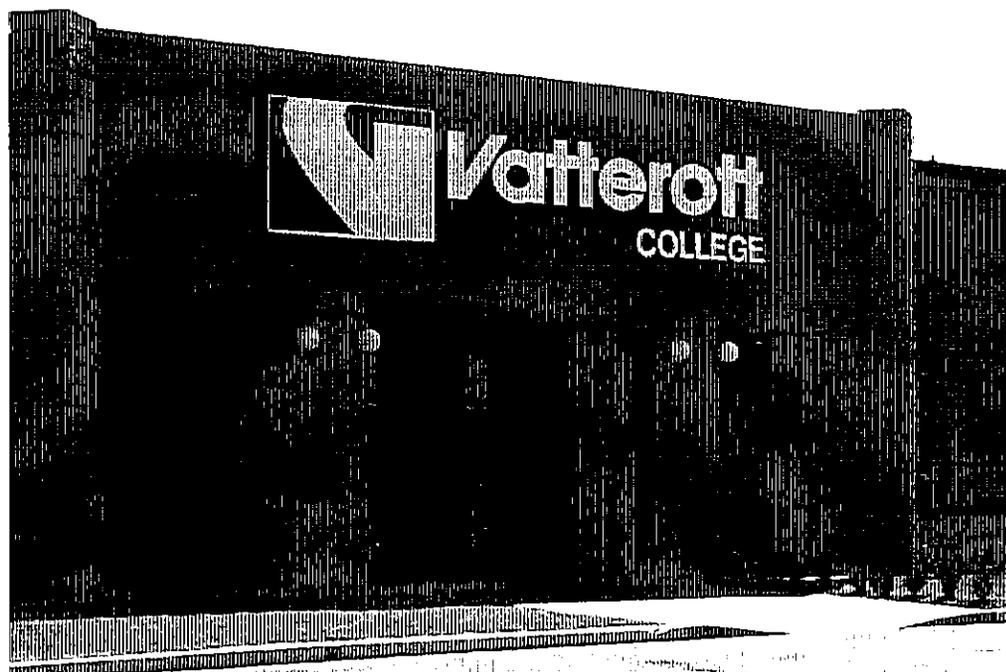


Photo of Joplin campus.

# 2010-2011

## Joplin Campus Course Catalog

809 Illinois Ave., Joplin, Missouri 64801  
Phone: 417-781-5633 | Fax: 417-781-6437

## Volume V:

Published 2010: March, 2010

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Donna Goldthwaite  
Campus Director



## A Message from the President

Dear Vatterott Students,

It is the primary goal of Vatterott College to provide our students with a productive and interactive academic learning environment. Our facilities house industry standard learning tools which provide our students the ability to achieve their academic goals.

The Vatterott College staff is dedicated to assisting our students with their educational careers by providing friendly, knowledgeable guidance. Making the decision to return to school is a life changing decision which will positively impact one's personal and professional life.

It is our hope that Vatterott College offers you the skills, knowledge and guidance that you seek as you transition into your chosen career path.

Possessing an education is a lifetime investment which will hopefully assist you in achieving the goals that you have set for yourself.

We welcome you to Vatterott College and hope your learning experience is one that is both fulfilling and rewarding to your personal growth.

Sincerely,

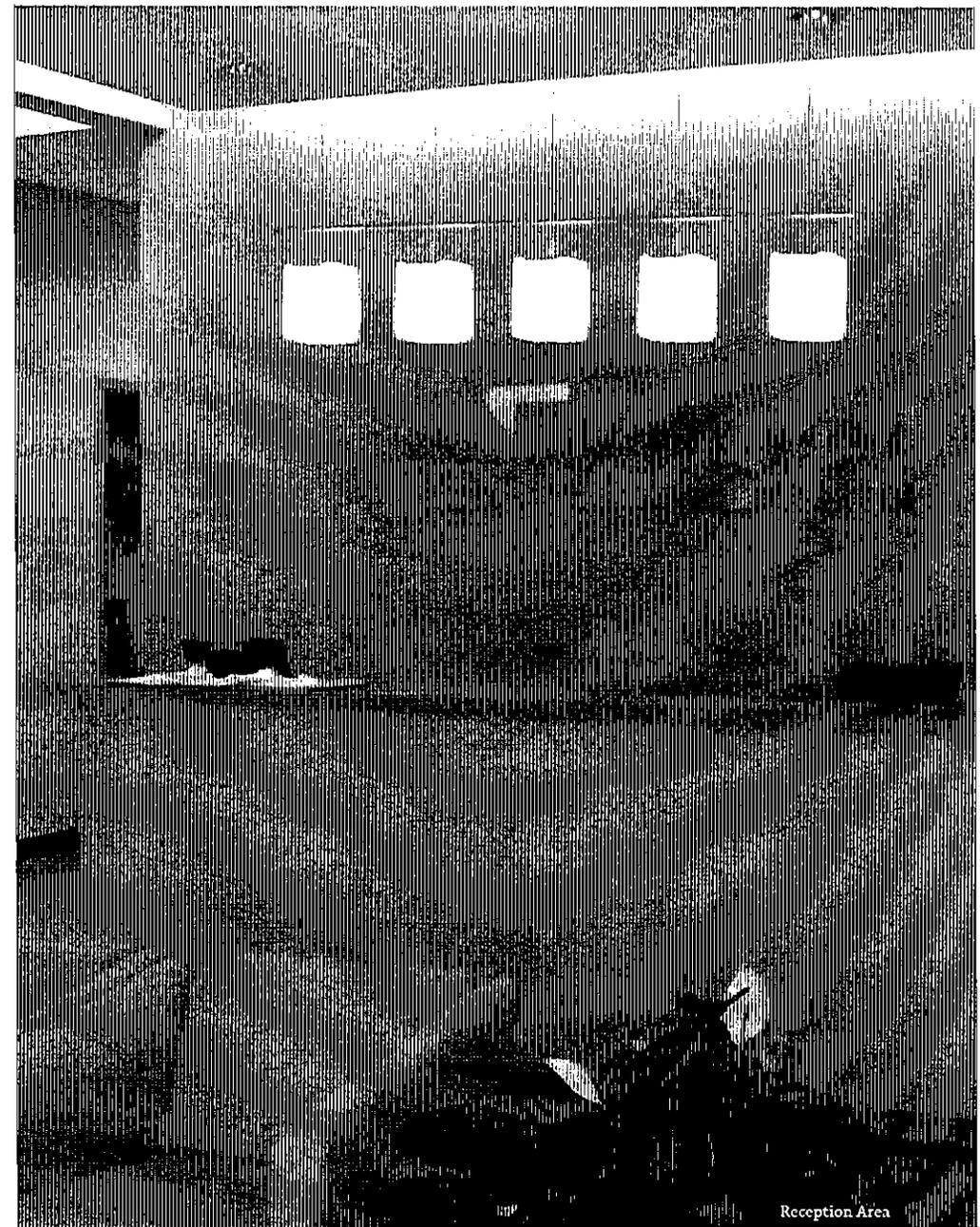
Pamela Bell  
President  
Vatterott Educational Centers, Inc.

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Reception Area

# About Vatterott College

## About Vatterott College

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### Our Philosophy

The student is our primary concern at Vatterott College. We are student-centered and committed to giving full attention and effort to the development of our students' skills.

Our focus on the student affects every aspect of the educational program. Recruitment, admissions, training, and career services policies are designed to develop a student's abilities, attitude, and interests so that he/she becomes a skilled and successful employee.

Our training goal is to provide the basic skills and understanding of common techniques and procedures required for employability. Higher-level technical skills are also offered to qualified students.

Our programs are dedicated to achieving maximum development of each student's skills and personal potential so that he/she is qualified to begin employment in a trade or vocation. The skills and work attitudes taught at Vatterott College are of practical use to the student in his/her chosen career and ensure successful adjustment to the work environment. Our requirements for graduation are demanding.

### History of Vatterott College

In April 1991, Draughon Business College (with facilities in Springfield, Joplin and Independence) ceased operations. With the approval of the Missouri Coordinating Board of Education, the former Draughon Business College campuses reopened on May 28, 1991 to complete the teach out of the former Draughon Business College students. In August 1991, The Trade and Technical Accrediting Commission of the Career College Association granted branch campus status to the three new facilities. The Joplin Campus was located at 5898 N. Main Street. August 1991 the first classes were enrolled and started under Vatterott College.

The programs at that time were Computer Office Assistant, Medical Office Assistant, Legal Office Assistant, and Accounting with Data Processing. Vatterott College has added several programs since then.

In April 2006 facilities were moved to the present location at 809 Illinois Avenue where there is approximately 30,000 square feet with approximately 20,000 square feet committed to training in the field of Computer Aided Drafting, Computer Aided Drafting and Design, Computer Technology, Computer Systems and Network Technology, Medical Office Assistant, Medical Assistant, Pharmacy Technician and Cosmetology.

### Accreditation, Authorization and Approvals

Vatterott College is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). The Accrediting Commission of Career Schools and Colleges is listed by the U.S. Department of Education as a nationally recognized accrediting agency.

### Certifications

Certified to Operate by the Coordinating Board for Higher Education, State of Missouri.

### Campus Location

Vatterott College – Joplin Campus  
809 Illinois Ave.  
Joplin, Missouri 64801  
(417) 781-5633

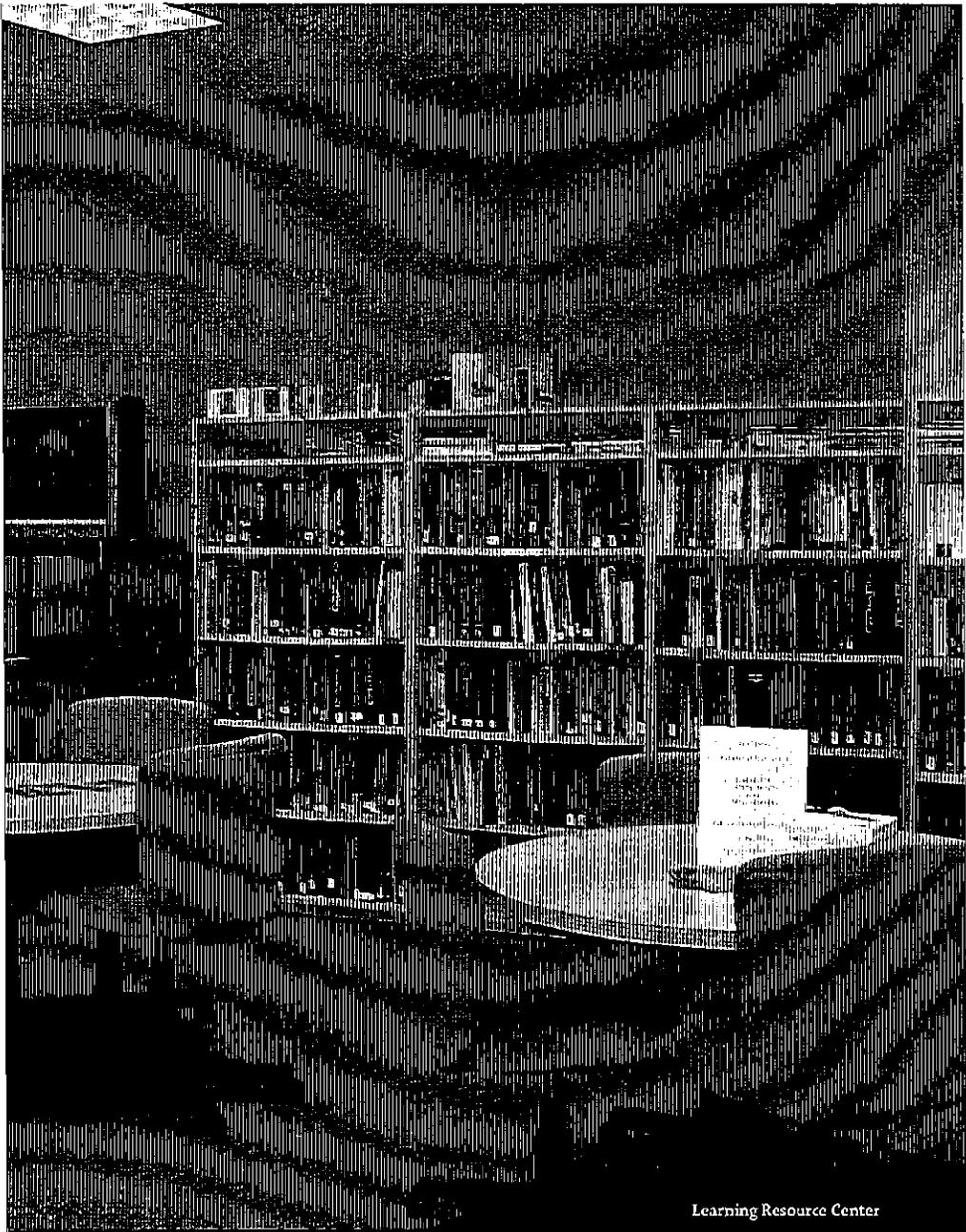
### Campus Facilities

Vatterott College – Joplin Campus

Branch of Main Campus, Berkeley, Missouri

The facilities on Illinois Avenue contain approximately 30,000 square feet with approximately 20,000 square feet committed to training in the field of Computer-Aided Drafting, Computer-Aided Drafting and Design, Computer Technology, Computer Systems and Network Technology, Medical Office Assistant, Medical Assistant, Pharmacy Technician and Cosmetology.

All Lecture, shop, and lab areas contain industry related equipment and computers needed for demonstration, instruction and student hands-on training. Maximum class size is 30 students. Enrollment capacity: 400 students per session. Theory classes are limited in size to a 30:1 student/teacher ratio and labs are limited to a 20:1 ratio.



Learning Resource Center

# Admissions Information

## Admissions Information

### Admissions Policy

Students should apply for admission as soon as possible in order to be accepted for a specific program of study and start date. All applicants are required to complete a personal interview with an admissions representative, either in person or by telephone, depending upon the distance from the institution. Parents and/or significant others are encouraged to attend. This gives applicants and their families an opportunity to see and learn about the institution's equipment and facilities and to ask questions relating to the institution's curriculum and career objectives. Personal interviews also enable institution administrators to determine whether an applicant is a strong candidate for enrollment into the program.

Applicants must have a minimum of a High School Diploma or General Education Diploma (GED).

The following items must be completed at the time of registration:

- Application for Admission
- Enrollment Agreement (if applicant is under 18 years of age, it must also be signed by parent or guardian)
- Request for high school or GED transcript (and college transcripts, where applicable)
- Financial aid forms (if applicant wishes to apply for financial aid)
- Payment of registration fee (non-refundable unless applicant is denied admission or cancels application within three business days of the institution's receipt of the application and fee)
- Applicants with home school diplomas are required to present evidence to validate the credential. In the event the home school diploma cannot be verified by the state authority, the applicant is required to complete the GED and provide copy of transcript

The institution reserves the right to reject applicants if the items listed above are not successfully completed.

### Re-Entering Students

Students who have previously attended the institution will be subject to the same admission requirements and procedures as new applicants, with the exception of the registration fee. The registration fee will be waived for all students who re-enter less than a year after leaving the institution. All re-entering students must complete a new Enrollment Agreement and are charged the rate of tuition in effect at the time of re-entry.

### Non-Degree Non-Program Students

It is the policy of Vatterott College to permit non-degree non-program students to enroll on a term-by-term basis in up to two terms with a maximum of 27 quarter-credit hours without declaring intent to seek a diploma or degree. To be eligible for a diploma or degree, non-degree non-program students must declare their intent to obtain a diploma or degree in writing to the registrar. At the time of declaration/program enrollment the student must request transfer credit.

To complete the enrollment into a diploma or degree program, the student must complete the Wonderlic assessment, submit a signed letter of intent to the campus registrar, and complete the necessary enrollment and change of status paperwork. Transfer credit will be granted under the Vatterott Educational Centers, INC., transfer credit policy as outlined in this catalog.

Federal financial aid is not available to non degree non program students. Non-degree, non-program students must meet the same admissions standards as degree students. Prerequisites and refresher courses may be required.

### Institution Calendar

New classes begin frequently. For a particular course, please contact the institution for the exact start dates or refer to the calendar section of this catalog.

Classes are not held on the following holidays: New Year's Day, Martin Luther King's Birthday, Good Friday, Memorial Day, Fourth of July, Labor Day, Veterans Day, Thanksgiving, Friday after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve.

### Tuition/Fees Policies

- Tuition may either be paid in full upon enrollment or complete payment must be accounted for on the Information Sheet for Student Tuition Financing (Tuition Proposal).
- All tuition payments are to be made in accordance with the terms of the Enrollment Agreement/Retail Installment Contract. Special circumstances that may warrant other payment terms are granted only at the discretion of the institution.
- Any student delinquent in the payment of any sum owed to the institution may be suspended from the institution, at the institution's sole discretion, until the institution receives payment of all such delinquent sums, or the student makes arrangements to pay such delinquent sums. Arrangements to pay must be accepted by the institution.
- In the event of withdrawal by the student, tuition refunds will be made according to the terms of the Enrollment Agreement.
- If a student repeats any portion of the program, the student must pay tuition and fees applicable to such portion of the program and execute a written addendum to the Enrollment Agreement with the institution, specifying the terms of the repeat.

See catalog addendum for current tuition and fees.

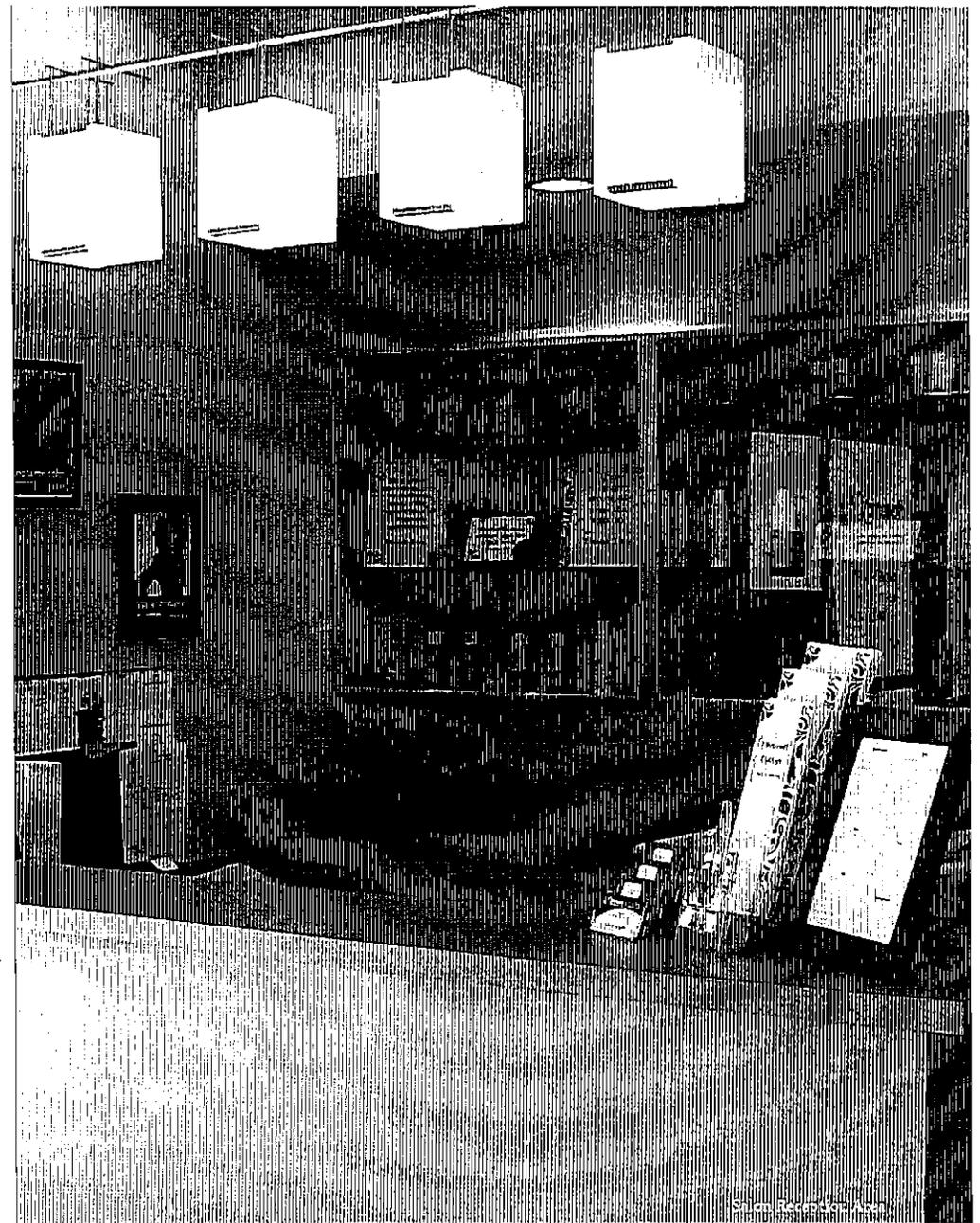
## Admissions Information

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### Add/Drop Period

Add/Drop Period is fourteen (14) calendar days from the first date of the term. Students who fail to attend classes during the add/drop period will be withdrawn and issued a W.

The institution reserves the right to withdraw the enrollment of any student who fails to meet a minimum attendance requirement of no more than 2 absences of scheduled class time during the initial add/drop period in the first two weeks of the term.



## Financial Information

It is the goal of Vatterott College to assist every eligible student in procuring financial aid to enable the student to attend the institution. The institution participates in various federal and state student financial assistance programs. The financial aid programs are designed to provide assistance to students who are currently enrolled or accepted for enrollment, but whose financial resources are inadequate to meet the full cost of their education.

The primary responsibility for meeting the costs of education rests with the individual student and their families. All financial aid is awarded on the basis of need, regardless of sex, age, race, color, religion, creed or national origin. Need is defined as the difference between the cost of education for one academic year and the amount a student's family can be reasonably expected to contribute to this cost of education for the same period.

### Consumer Information

Most of the information dissemination activities required by the Higher Education Amendments of 1986 have been satisfied within this catalog. However, student finance personnel are available, in accordance with federal regulations, to discuss consumer information in more detail with current and prospective students.

### Financial Aid Eligibility

In order to be eligible for financial aid, a student must:

- Be enrolled as a regular student in an eligible program of study on at least a half-time basis (With the exception of Pell and FSEOG.);
- Have a high school diploma or the equivalent;
- Be a U.S. citizen or national, or an eligible non-citizen. Verification of eligible non-citizen status may be required;
- Have financial need (except for some loan programs) as determined by a need analysis system approved by the Department of Education;
- Maintain satisfactory academic progress;
- Provide required documentation for the verification process and determination of dependency status;
- Have a valid Social Security Number;
- Not have borrowed in excess of the annual aggregate loan limits for the Title IV financial aid programs;
- Be registered for the Selective Service, if required;
- Sign an updated Statement of Educational Purpose\Certification Statement on refunds and default.

### Application

To apply for financial aid, a student must complete a standard application such as the Free Application for Federal Student Aid (FAFSA). The application must be completed with extreme care and accuracy. Our Student Financial Aid Department is available to assist students in the completion of this form and to answer any questions.

The FAFSA is used to determine eligibility for all types of financial aid programs. Once processed, the application will produce an Expected Family Contribution (EFC) which determines eligibility. Financial aid from federal programs is not guaranteed from one year to the next; therefore it is necessary for each student to reapply every year.

### Need and Cost of Attendance

Once the application is completed, the information will be used in a formula established by the Congress, that calculates need and helps determine eligibility. When combined with other aid and resources, a student's aid package may not exceed the cost of attendance.

### Satisfactory Academic Progress

Students must meet the standards of satisfactory academic progress in order to remain eligible to continue receiving financial assistance as well as to remain eligible to continue as a regular student of the institution.

Satisfactory academic progress for purposes of continuing eligibility for federal financial assistance is determined by applying the CGPA requirements, progression towards completion requirements, maximum completion time restrictions, probation provisions, suspension and dismissal procedures, and appeals procedures as outlined in the Academic Information section of this catalog.

Students on academic probation are considered to be maintaining satisfactory academic progress and are eligible to continue receiving federal financial assistance. Students who have been academically dismissed are no longer active students of the institution and are ineligible for financial aid. Reinstatement of financial aid eligibility will occur only after re-admittance following dismissal or in the event the student's appeal results in re-admittance.

### Federal Pell Grant

This grant program is designed to assist needy undergraduate students who desire to continue their education beyond high school. Every student is entitled to apply for a Federal Pell Grant. Eligibility is determined by a standard U.S. Department of Education formula, which uses family size, income and resources to determine need. The actual amount of the award is based upon the cost of attendance, enrollment status, and the amount of money appropriated by Congress to fund the program. The Federal Pell Grant makes it possible to provide a foundation of financial aid to help defray the cost of a postsecondary education. Unlike loans, the Federal Pell Grant does not usually have to be paid back.

## Federal Supplemental Educational Opportunity Grant (FSEOG)

The FSEOG is a grant program for undergraduate students with exceptional need with priority given to students with Federal Pell Grant eligibility. Students who are unable to continue their education without additional assistance may qualify for this program. The federal government allocates FSEOG funds to participating institutions. This is a limited pool of funds and the institution will determine to whom and how much it will award based on federal guidelines. Often, due to limited funding, grants are awarded on a first-come, first-served basis.

## Academic Competitiveness Grant (ACG)

The ACG grant is available to students who have completed a rigorous program of study during high school. To be eligible, the student must be enrolled in a degree program and be eligible to receive the Pell grant. Other eligibility requirements may apply. Contact the financial aid office for details.

## National Science and Mathematics Access to Retain Talent Grant (National SMART Grant)

This grant is available to students who are enrolled in the third and fourth years of designated programs of study. The student must be eligible for the Pell grant and meet various other eligibility criteria. Contact the financial aid office for details.

## Federal Stafford Student Loans

Federal Stafford loans, available through the Federal Family Education Loan Program (FFELP), are low-interest loans that are made to the student by a lender, such as a bank, credit union, or savings and loan association. The loan must be used to pay for direct and/or indirect educational expenses. Subsidized loans are need based while unsubsidized loans are not. Repayment begins six months after the student graduates, withdraws from the institution, or attends below half-time enrollment status.

## Federal Parent Loan for Undergraduate Students (PLUS)

The Federal PLUS loan, another FFELP loan program, is available to parents of dependent undergraduate students. These loans are not based on need but when combined with other resources, cannot exceed the student's cost of education. A credit check is required and either or both parents may borrow through this program. Repayment begins within 60 days of final disbursement of the loan within a loan period.

## Private Loans

Various lending institutions offer loans to help cover the gap between the cost of education and the amount of financial aid the student has been awarded. Interest rates and fees vary by program and may be determined by the applicant's credit history. Students are encouraged to apply with a co-borrower to secure the best terms and loan approval.

## Vatterott Cosmetology Scholarship

The Cosmetology department at Vatterott College provides an institutional scholarship that cosmetology students may qualify for each term.

### Scholarship Requirements

In order to qualify for the scholarship candidates must meet all criteria below.

1. Complete the term with 100% attendance of scheduled hours (including makeup hours) for the term
2. Cumulative GPA of at least a 2.0.
3. Term GPA of at least a 2.0.
4. Enrolled as a full time student in the Cosmetology program.

Qualification for the scholarship is for the term most recently completed and may be earned each term of the program based on the criteria above.

Amount of the scholarship may vary by Campus Location. Scholarship recipients will be notified by the Director of Education of the amount of their award.

## Other Financial Resources

There are other potential resources you should consider for financing your education. Scholarship aid is often available from high school organizations, church groups, and social, civic, and fraternal organizations with which you or your parents may be affiliated. Many companies provide scholarship aid for children of employees, while others provide tuition assistance to students who work for them part-time or full-time.

**Veterans Educational Benefits** – Vatterott College is approved for the training of veterans and veterans' children in accordance with the rules and regulations administered by the State Approving Agency of the United States Department of Veterans Affairs. Representatives of the Department of Veterans Affairs, the individual State Approving Agencies, and the Financial Aid Office, are available to advise you on eligibility for veterans' educational benefits. Be sure to contact the financial aid office regarding filing of proper forms to plan your benefits well in advance of the start date for the class in which you desire to enroll.

The Department of Veterans Affairs may pay monthly educational allowances to qualified students to help defray the cost of tuition and living expenses. For further information, contact the Department of Veterans Affairs, the State Approving Agency, or a financial aid officer at Vatterott College. **PLEASE NOTE: STUDENTS ARE RESPONSIBLE FOR THEIR TUITION PAYMENTS, NOT THE DEPARTMENT OF VETERANS AFFAIRS.**

**NOTE:** All Vatterott College locations may not be eligible for Veterans Educational Benefits by the Department of Veterans Affairs. Please check with the Campus Director for the State Approving Agency representative in your area.

**Government Sponsored Programs** – Vatterott College accepts qualified students eligible to participate in various state-administered programs. Contact the Campus Director for details.

## Academic Information

Letter Code	Numerical	Description	Included in Credits/ Clock Hours Earned	Included in Credits/ Clock Hours Attempted	Included in CGPA	Quality Points
A	90 - 100	Outstanding	Yes	Yes	Yes	4.00
B	80 - 89	Above Average	Yes	Yes	Yes	3.00
C	70 - 79	Average	Yes	Yes	Yes	2.00
D	60 - 69	Below Average	Yes	Yes	Yes	1.00
F	0 - 59	Failing	Yes	Yes	Yes	0.00
W	N/A	Withdrawn	No	Yes	No	N/A
WF	N/A	Withdrawn/ Failure	No	Yes	No	N/A
I	N/A	Incomplete	No	Yes	No	N/A
TC	N/A	Transfer	Yes	Yes	No	N/A
TO	N/A	Test-Out	Yes	Yes	No	N/A
AU	N/A	Audit	No	No	No	N/A

### Application of Grades and Credits

The chart above describes the impact of each grade on a student's academic progress. For calculating rate of progress grades of F (failure), W (withdrawn), WF (withdrawal/failure) and I (incomplete) are counted as hours attempted, but are not counted as hours successfully completed. A grade of W will not be awarded after the student has completed the second week of the term. Withdrawal after the second week of the term will result in the student receiving a grade of WF.

The student must repeat any required course in which a grade of F, W or WF is received. Students will only be allowed to repeat courses in which they received a grade of D or below.

In the case of D or F, the better of the two grades is calculated into the CGPA. The lower grade will include a double asterisk "\*" indicating that the course has been repeated. Both original and repeated credits will be counted as attempted credits in rate of progress calculations.

TC and TO credits are included in the maximum time in which to complete and the rate of progress calculations but are not counted in the CGPA calculation.

To receive an incomplete (I), the student must petition, by the last week of the term, for an extension to complete the required course work. The student must be satisfactorily passing the course at the time of petition. Incomplete grades that are not completed within fourteen calendar days after the end of the term will be converted to a grade of F and will affect the students CGPA.

## Academic Advisement

Students are provided the opportunity to review their academic progress in two ways. Students are given a report card on the third week of the quarter (phase) for the grades earned during the prior quarter (phase). In addition, students are trained during the initial quarter (phase) to access the student's online portal which provides constant updates as grades are earned.

### Grading Policy

The course grade earned by a student and assigned by the instructor will be based on an evaluation of the student's mastery of the objectives of the course. The instructors' grading policy will be published in the course syllabus and approved by the Director of Education or designee in advance of the first day of class. A student is responsible for all work missed during an absence and must contact the faculty member for allowed make-up work.

### Grade Point Averages

A student's grade point average (GPA) is computed by dividing the total number of quality points earned by the total number of credit/clock hours for which grades were awarded. The grade points are calculated by multiplying the quality points for the grade earned for each course by the number of credit/clock hours associated with the course. The term grade point average applies to work in a given term. A student's overall academic average is stated in a cumulative grade point average (CGPA), which is based on all grades and credits/clock hours earned in the declared program of study to date.

Grade reports are available to students at the completion of each term. Grades are based on the quality of work as shown by written tests, laboratory work, term papers, and projects as indicated on the course syllabus.

Both the term GPA and CGPA only include courses that are required for graduation in the student's current program of study and exclude developmental courses and any other courses considered to be ineligible by licensing, state, or provincial authorities. CGPAs help determine whether a student is meeting the standards of academic progress, eligibility for graduation and academic honors. The GPA may range from 0.00 through 4.0.

### Failing Grade

A student who receives a failing grade (F) in a required course must repeat the course and receive a passing grade or receive transfer credit for the course in order to graduate. A course for which an "F" is awarded is included in the term GPA and CGPA. When the student repeats the course with a passing grade or receives transfer credit, the CGPA will be adjusted accordingly. The failure grade will remain on the transcript.

### Incomplete Grade

An incomplete grade "I" signifies that not all the required coursework was completed during the term of enrollment. The "I" grade is not calculated into the term GPA or CGPA at the time it is awarded.

Instructors submitting "I" grades must receive approval from the Director of Education or designee and documentation of the "I" grade must be placed in the student's academic file. All required coursework must be complete and submitted within two weeks after the end of the term. If course requirements are not satisfied by the deadline, the "I" is converted to an "F." An "I" grade may be assigned only when all of the following conditions are met:

- The student has been making satisfactory progress in the course, as determined by the instructor;
- The student is unable to complete some coursework because of unusual circumstances that are deemed acceptable by the instructor; and
- The student presents these reasons in writing, with any required documentation prior to the last day of the term.

## Directed Studies Course Work

Under certain circumstances some courses may be taught as an independent study course. Students will be required to complete all learning objectives, assignments and exams as outlined on the course syllabi and lesson plans. The student will meet with the assigned instructor at scheduled times throughout the course.

## Audit Grade

A student must declare the intention to audit a course during the add/drop period as specified in the institution catalog. Tuition is charged for audited courses; however, financial aid is not applicable.

Evaluation of work and class participation is optional, but class attendance is required. A student must inform the faculty member of the audit status. The designator "AU" is placed on the student's transcript regardless of whether or not the student completed the course.

## Withdrawal Grade

A student enrolled in courses after the add/drop deadline who wishes to withdraw must apply through the Director of Education or designee. If the withdrawal occurs within the deadline as stated in the Application of Grades and Credits, the course remains on the transcript and is designated with a "W." A course withdrawal after the deadline receives a designator of "WF".

## Transfer Credit

Vatterott College will evaluate the student's previous education, training and work experience to determine if any subjects or training activities in the student's program may be waived and thereby reduce the amount of training or education required for the student to reach the educational objective. Credits earned at a post secondary accredited institution may be accepted on the basis of a valid transcript provided by the student. Only grades of "C" 2.0 GPA or higher will be eligible for transfer. Credit will be awarded where appropriate. Vatterott will notify the student and appropriate agencies (i.e. Veterans Administration, Voc. Rehab etc.) upon completion of evaluation and determination of outcome. Transfer credits must be earned in courses that are similar in nature to the course offered by Vatterott. Credits that were earned more than five (5)

years prior to the current year will not be considered for transfer. At a minimum, 50% of the credits required must be completed at Vatterott.

It is the responsibility of the student to request an official transcript be mailed to Vatterott College Education in order for transfer credit to be considered. Any fees associated with transcript requests are the responsibility of the student. All transfer of credit requests must be evaluated and approved within the first week of training. Any credit or advanced placement transferred in that reduces the length of the program will reduce the cost of the total program. The amount of credit will be based on the current tuition and fee schedule at the time of transfer. Transfer credits will appear as a TC on the student's transcript. Decisions concerning the acceptance of credits by an institution other than the granting institution are made at the sole discretion of the receiving institution. No representation is made whatsoever concerning the transferability of any credits to any institution.

Courses considered developmental in nature at another institution are not transferrable for credit at Vatterott College.

Prospective students may request transfer credit for developmental courses offered at Vatterott College by providing an official transcript to the campus registrar within the first 2 weeks of the student's enrollment program start date. Courses similar in nature and at or above 100-level will be evaluated by the Director of Education to determine course transfer eligibility.

## Internal Proficiency Credit Test Out

Students are responsible for requesting proficiency examinations. Such a request should be granted if an examination is available and the Director of Education or designee has reason to believe the student's experience or training warrants such an evaluation. The Director of Education is responsible for developing local proficiency examinations, for examination procedures that ensure the integrity of the examination process. The student shows competency by satisfactorily (minimum of 70%) completing the institution-developed proficiency test. The testing fee is \$100.00 per term and is non-refundable.

A student who receives proficiency credit for test out course or courses is awarded a grade of "TO". The course is noted on the transcript with a grade of "TO" and is not used in the grade point average or rate of progress, but calculated in the timeframe measurement.

Proficiency examination requests will not be honored for students in the following categories:

- Student is currently enrolled in the course beyond the add/drop deadline, which is defined as the first two weeks of the program enrollment;
- Student was previously enrolled in the course for which the exam is being requested; and
- Student previously failed the proficiency exam for that course.

Any student requesting a proficiency exam, who does not have credit for the prerequisite course, must obtain approval from the Director of Education or designee. If the proficiency credit is granted, the student must still earn credit for the prerequisite course through proficiency credit, transfer credit or successful completion of the course. All tests and supporting documentation must be retained in the student's academic file.

### External Proficiency Credit

Proficiency credit for certain undergraduate courses may be granted to students who achieve acceptable scores on specific nationally recognized examinations such as College Level Examination Program (CLEP), Advanced Placement (AP), and Defense Activity for Non-Traditional Education Support (DANTES) program. The American Council on Education (ACE) recommendations should be used when awarding CLEP or DANTES credit.

Credit for AP coursework is based solely upon the student's performance on the national examination administered by the College Board and not upon the student's performance in the AP course. A score of three (3) or better on the examination is required for AP credit acceptance.

### Professional Training/Certification Credit

Proficiency credit for certain courses may be granted to students who hold current specific industry-recognized professional certification.

Such certifications may be reviewed by the Director of Education or designee for proficiency credit. Where available, the ACE College Credit Recommendation Service should be used to assess such certifications or training. Evaluations and supporting documentation should be retained in the student's academic file.

### Standards of Satisfactory Academic Progress

All students must maintain satisfactory academic progress in order to remain enrolled. Additionally, satisfactory academic progress must be maintained in order to remain eligible to continue receiving federal financial assistance. Satisfactory academic progress is determined by measuring the student's cumulative grade point average (CGPA) and the student's rate of progress toward completion of the academic program. These are outlined below.

### CGPA Requirements

Students must meet minimum CGPA requirements at specific points during their enrollment in order to be considered making satisfactory academic progress. These requirements are noted in the tables below. These will be reviewed at the end of each grading period after grades have been posted to determine if the student's CGPA is in compliance. Once a student reaches a review point, they must maintain the minimum CGPA for that level at the end of each grading period until such time as they reach the next level of review.

### Certificate/Diploma Program Quarter Credits

Quarter Credits	Minimum CGPA Required
0 - 15	1.0
16 - 30	1.5
31 credits - graduation or maximum allowable credits reached	2.0

### Associate's Degree Program Quarter Credits

Quarter Credits	Minimum CGPA Required
0 - 15	1.0
16 - 45	1.5
46 credits - graduation or maximum allowable credits reached	2.0

### Cosmetology Program Clock Hours

Clock Hours	Minimum CGPA Required
0 - 300	1.0
301 - 900	1.5
901 credits - graduation or maximum allowable clock hours reached	2.0

### Rate of Progress Towards Completion Requirements

In addition to the CGPA requirements, a student must successfully complete at least 67% of the cumulative credits or clock hours attempted in order to be considered to be making satisfactory academic progress. Credits or clock hours attempted are defined as those credits or clock hours for which students are enrolled in the term and have incurred a financial obligation. As with the determination of CGPA, the completion requirements will be reviewed at the end of each term after grades have been posted to determine if the student is progressing satisfactorily.

### Maximum Time in Which to Complete

A student is not allowed to attempt more than 1.5 times, or 150%, of the number of credits or clock hours in their program of study.

The requirements for rate of progress are to ensure that students are progressing at a rate at which they will complete their programs within the maximum time frame. The maximum allowable attempted credits are noted below.

### Program Maximum Allowable Credits

Diploma - 108 QCH

Cosmetology Diploma - 2250 Clock Hours

Associate of Occupational Studies - 162 QCH

## Student Information & Services

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### Transfer of Credit to Other Institutions

Vatterott College's Education Department provides information on other institutions that may accept credits for course work completed at Vatterott College towards their programs. However, Vatterott College does not imply or guarantee that credits completed at Vatterott College will be accepted by or transferable to any other college, university, or institution, and it should not be assumed that any credits for any courses described in this catalog can be transferred to another institution. Each institution has its own policies governing the acceptance of credit from other institutions such as Vatterott College. Students seeking to transfer credits earned at Vatterott College to another institution should contact the other institution to which they seek admission to inquire as to that institution's policies on credit transfer.

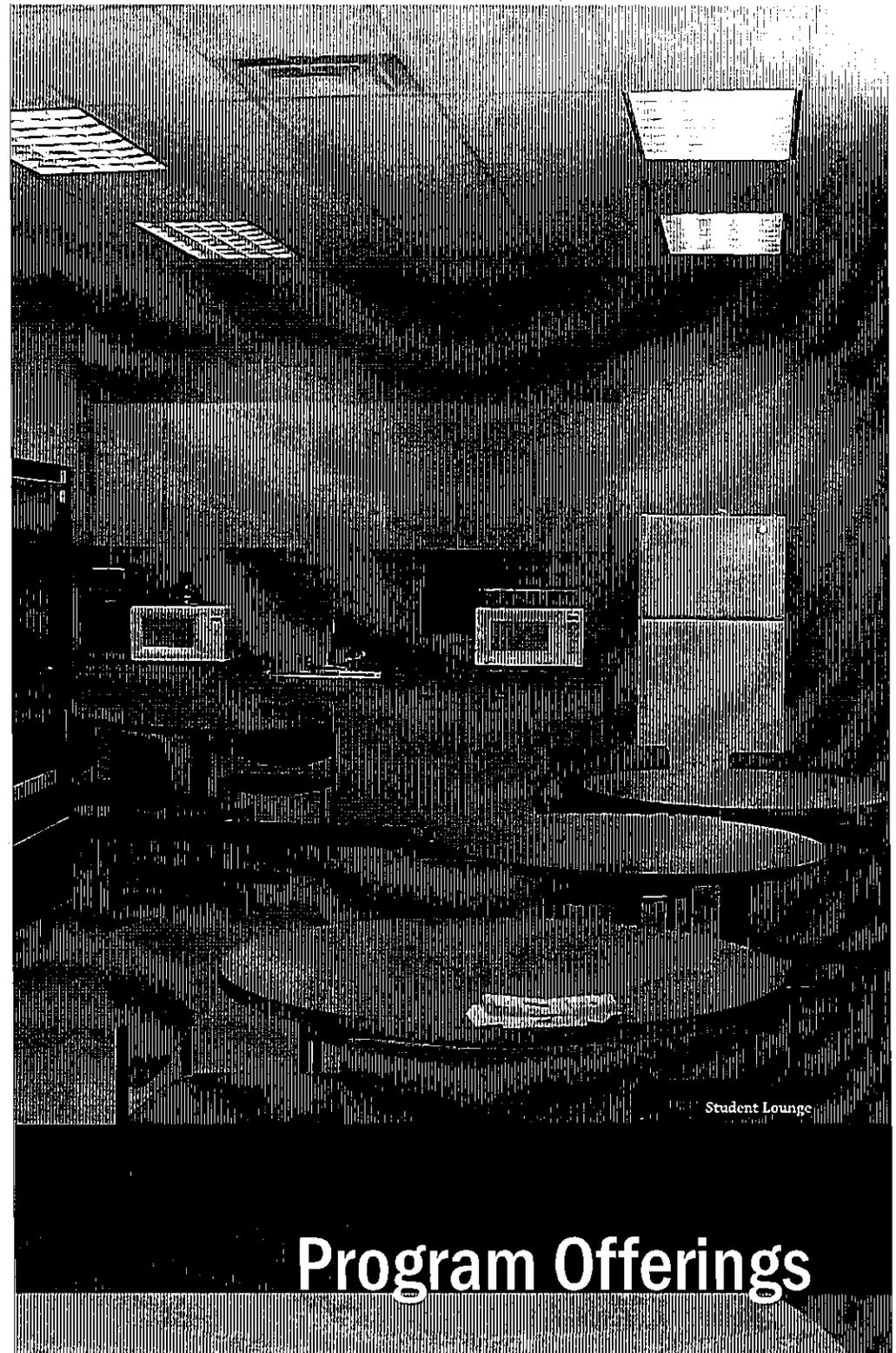
### Student Portal

The student portal is a secure website that allows a student access to his or her information including schedule, grades, account balance and activity, school events, school contact information, and much more.

Vatterott College is excited to offer this capability, making it easy for our students to be in touch with us and enhance their college experience. Upon acceptance to Vatterott College, students will be issued a student number that can be used to gain access to the student portal. An email will be sent to each student describing how to register and begin using the student portal upon enrollment.

### Transcript Request Policy

A student wishing to request an official school transcript must complete the Transcript Request Form located in the Registrar's Office. After the completion of the form and the payment of a \$5.00 fee, the Registrar's Office will process the request within two calendar weeks.



## Program Offerings

GE 101	English Composition 1	4.5
GE 105	Intro to Psychology	4.5
GE 205	College Algebra	4.5
<b>Total Number of Quarter Credit Hours Required for Graduation 90</b>		

### Medical Billing & Coding **Associate of Occupational Studies**

The objective of this program is designed to prepare the student for entry-level employment as a Medical Biller/Coder performing administrative duties including Medical Billing and Coding within the health care field. Graduates from the Medical Billing/Coding program will have a working knowledge of administrative duties such as ICD-9 coding, hospital and insurance billing; a fundamental knowledge of medical terminology and healthcare delivery systems, an understanding of anatomy, physiology, and pathology/pharmacology, and a comprehensive knowledge of current procedural terminology.

The program consists of 70 weeks, 76.5 Quarter Credit hours of medical theory (including five medical electives) and 13.5 Quarter Credit Hours of General Education (including two general electives), totaling 90 Quarter Credit Hours.

Course #	Course Title	QCH
MC 112	Intro to ICD 9 CM Coding & CPT Coding	4.5
MC 114	Intro to Current Procedural Terminology	4.5
MC 175	Law & Ethics	4.5
MC 200	Computers and Healthcare Delivery Systems	4.5
MC 215	Medical Office Management	4.5
MC 222	Medical Terminology and Anatomy and Physiology	4.5
MC 230	Pathology	4.5
MC 240	Pharmacology	4.5
MC 250	Comprehensive Insurance Billing	4.5
MC 290	Advanced Current Procedural Terminology & ICD 9	4.5
<b>Students Must Select 5 Of The Following 7 Medical Electives</b>		
MC 117	Auditing	4.5
MC 130	Insurance and Coding Exam Review	4.5
MC 190	Intro to Health Information Technology	4.5
MC 195	Medical Office Procedures	4.5
MC 201	Communication in the Healthcare Setting	4.5
MC 205	Medical Transcription	4.5
MC 260	Advanced Computers	4.5
<b>Students Must Select 2 General Electives</b>		

## Program Offerings

	General Elective	4.5
	General Elective	4.5
<b>General Education Classes</b>		
GE 101	English Composition 1	4.5
GE 105	Intro to Psychology	4.5
GE 205	College Algebra	4.5
<b>Total Number of Quarter Credit Hours Required for Graduation 90</b>		

### Pharmacy Technician **Associate of Occupational, A.O.S.**

The objective of this program is to prepare the student for entry-level employment as a Pharmacy Technician. Pharmacy Technicians assist pharmacists with technical tasks. Independent pharmacies, chain pharmacies, hospitals, long-term health care organizations, pharmaceutical divisions and manufacturers employ pharmacy technicians.

The program consists of 90 weeks, 94.5 quarter credit hours of theory and associated lab instruction, as well as 13.5 quarter credit hours of general education in the areas described below for a total of 108 quarter credit hours. Instruction is designed for entry every 10 weeks.

Course #	Course Title	QCH
MOA-101	Medical Language	12.0
MOA-102	Medical Office Basics	12.0
PA-103	Ethics and Billing	12.0
PA-104	Pharmaceutical Office Management	12.0
PA-105	Pharmaceutical Career Planning	12.0
PA-106	Advanced Computers	12.0
PT-201	Medical Ethics, Inventory, and Cost Control	7.5
PT-202	Medical Dosages and Pharmaceutical Calculations	7.5
PT-203	Pharmacy Technician Externship	7.5
GE-101	English Composition I	4.5
GE-201	English Composition II	4.5
GE-205	College Algebra	4.5
<b>Total Number of Quarter Credit Hours Required for Graduation 108</b>		

## Course Descriptions

### **MC 201: Communication in the Healthcare Setting** **4.5 Quarter Credit Hours**

This course is designed to provide students with all the necessary tools to effectively communicate with patients and other health care professionals. Course covers theories and concepts including: building a framework for communication, challenges of communication and overcoming those obstacles, gathering information about the patient, educating patients, written communication, communicating in the workplace, and communicating to get the job you want.

### **MC 205: Medical Transcription** **4.5 Quarter Credit Hours**

This course is designed to help understand medical transcription and prepare for workplace success. Students will learn the fundamentals of medical transcription, understanding medical documents, proofreading, and the transcription process. The course will also build the skills needed in transcription through use of simulations.

### **MC 215: Medical Office Management** **4.5 Quarter Credit Hours**

This course is an overview of both effective patient care and sound business practices in the medical facility. This course will include instruction on emerging developments in billing and coding, documentation, ethical and legal issues, and technological advances. Other topics that will be covered include: the medical record, fraud & compliance, responsibilities of the manager, and medical marketing.

### **MC 222: Medical Terminology and Anatomy and Physiology** **4.5 Quarter Credit Hours**

This course provides the student with a basic understanding of medical terminology and its relationship to disease processes, diagnostic procedures, laboratory tests, abbreviations, drug, and treatment modalities. This course provides the student with a basic understanding of the structures and functions of the human body.

### **MC 230: Pathology** **4.5 Quarter Credit Hours**

This course provides the student with a basic understanding pharmacology and its relationship to specific pathology of the human body, with an emphasis on pathology.

### **MC 240: Pharmacology** **4.5 Quarter Credit Hours**

This course provides the student with a basic understanding pharmacology and its relationship to specific pathology of the human body, with an emphasis on pharmacology.

### **MC 250: Comprehensive Insurance Billing** **4.5 Quarter Credit Hours**

This course provides the student with a basic understanding of hospital medical billing procedures. Also covered are procedures to comply with insurance billing regulations.

## Course Descriptions

### **MC 260: Advanced Computers** **4.5 Quarter Credit Hours**

This course will build upon skills learned in the Computers and Healthcare Delivery Systems course. Advanced computer systems to include medical software programs such as Medisoft will be explored. This course will include comprehensive HIPPA coverage.

### **MC 290: Advanced Current Procedural Terminology & ICD 9** **4.5 Quarter Credit Hours**

This course builds upon the introductory module by providing information on the classifications of evaluation and management services and documentation. The course also addresses higher level methodology related to reimbursement.

### **MKT 102: Intro to Marketing** **4.5 Quarter Credit Hours**

This business course provides an introduction to marketing principles and practices. It covers the marketing process of taking a product from concept to consumer.

### **PA 103: Ethics and Billing** **12 Quarter Credit Hours**

This course will instruct the student in the process of insurance filing and reimbursement from various carriers. Basic medical accounting will also be covered, instructing the student on accounts receivable, accounts payable, deposits, postings, etc. The student will also learn pharmaceutical law and ethics as it applies to the areas of the health care field.

Bookkeeping

Medical Law, Liability, Ethics and Bioethics

### **PA 104: Pharmaceutical Office Management** **12 Quarter Credit Hours**

This course will enhance the student's computer abilities focusing on the pharmaceutical software. This course will include instruction on the difference between Retail and Clinical pharmacies and the skills needed to operate the office side of the pharmacy.

Pharmaceutical Office Management

### **PA 105: Pharmaceutical Career Planning** **12 Quarter Credit Hours**

This course will introduce the students to the pharmaceutical environment and state and federal regulations. The students will learn teamwork, professionalism, grooming, as well as choosing an area of interest within the pharmaceutical field and learn more advanced pharmacology. The student will also become CPR and First Aid Certified upon completion of this course.

Emergency Preparedness

Career Development

Pharmacology and Technology

### **PA 106: Advanced Computers** **12 Quarter Credit Hours**

This course will enhance and build on the students' previously learned basic computer usage and knowledge. The student will receive in-depth training using Microsoft Office applications, which includes: Word, Excel, Access, and PowerPoint. The student will be exposed to multiple projects in each application with some projects related specifically to the health care field.

Microsoft Office

Calculations/Dosages

## Course Descriptions

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### **PT 201: Medical Ethics, Inventory, and Cost Control 7.5 Quarter Credit Hours**

This course is designed to present material to the pharmacy technician on professional ethics and the philosophy, requirements, administration and enforcement of local, state and federal laws related to the practice of the profession of pharmacy. Additionally, this course will appropriately address inventory and cost control issues in the pharmacy.

### **PT 202: Medical Dosages and Pharmaceutical Calculations 7.5 Quarter Credit Hours**

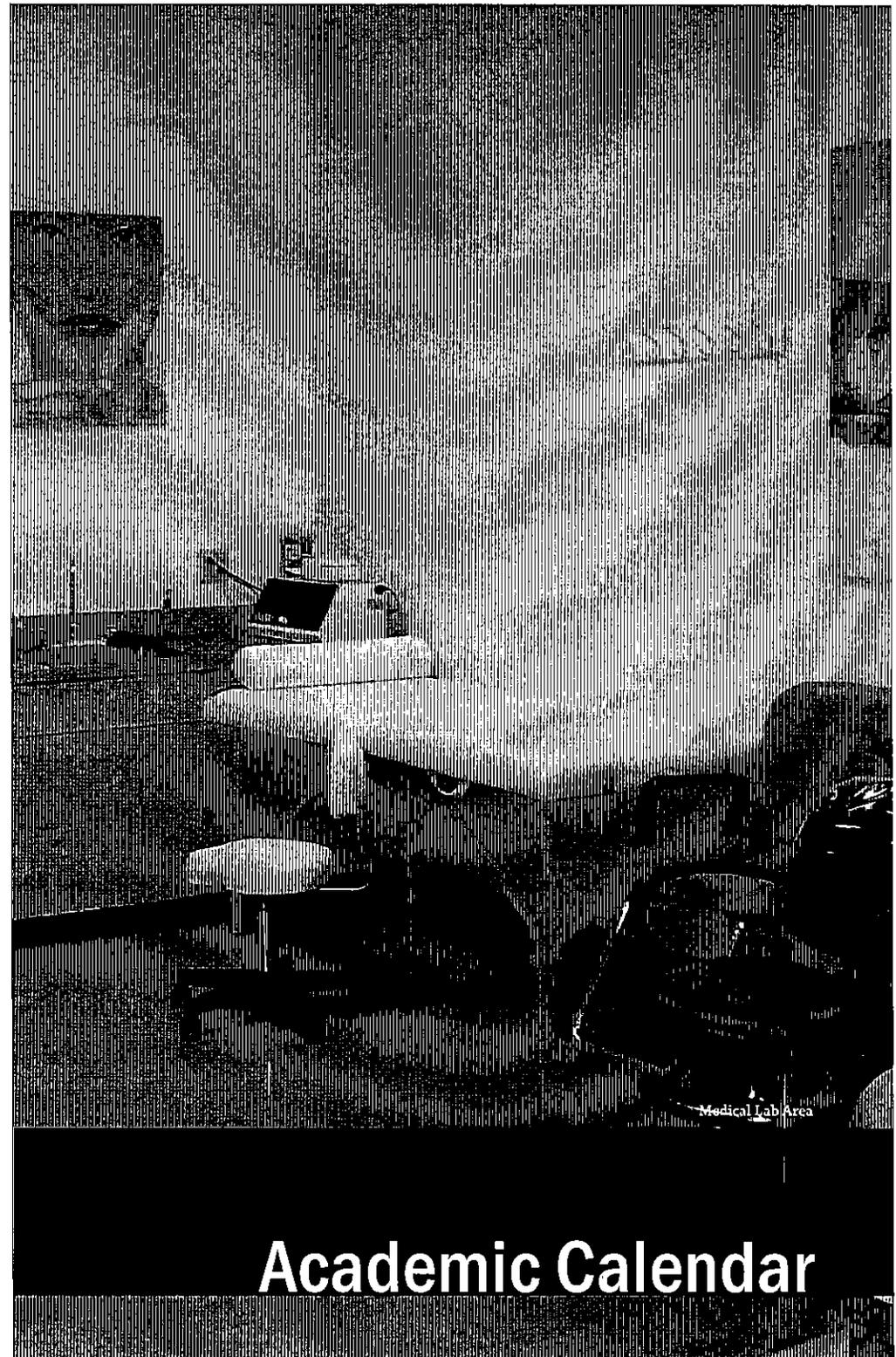
Students apply basic mathematical skills in required calculations for usual medical dosage determinations, as well as solution preparations using weight and apothecary systems. Also discussed are the application of business calculations and medical preparation and distribution. Students develop skills in physician order interpretation, intravenous admixture, sterile and non-sterile compounding, internal nutrition preparation, packaging, purchasing, inventory control, and outpatient dispensing. Prevention of medication errors and continuous quality improvement (CQI) practices are included. Students will also prepare for the certification exam to become a National and Missouri State Certified Pharmacy Technician through the Pharmacy Technician Certification Board and the Missouri Pharmacy Association.

### **PT 203: Pharmacy Technician Externship 7.5 Quarter Credit Hours**

Week 1 the student will be in a classroom setting completing laboratory check-off procedures in preparation for externship. Weeks 2-9 the student will complete an 8 week externship (225 hours; work schedule will vary depending upon externship site requirements) in a professional pharmacy setting following policies and procedures that apply to acute, long-term, and ambulatory care practice under the supervision of a licensed pharmacist. Week 10 the student returns to a classroom setting for final review, preparation, and final exams.

Insurance Billing and Coding  
CPT& ICD Coding  
Electronic Health Records

Secretarial Accounting  
QuickBooks



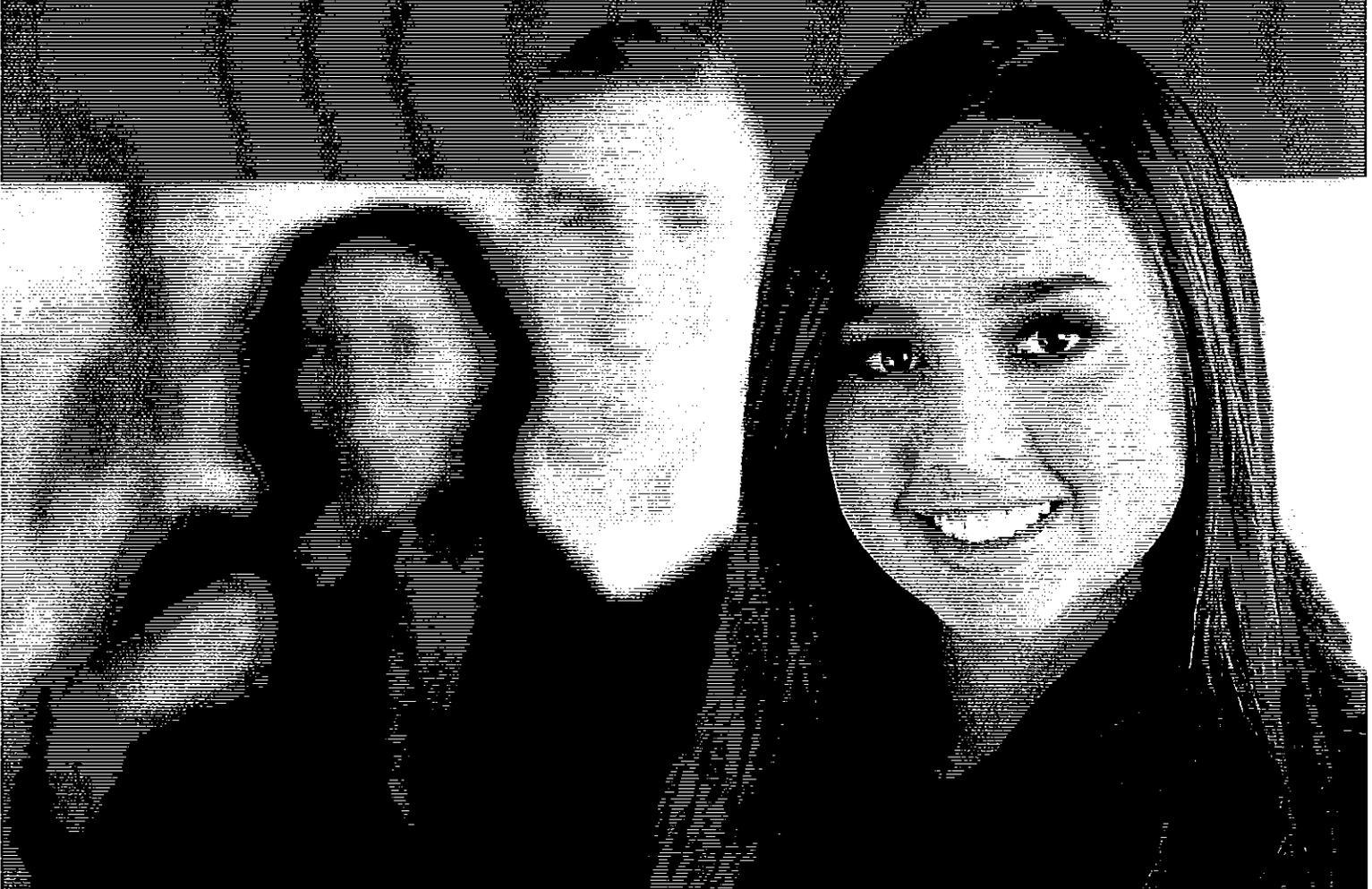
## **VII. ANTHEM COLLEGE**

# 2010 Program Catalog



**ANTHEM  
COLLEGE**

Maryland Heights, Missouri  
[anthemcollege.edu](http://anthemcollege.edu)



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MAIN SCHOOL:

**ANTHEM COLLEGE**

13723 Riverport Drive, Suite 103  
 Maryland Heights, MO 63043  
 314-595-3400  
 866-501-1291

BRANCHES OF ANTHEM COLLEGE:

**ANTHEM COLLEGE**  
 645 Gravois Bluffs Boulevard  
 Fenton, MO 63026

**ANTHEM COLLEGE**  
 4145 SW Watson Avenue  
 Beaverton, OR 97005

**ANTHEM COLLEGE**  
 440 S. Executive Drive  
 Brookfield, WI 53005

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[WWW.ANTHEM.EDU](http://WWW.ANTHEM.EDU)



| A MESSAGE FROM THE CEO |



PEOPLE SHOULD

COME TO OUR

SCHOOL BECAUSE

WE HAVE

SOME UNIQUE

APPROACHES IN

TERMS OF HOW

WE CAN HELP.

**BILL HILLARD**

**AEG CEO**

Welcome to Anthem College.

Since 1981 Anthem College has been a leader in career education innovation. It is a unique type of school, training men and women for meaningful and rewarding careers in some of the fastest-growing and most sought after career fields. Anthem College programs include Dental Assistant, Massage Therapy, Medical Assistant, Medical Billing & Coding, Pharmacy Technician, and Surgical Technologist. The many programs offered at our campus focus on giving students like you in-depth hands-on training, providing the skills you want and the skills today's employers demand. Our school has built a long-standing tradition of excellence from the selected training materials, equipment and our faculty, all designed to give you the best career-oriented education possible. Each student in our college is treated as an individual by a faculty and staff that are dedicated to helping you achieve your professional goals. We know the key to a successful career begins with the proper education and at Anthem College we are committed to providing you with the best educational experience possible. We encourage you to explore the programs offered at Anthem College and take the next steps toward an exciting, challenging and satisfying new career.

Sincerely,

A handwritten signature in cursive script that reads "Bill Hillard". The signature is written in black ink and is positioned above the printed name and title.

Bill Hillard  
President, CEO

## OUR MISSION

The mission of Anthem College is to provide high-quality post-secondary career education and training to our students and well-prepared graduates to our employers.

- :: Quality of life is improved through education.
- :: The road to success requires active participation.
- :: It only takes one person to make a difference.
- :: When we help people achieve success, everyone wins.

### TO FULFILL THIS MISSION, ANTHEM COLLEGE HAS ESTABLISHED THE FOLLOWING:

- :: To provide students with the skills and knowledge to qualify or requalify for employment in their field of study.
- :: To provide "first-class" student services that contribute to student success and achievement.
- :: To provide qualified faculty to ensure that appropriate and applicable curriculum material and training are delivered to students.
- :: To provide an educational environment that respects and accommodates a diversity of individual backgrounds, abilities, interests, and opinions.
- :: To respond to the changing needs of the medical and business communities we serve.
- :: To provide placement assistance to facilitate students' successful transition into their careers.
- :: To encourage students to envision education as a life-long learning process.
- :: To exercise honesty, integrity, and the highest ethics in every facet of the College's operation.

## HISTORY AND PHILOSOPHY

Allied College was founded in 1981 and its first campus was located in Northwest St. Louis County, Missouri. In 1992, the College opened a branch campus in Jefferson County. This campus serves Jefferson County residents and the metro east area in Illinois. High-Tech Institute, Inc. acquired Allied College in 2003. In June 2010, Allied College was renamed Anthem College.

Anthem College in Phoenix, Arizona was originally founded in 1965 as the Electronics Institute of Arizona and was purchased by High-Tech Institute, Inc. in 1982. In 1989, High-Tech Institute, Inc. acquired The Bryman School of Arizona, also in Phoenix, Arizona. High-Tech Institute opened in Marietta, Georgia in 2001, the campus moved to Atlanta in 2007 and was taught-out. Anthem College, Atlanta was launched in 2010. In 2003, High-Tech Institute, through Anthem College Online, a Division of High-Tech Institute – Phoenix, began offering online programs. High-Tech Institute – Phoenix was renamed Anthem College in 2007.

### Branch campuses of Anthem College in Phoenix, and the year they were established:

Anthem College, Sacramento, California	1992
Anthem College, St. Louis Park, Minnesota	1996
Anthem Career College, Nashville, Tennessee	1999
Anthem College, Kansas City, Missouri	2003
Anthem College, Atlanta, Georgia	2010

### Branch campuses of The Bryman School of Arizona in Phoenix, and the year they were established:

Anthem College, Aurora, Colorado	1994
Anthem College, Orlando, Florida	1998
High-Tech Institute, Irving, Texas	2000
Anthem Institute, Las Vegas, Nevada	2002
Anthem Career College, Memphis, Tennessee	2003

### Branch campuses of Anthem College in Maryland Heights, and the year they were established:

Anthem College, Fenton, Missouri	1992
Anthem College, Beaverton, Oregon	2004
Anthem College, Brookfield, Wisconsin	2006

Anthem College is based upon excellence in curriculum, staff, faculty, equipment, and service to the student body, Allied Health Care communities, as well as the community-at-large. Anthem College firmly believes that training in small groups, combined with a highly structured curriculum that meets the needs of today's Health Care professions, are the key ingredients for a successful training program.

The College is committed to a career-focused classroom approach in order to provide our students, upon graduation, with the knowledge and technical proficiency that will make them employable for entry-level positions in the Allied Health Care fields. Anthem College is dedicated to maintaining a dynamic posture by remaining current with technological advances in Allied Health Care, and updating the curriculum accordingly.



## | APPROVAL AND ACCREDITATION |

### ACCREDITATIONS

Anthem College is institutionally accredited for both degree and non-degree programs and the Surgical Technologist Program is programmatically accredited by the Accrediting Bureau of Health Education Schools which is listed by the U.S. Department of Education as a nationally recognized accrediting agency.

Accrediting Bureau of Health Education Schools  
7777 Leesburg Pike, Suite 314N  
Falls Church, VA 22043  
703-917-9503



### MEMBERSHIPS

Anthem College maintains memberships in the:

- :: Missouri Association of Private Career Schools
- :: Career College Association
- :: American Massage Therapy Association
- :: Missouri Association of Student Financial Aid Personnel
- :: Alpha Beta Kappa National Honor Society Epsilon Chapter

### APPROVALS

Anthem College is approved to operate by the:

- :: Missouri Coordinating Board for Higher Education

Anthem College is approved for:

- :: Division of Vocational Rehabilitation
- :: Veterans Administration

## | DESCRIPTION OF FACILITY |

Anthem College is conveniently located in beautiful Northwest St. Louis County. Situated in the pristine location of Riverport Lakes, the campus is minutes away from the major highways 70, 370, and 270. Additional access to the campus is made easy through Maryland Heights Expressway and easy access to public transportation. The college currently occupies over 33,000 square feet at the beautiful location of 13723 Riverport Drive and is fully accessible to persons with disabilities. Parking is available at no additional charge to the student. Spacious accommodations overlooking the lake include multiple reception areas, offices, 8 Laboratories (Medical Phlebotomy, Dental, Surgical, Massage, Computer, and Billing & Coding), 9 classrooms, a freestanding Massage Therapy Clinic, a library, and a student break area.

## | INSTITUTIONAL LEADERSHIP |

### CORPORATE OFFICERS

William O. Hillard, *CEO*  
David Kramer, *CFO*  
Sandi Gibson, *President-Eastern Division*  
Sheila Eriksen, *President-Western Division*  
Diane Gilmore, *Vice President*  
Vickey Cook, *Vice President*  
Sheryl Moody, *Vice President*

### BOARD OF DIRECTORS

Dr. James Hutton, *Chairman of the Board*  
Dennis G. Pobiak, *Director*  
Marilyn E. Pobiak, *Director*  
Christopher Busby, *Director*  
Matthew T. Vettel, *Director*

### CAMPUS PRESIDENT

Heidi Wind

### OWNERSHIP

Anthem College, Maryland Heights, Missouri, is owned by High-Tech Institute, Inc. High-Tech Institute, Inc. is a wholly owned subsidiary of High-Tech Institute Holdings, Inc. The principal owners of High-Tech Institute Holdings, Inc. are the Pobiak Family Trusts and Great Hill Equity Partners LP.

## ADMISSION POLICIES AND STANDARDS

### HOW TO APPLY

Students interested in applying for admission should call, write the College, or visit our Website at [www.anthem.edu](http://www.anthem.edu).

It is required that an Admissions Representative conduct an initial interview with the prospective student. Anthem College prefers that the parent(s) or spouse also attend the interview. This gives both the applicant and family the opportunity to ask specific questions relating to the College curriculum and career opportunities. The College catalog is also reviewed.

If the Admissions Representative feels that the student's desire is genuine, an application for admission is submitted. The following items are required to be completed at the time of application:

- :: Official College Application
- :: Request for High School Diploma, High School Equivalency or GED
- :: Enrollment Agreement
- :: Payment of Application Fee

Once these completed items have been submitted, the Campus President reviews the file for completeness. If the College does not accept an applicant, all fees paid to the College are refunded.

The College reserves the right to reject a student previously accepted if the items listed above are not successfully completed.

### ADMISSION REQUIREMENTS

Applicants may be admitted if they satisfy the following:

1. They are a high school graduate, have certification of General Educational Development (GED), or have an Associate's or higher degree from an institution accredited by an agency recognized by the U.S. Department of Education.
2. They achieve a minimum passing score of eight on the entrance assessment test.

3. Anthem College accepts the Ability to Benefit students (students who do not possess a High School Diploma or GED) who have successfully passed an entrance test administered by a third party and must be at least 17 years of age. Additionally, Ability to Benefit students can not be enrolled into the Associate of Applied Science Degree Programs offered by the college.
4. Students interested in the Surgical Technologist program may only be enrolled in the Associate of Applied Science Degree program.
5. A student must successfully complete and pass MT120 – Introductory Concepts of Massage Therapy prior to entering the Massage Therapy Program.

### EXTERNSHIP REQUIREMENTS

Background checks, vaccinations, and/or health screens may be required prior to beginning the externship course.

### STUDENTS WITH DISABILITIES

The facility is equipped with ramp access from the parking lot, extra wide hallways and doors, A.D.A. required door handles, and a restroom to facilitate students who use wheelchairs.

### CREDIT FOR PREVIOUS EDUCATION

Anthem College encourages students who have previous post-secondary education to apply for evaluation of credit transfer towards its programs. There is no charge for the evaluation. Any and all credit must be granted prior to the start of the program and cannot exceed 75% of the total credits required to complete the program. Once students start their program, credit evaluation will not be accepted. In each case, the evaluation for credit process will be completed within 30 days of application.



**PRIOR EDUCATION CREDIT POLICY**

In order to complete the evaluation process, the student must request and supply the College with an official transcript and copies of the course description(s) from each institution where previous course(s) were completed. The course descriptions must be from the year in which the course was taken. The Dean of Education, along with qualified subject matter experts, will review previously completed coursework for compliance with the following criteria:

- :: Accreditation – Transferring school must be accredited by an agency recognized by the Secretary of the US Department of Education (e.g., public or private four-year Universities, two-year Community Colleges, public or private technical or vocational schools, or military schools) or the Council for Higher Education Accreditation -CHEA.
- :: Comparability of course content – The content of previously completed courses must match content items and course objectives of its Anthem College equivalent.
- :: Similarity between credits earned – Credits earned at another institution should be equal (or greater than) the number earned for the Anthem College equivalent.
- :: Applicability of the Credit – Transfer credits will only be awarded for courses that are directly applicable to the program the student is attempting to transfer credit into.
- :: A grade of 2.0 or higher was earned.

Technical / Occupational coursework must be completed within the last 5 years in order to be eligible for a transfer of credit review and award. There is no time restriction, related to when coursework was completed, that is placed upon the ability to have transfer credits reviewed for General Education courses. Students who have earned a Diploma at Anthem College within the last 5 years are eligible to transfer those credits earned toward an Associate's Degree of a matching program at Anthem College. To establish eligibility, an official transcript verifying diploma confirmation and coursework outlined must be obtained. Anthem College does not accept credit from advance placement testing or prior work experience.

**RE-ENTRY, RE-ENROLL, MOVING FROM ONE COMPANY OWNED CAMPUS TO ANOTHER COMPANY OWNED CAMPUS**

Re-enter: students who return to the same program within 6 months of terminating are considered re-entered and all prior courses that were successfully completed may be applied towards the student's diploma / degree.

Re-enroll: students who return to school after 6 months or into a different program are considered re-enrolled. The student's transcripts must be evaluated following the same guidelines as any other evaluation of credit.

Moving From One College to Another (within 6 months): The student's transcripts must be evaluated and successful course completion confirmed prior to granting transfer credit.

Moving From One College to Another (after 6 months): The student's transcripts must be evaluated following the same guidelines as any other evaluation of credit.

**TRANSFERABILITY OF CREDIT FOR U.S. MILITARY VETERANS**

Every veteran who applies for educational benefits through Anthem College must provide official copies of academic transcripts from all institutions attended for evaluation. Veterans must follow the guidelines for applying for transfer credit outlined in the credit for previous education section. Enrollment certification will not be completed and sent to the Veterans Administration until this step is accomplished. The VA has ruled that all prior education at the post-secondary level must be evaluated by the school and transfer credit granted for applicable courses. All programs are approved for Veterans training.

## | SATISFACTORY ACADEMIC PROGRESS POLICY |

### SATISFACTORY ACADEMIC PROGRESS

To be considered to be making Satisfactory Academic Progress toward graduation students must maintain a specific grade point average as well as proceed through the program of study at a pace leading to completion in a specified time frame.

The College's Satisfactory Academic Progress Standards have been established to ensure the quality of educational programs offered and to ensure the responsible disbursement and administration of Federal Title IV Financial Aid.

Only students who are making Satisfactory Academic Progress (SAP) as defined by this policy are considered to be in good standing and eligible to receive Federal Financial Aid.

### MINIMUM STANDARDS FOR ALL STUDENTS

Students must make Satisfactory Academic Progress (SAP) toward the completion of course requirements in their selected program of study. The College will consider students to be making SAP if they meet the following criteria:

Programs equal to one academic year:

1. Maintain a minimum CGPA of: 1.0 at the end of 25% of the attempted credits in the program of study; 1.5 minimum CGPA at the end of 50% of the attempted credits in the program of study; Achieve a 2.0 CGPA at the end of 100% of total attempted credits in the program of study.
2. Successfully complete 50% of all attempted credits in the first evaluation period and 66.67% of the cumulative attempted credits in each evaluation point thereafter.

Programs longer than one academic year:

1. Maintain a minimum cumulative grade point average (CGPA) of: 1.5 at the midpoint of attempted credits in the first academic year of the program of study; 2.0 CGPA at the end of the attempted total credits in the first academic year of the program of study; Achieve a 2.0 CGPA at the end of 100% of total attempted credits of the program of study.
2. Successfully complete 66.67% of all attempted credits at each evaluation point.

Associates of Applied Science Degree programs of study:

1. Maintain a minimum CGPA of: 1.5 at the midpoint of the attempted credits in the first academic year of the program of study; 2.0 CGPA at the end of the attempted credits in the first academic year of the program of study; 2.0 CGPA at the midpoint of the attempted credits in the second academic year of the program of study; 2.0 CGPA at the end of the second academic year of the program of study; Achieve a 2.0 CGPA at the end of 100% of total attempted credits in the program of study.
2. Successfully complete 66.67% of all attempted credits at each evaluation point.

### MAXIMUM TIME FRAME

Students must complete their program of study within a time period which may not exceed 150 percent of the normal time frame required to complete their program. Therefore, students may attempt no more than 150 percent of the number of credits required for graduation in the program of study in which they are enrolled.

Programs equal to one academic year:

Evaluation Point: Maximum time frame will be evaluated at the end of the attempt of:	CGPA	Rate of Progress % of Attempted Credits Successfully Completed
25% of attempted credits in the program of study	1.0	50%
50% of attempted credits in the program of study	1.5	66.67%
100% of attempted credits in the program of study	2.0	66.67%
150% of attempted credits in the program of study	2.0	66.67%

Programs longer than one academic year:

Evaluation Point: Maximum time frame will be evaluated at the end of the attempt of:	CGPA	Rate of Progress % of Attempted Credits Successfully Completed
50% of attempted credits in the first academic year	1.5	66.67%
100% of attempted credits in the first academic year	2.0	66.67%
100% of attempted credits in the program of study	2.0	66.67%
150% of attempted credits in the program of study	2.0	66.67%



| SATISFACTORY ACADEMIC PROGRESS POLICY, CONTINUED |

Associates of Applied Science Degree programs of study:

Evaluation Point: Maximum time frame will be evaluated at the end of the attempt of:	CGPA	Rate of Progress % of Attempted Credits Successfully Completed
50% of attempted credits in the first academic year	1.5	66.67%
100% of attempted credits in the first academic year	2.0	66.67%
50% of attempted credits in the second academic year	2.0	66.67%
100% of attempted credits in the second academic year	2.0	66.67%
100% of attempted credits in the program of study	2.0	66.67%
150% of attempted credits in the program of study	2.0	66.67%

A Leave of Absence and scheduled holiday breaks are not considered when calculating maximum time frame since no credits are attempted during those times.

Any student whose completion rate falls below the required completion percentage and/or minimum cumulative grade point average for that evaluation period will be placed on academic probation for the next evaluation period. While on probation the student remains eligible for Title IV financial aid. Any student who successfully completes 66.67 percent of the credit hours attempted in the evaluation period and achieves the minimum grade point average in the evaluation period while on academic probation will be allowed to remain in school and continue on academic probation to the next evaluation point.

Any student on academic probation who brings their cumulative completion rate to 66.67% and their cumulative grade point average to the minimum requirement will be removed from academic probation.

Students receive a report card at the end of each course. Student's who fail courses are advised by Student Services and/or a Program Chair. If a student should withdraw or transfer from a course after the third calendar day, a grade of "W" or "T" may be given. If the student withdraws or transfers prior to the end of the third calendar day an "N" grade will be given.

Though the "W" and "T" grade are not calculated into the GPA, it is included in attempted credits which may negatively affect the student's maximum time frame.

**EFFECT OF GRADES ON SAP**

Grade Point	Grade	Credits Earned	Credits Attempted
4.0	A	Yes	Yes
3.0	B	Yes	Yes
2.0	C	Yes	Yes
0.0	F	No	Yes
-	P	Yes	Yes
-	E	No	No
-	W	No	Yes
-	N	No	No
-	R	No	Yes
-	L	No	Yes
-	T	No	Yes
-	AU	No	No

**GRADING SCALE**

Letter Grade	Equivalent Percentage	Level Obtained	Grade Point Average
A	90-100%	Excellent	4.0
B	80-89%	Good	3.0
C	70-79%	Satisfactory	2.0
F	< 70%	Fail	0.0
W		Withdrawal	None
T		Transfer out	None
N		Not attempted	None
R		Repeat course	None
L		Leave of absence	None
P		Pass	None
E**		Transfer credit	None
AU		Audit	None

\*\* Credit accepted from another school (not computed in grade point average).

**REPEATED COURSE**

A student must repeat all failed courses to be eligible to graduate. A student cannot repeat a passed course in order to receive a higher grade.

Upon successful completion of the failed course, the failed course grade is replaced with the passing grade. Both the failed course and the passed course will be counted in calculating the number of credits attempted.



#### CHANGING PROGRAMS

If a student changes programs, only those courses that apply toward the new program will be counted in calculating the number of credits attempted and in calculating the cumulative GPA.

#### ADDITIONAL PROGRAMS

If a graduate of Anthem College enrolls in a new program at the school, only those courses that apply toward the new program will be counted in calculating the number of credits attempted and in calculating the cumulative GPA.

#### TRANSFER CREDIT

Transfer credits from another accredited post-secondary institution count toward overall program credit requirement. They do not count as credits earned at our institution or apply in the calculation of the student's GPA or CGPA. Neither do they count as Credits Attempted.

#### AUDIT COURSE POLICY

Auditing a course is available for students who may need to refresh their knowledge or skills in a course (may be at the request of either the student or the school) or as an option for students that do not have a course being offered for their program of study.

A student who audits a course is not required to but may opt to complete assignments, write papers, or take examinations, and does not receive credit for the course. A student that audits a course is required to comply with all school policies including but not limited to the attendance policy.

It is only permissible to allow a student to audit a course if they have previously received credit for the course. A maximum of two courses may be audited consecutively.

Based on space availability, a student may request to audit a course. In order to register to audit a course a written request must be completed with Student Services.

#### APPEAL PROCESS

Any student not attaining the required GPA or attempted credits during the probationary period will be terminated. The student may submit a written appeal of his/her termination within five calendar days of notification of their termination. The appeal should be addressed to the Campus President. The appeal must be accompanied by documentation of the mitigating circumstances that have prevented the student from attaining satisfactory academic progress. The Appeals Committee will review all appeals. The student will be notified of the Committee's decision within five business days of the Campus President's receipt of the appeal. The decision of the Appeals Committee is final. Students reinstated will be brought back on "Academic Probation" status. Upon re-entry, the student must abide by the terms and conditions set out in the Committee's letter granting the appeal. The student may continue on probation as long as he or she meets the terms of the probation, until such time as satisfactory academic progress is regained.

#### ADDITIONAL CONSIDERATION FOR ALLIED HEALTH CARE STUDENTS

Should it be determined by the instructional staff and College administration that at the end of a student's training he is not considered to be "safe" with regard to patient welfare, he is retained in the classroom (review status) until he is: 1) considered safe, and shall advance to externship; 2) not considered safe, at which time he will be terminated. In either case the time frame shall not exceed one month. NOT SAFE is defined as follows: In the expert opinion of the Instructors, Program Chair, and Dean of Education, the student may put patients and other medical professionals at risk by use of improper or inadequate practice of medical procedures or tasks. These risks include, but are not limited to: poor aseptic technique, inadequate instrument or procedure knowledge, or unprofessional behavior.

#### **INCOMPLETE COURSE**

The College does not assign an Incomplete (I) as a grade for a course attempted. A student who withdraws during a course or does not complete the course will not receive any credit for the course nor will a grade be given for partial course completion. A student who completes an entire course, but academically fails the course and then withdraws from the program of study, will receive a failing grade on their permanent record. These course withdrawals and/or failures will be counted in calculating the number of credits attempted.

#### **THE ROLE OF THE FINANCIAL AID DEPARTMENT**

The Financial Aid Department confirms the academic progress of students before any disbursement is made. This is to ensure that only those students who are making Satisfactory Academic Progress (SAP), as defined by the policies, are considered to be in good standing and eligible to receive Federal Financial Aid. Students who may lose or are not eligible for Title IV funding may be able to utilize the institutional loan program. A student who fails a probationary period is not considered to be making SAP but may re-establish SAP by bringing his progress up to minimum standards and may re-establish Federal Financial Aid eligibility.

#### **MAKE-UP WORK/TESTS**

If a student arrives late for class, and a test is still in progress, the student may take the test without penalty. Students are permitted to make-up one test per course within two (2) days of returning to class. The student will have ten (10) points deducted from this test score. If a student does not make-up the test within the two (2) days he will receive a zero (0) for the test. If a student is present, on test day, and doesn't take the test he receives a zero (0).

It is the responsibility of the student to make arrangements for the make-up test. Arrangement for the make-up test should be coordinated with the Instructor or Program Chair/Dean. Permission to take a test in advance must have the approval of the Dean of Education.

If a student misses an assignment due to absences or tardiness the assignment will have ten (10) points deducted from the score. If a student does not make-up the assignment within two (2) days of his return to class, the student will receive a zero (0) for the assignment.



## FINANCIAL AID

### FINANCIAL AID

Anthem College is committed to assisting its students in developing financial plans for their education through a combination of loans, grants, family contributions, and other sources of aid.

The United States Department of Education offers several major financial aid programs to help students finance their education after high school. For those who qualify, Anthem College participates in the following:

- :: Federal Pell Grant Program - For many students this grant provides a foundation of financial aid to which aid from other Federal and non-Federal sources may be added. Unlike loans, a Federal Pell Grant does not have to be paid back. Eligibility is determined by a standard formula based on need.
- :: Federal Supplemental Educational Opportunity Grant Program (FSEOG). Like the Federal Pell Grant, FSEOG awards do not have to be paid back. This financial need-based grant is awarded to undergraduate students in their first academic year of their program of study. Preference is given to applicants who are eligible for a Federal Pell Grant.
- :: Federal Subsidized Stafford Loans are awarded to students who demonstrate financial need. These are low interest loans that are insured by the federal government. Because the U.S. Department of Education subsidizes the interest, borrowers are not charged interest while they are enrolled in College at least half-time and during grace and deferment periods. Loan repayment begins six months after the Student ceases to attend the College on at least a half-time basis. Eligibility is based on financial need as determined by the U.S. Department of Education.
- :: Academic Competitive Grant (ACG) is awarded to eligible 1st and 2nd year undergraduate students that recently completed a rigorous high school program of study. In addition, the student must be receiving a Pell Grant. All 2nd year recipients must have a minimum grade point average of 3.0 in order to qualify.
- :: Federal Unsubsidized Stafford Loans are awarded to students regardless of financial need. Borrowers are responsible for paying the interest that accrues during any period. Like the Subsidized Stafford Loans, repayment begins six months after the student ceases to attend the College on at least a half-time basis.
- :: Federal PLUS Loans allow parents to borrow on behalf of their dependent undergraduate children. As with Unsubsidized Loans, borrowers are responsible for the interest that accrues on PLUS Loans during any period. Repayment begins 60 days after the FINAL loan disbursement.

Aid from any of these programs is based first on self-help, which could include cash payments that a student is able to make from savings, part-time job earnings and assistance from parents. The amount of self-help is determined by the Federal Need Analysis Formula as prescribed by the U. S. Department of Education, which evaluates family income and assets.

In general, students are eligible to participate in the Federal Financial Aid programs if they:

- :: Have a valid Social Security number.
- :: Have a High School Diploma or a High School Equivalency (GED) or are an Ability to Benefit (ATB) student.
- :: Are a U.S. citizen or an eligible non-citizen.
- :: Complete and sign all appropriate forms.
- :: Are not in default on a federal student loan nor a federal grant overpayment.
- :: Register with the Selective Service, if required.

Once the student begins training and receives a financial aid award, continued eligibility for the programs requires the student to maintain satisfactory progress in accordance with published standards of the College. (See the Satisfactory Academic Progress section of the Catalog for details.)

#### ALTERNATIVE FUNDING, PRIVATE LOAN PROGRAM

Private loans (not sponsored by a government agency) are offered by banks or other financial institutions to parents and students. Private loans can help bridge the financial gap for School expenses, generally at lower interest rates than credit cards. Eligibility for a private loan is determined by the lending institutions.

The interest rate on a private loan is usually 1 to 10 percent above the prime interest rate. Interest begins accruing when the loan is disbursed.

#### SCHOLARSHIPS

Anthem Education Group participates in the Imagine America Foundation Scholarship and Awards Program. The Imagine America scholarship is available to recent high school graduates who are pursuing postsecondary career education. Information regarding application criteria and guidelines, award amount and application deadline is available on the Imagine America website, [www.imagine-america.org](http://www.imagine-america.org).

Applications are filed through the Imagine America website. The application is forwarded to the student's high school guidance counselor for review. If accepted by the high

school guidance counselor, the application will be forwarded to the college. In addition to the Imagine America application, applicants must demonstrate their need for financial assistance and submit a qualifying essay of 100 to 300 words as to why they are pursuing the field of study being applied for and why they chose this college. Due to the limited number of scholarships awarded each year, applications and essays are reviewed and approved by a Scholarship Review Committee. All approved applicants will be notified by the school and the Imagine America Foundation of their eligibility.

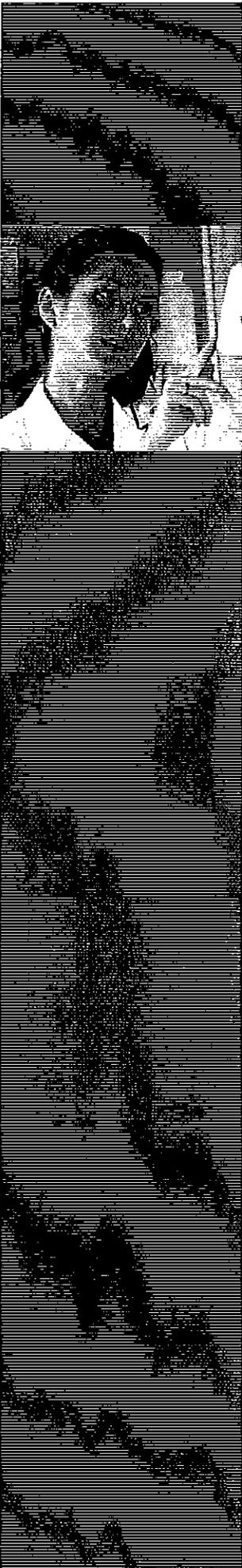
#### INSTITUTIONAL LOAN PROGRAM

The Institutional Loan Program (ILP) was created for students attending Anthem College. The ILP provides an affordable payment program worked out in accordance with individual financial circumstances as reflected in the financial information submitted to the College. The objective of the ILP is to provide students with either an alternative to Federal Financial Aid programs or an additional source of funding for tuition, books and supplies. The loans have no associated fees and carry a 0 to 18 percent interest rate depending upon the length of the loan.

#### TUITION

Tuition charges are outlined on a student's Enrollment Agreement and may be paid through cash, grants, loans or a combination thereof. See the "Catalog Supplement" for specific tuition costs.





## | PHARMACY TECHNICIAN |

### OBJECTIVE

The entry-level Pharmacy Technician works under the direct supervision of a licensed pharmacist and a supervising technician. The technician will assist in the day-to-day activities of the pharmacy by filling prescriptions, assisting customers, ordering medications, and supporting the pharmacist. They will also be involved with reviewing patient drug allergies, dosing of medications, potential interactions and incompatibilities. A trained Pharmacy Technician can prepare IV, compounded, and/or unit-dose medications. An efficient technician will ensure the location, quality and quantity of all medications stored in the pharmacy. A Pharmacy Technician can participate in drug utilization-evaluation and quality assurance programs. They will consistently review the pharmacy's inventory of drugs expired, recalled, inadequately labeled, or other non-usable drugs.

### CAREER OPPORTUNITIES

The Pharmacy Technician course is designed to provide a sound educational environment for instruction and training to equip its graduates to seek entry-level positions in different pharmacy settings. Pharmacy settings in which an entry-level student may work include retail, hospital, mail-order, long-term care, and compounding pharmacies.

Graduates of the Associate of Applied Science degree program will be equipped with necessary critical thinking, problem solving, and communication skills. These skills, combined with the knowledge gained in the degree program and work experience, provide future opportunities in related supervisory roles

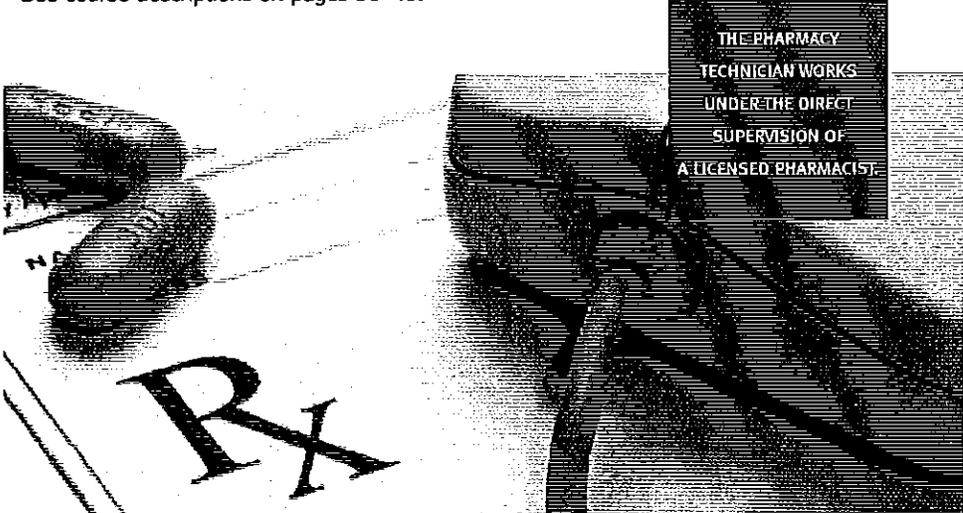
### CLASSROOM PROCEDURES

Each course stands alone as a unit of study and is not dependent upon prerequisite training. A student may enter the program at the beginning of any course and continue through the sequence until completion of all courses. The course work consists of lecture/demonstration and hands on laboratory procedures.

### EXTERNSHIP

The externship is undertaken following the successful completion of all classroom training and consists of 160 clock hours, averaging eight hours a day. Students work in a pharmacy in either the hospital or retail setting. During the externship the student is allowed to perform the skills taught during the classroom portion of training. This externship is unpaid.

See course descriptions on pages 38-48.



THE PHARMACY  
TECHNICIAN WORKS  
UNDER THE DIRECT  
SUPERVISION OF  
A LICENSED PHARMACIST.

## | PHARMACY TECHNICIAN |

### ASSOCIATE OF APPLIED SCIENCE DEGREE PROGRAM

#### PROGRAM LENGTH AND CREDIT

	Weeks	Clock Hours	Semester Credit Hours
Classroom	60	1050	58.0
Externship	4	160	3.5
<b>Total</b>	<b>64</b>	<b>1210</b>	<b>61.5</b>

Course Number	Course	Clock Hours	Credit Hours
PT101	Cardiovascular Pharmacology & IV Basics	70	3.5
PT102	Intro to Antibiotics & Chemotherapy	70	3.5
PT103	CNS Pharmacology & Special IV Solutions	70	3.5
PT104	Non-Prescription Drugs & Computer Keyboarding	70	3.5
PT116	Integumentary & Endocrine Systems (Retail Pharmacy)	70	3.5
PT118	Hospital Pharmacy	70	3.5
PT109	Retail Pharmacy & the Law	70	3.5
PD120	Professional Development	70	3.5
GE104	Critical Thinking and Problem Solving	70	4.5
GE203	General Psychology	70	4.5
GE205	Engaging in Communication	70	4.5
GE210	Dimensions of Human Relations	70	4.5
GS120	Financial Principles	70	4.5
GS202	Risk Management	70	4.5
GS206	Computer Applications	70	3.0
PT299	Externship	160	3.5
<b>Totals</b>		<b>1210</b>	<b>61.5</b>

### DIPLOMA PROGRAM

#### PROGRAM LENGTH AND CREDIT

	Weeks	Clock Hours	Semester Credit Hours
Classroom	32	560	28.0
Externship	4	160	3.5
<b>Total</b>	<b>36</b>	<b>720</b>	<b>31.5</b>

Course Number	Course	Clock Hours	Credit Hours
PT101	Cardiovascular Pharmacology & IV Basics	70	3.5
PT102	Intro to Antibiotics & Chemotherapy	70	3.5
PT103	CNS Pharmacology & Special IV Solutions	70	3.5
PT104	Non-Prescription Drugs & Computer Keyboarding	70	3.5
PT116	Integumentary & Endocrine Systems (Retail Pharmacy)	70	3.5
PT118	Hospital Pharmacy	70	3.5
PT109	Retail Pharmacy & the Law	70	3.5
PD120	Professional Development	70	3.5
PT299	Externship	160	3.5
<b>Totals</b>		<b>720</b>	<b>31.5</b>

**MT120 - INTRODUCTORY CONCEPTS OF MASSAGE THERAPY**

Clock Hours: 6 Lecture / 6 Lab

Semester Credit Hours: 0

During this course the student is introduced to the basic and primary concepts of Massage Therapy as they are presented in the program of study and in the professional Massage Therapy industry. The topics include body mechanics, injury prevention, draping techniques, fundamental Swedish massage strokes, clinic behavior guidelines and sanitation practices.

*Prerequisite: None*

**MT299 - SUPERVISED CLINIC**

Clock Hours: 0 Lecture / 120 Lab

Semester Credit Hours: 4.0

The Supervised Clinic consists of 120 clock hours and is undertaken following successful completion of all massage classroom training. The clinic is designed to provide experience in a clinic setting, both in the practical application of a variety of techniques, and in practice management. The Supervised Clinic hours are unpaid.

*Prerequisites: Massage Therapy Diploma*

*Program Prerequisites: MT101, MT102, MT103, MT124, MT105, MT126, MT107, MT108, MT109, MT110, MT120*

*Massage Therapy Associate of Applied Science Degree Program Prerequisites: MT101, MT102, MT103, MT124, MT105, MT126, MT107, MT108, MT109, MT110, MT120, GE104, GE203, GE205, GE210, GS120, GS202, GS206*

**PD120 - PROFESSIONAL DEVELOPMENT**

Clock Hours: 45 Lecture / 25 Lab

Semester Credit Hours: 3.5

This course introduces the student to the concepts of projecting a professional manner and image in the workplace. Students will be presented information about universal precautions developed by the Centers for Disease Control and OSHA guidelines adopted for use by healthcare facilities. Students will practice application of interview techniques and resumé writing for career success.

*Prerequisite: None*

**PT101 - CARDIOVASCULAR PHARMACOLOGY & IV BASICS**

Clock Hours: 50 Lecture / 20 Lab

Semester Credit Hours: 3.5

Students become familiar with the anatomy and physiology and diseases of the respiratory and cardiovascular systems, and commonly used drugs. Students also gain an understanding of the principles involved in preparing sterile IV solutions. Aseptic technique, equipment, prescription interpretation, dosage calculations and labeling requirements will also be taught.

*Prerequisite: None*

**PT102 - INTRODUCTION TO ANTIBIOTICS & CHEMOTHERAPY**

Clock Hours: 50 Lecture / 20 Lab

Semester Credit Hours: 3.5

Students will be introduced to various types of disease-producing organisms including bacteria, viruses and fungi. The drug classes used to treat different types of pathogens will be explained. An overview of cancer will be given along with treatment options. Students will learn basic principles of aseptic technique, the proper manipulation of sterile products and how they apply to preparing chemotherapy agents as well as total parental nutrition.

*Prerequisite: None*



**PT103 - CNS PHARMACOLOGY & SPECIAL IV SOLUTIONS**

Clock Hours: 50 Lecture / 20 Lab  
Semester Credit Hours: 3.5

Discussion of the anatomy and physiology of the brain, spine and nervous system disorders and diseases of the CNS and the drugs used to treat them. Students will also cover the techniques used to prepare specialized IV solutions including irrigation solutions and ophthalmic preparations. Irrigation solutions, their uses and preparations will be covered as well as the anatomy of the eye, characteristics of ophthalmic solutions and how to prepare them.

*Prerequisite: None*

**PT104 - NON-PRESCRIPTION DRUGS & COMPUTER KEYBOARDING**

Clock Hours: 50 Lecture / 20 Lab  
Semester Credit Hours: 3.5

Students will become familiar with various over-the-counter preparations including herbal preparations and popular dietary supplements. This course also provides a basic micro-computer orientation with an introduction to keyboarding.

*Prerequisite: None*

**PT116 - INTEGUMENTARY & ENDOCRINE SYSTEM (RETAIL PHARMACY)**

Clock Hours: 50 Lecture / 20 Lab  
Semester Credit Hours: 3.5

Students study the anatomy and physiology of the integumentary, digestive and endocrine systems. Students also study common disorders, diseases, and the drugs used to treat them.

Students learn Retail Pharmacy Practice, including the importance of inventory control, ordering medication, stocking and pricing. Students are introduced to third party payments. Compounding of creams, ointments, solutions and lotions are covered as well as interpretation of orders. Calculation involving reconstituting medication, IV flow rates and pediatric dosing are also covered.

*Prerequisite: None*

**PT118 - HOSPITAL PHARMACY**

Clock Hours: 50 Lecture / 20 Lab  
Semester Credit Hours: 3.5

The course introduces students to the daily functions of a hospital pharmacy, including technician responsibilities, interpretation of physician orders, medical administration records and inventory issues. Students study various types of medication distribution systems. Students learn to interpret hospital orders and fill unit dose orders. Unit dose prepackaging, unit dose cart fill, dose calculations and floor stock medications are covered. Students also research online various drug information questions.

*Prerequisite: None*

**PT109 - RETAIL PHARMACY & THE LAW**

Clock Hours: 50 Lecture / 20 Lab  
Semester Credit Hours: 3.5

This course introduces students to the retail or ambulatory pharmacy and the technician's role. Students will interpret and process drug orders and enter into the computer system correctly. Students work with pharmacy software. Federal and state pharmacy laws governing the handling of medications and controlled substances are covered in depth. Application of medical bioethics, professionalism, registration and certification requirements are presented.

*Prerequisite: None*

**PT299 - EXTERNSHIP**

Clock Hours: 0 Lecture / 0 Lab / 160 Extern  
Semester Credit Hours: 3.5

The externship is undertaken following the successful completion of all classroom training and consists of 160 hours (eight hours a day, five days a week). The student will spend 160 hours under the direct supervision of a registered pharmacist. While at the clinical site the student will practice the skills taught during the classroom portion of the course.

*Pharmacy Technician Diploma Program*

*Prerequisites: PT101,PT102,PT103,PT104, PT109,PT116,PT118, PD120*

*Pharmacy Technician Associate of Applied Science Degree Program Prerequisites:*

*PT101,PT102,PT103,PT104,PT109,PT116, PT118,PD120,GE104,GE203,GE205,GE210, GS120,GS202,GS206*

**ST170 - INFECTION CONTROL**

Clock Hours: 50 Lecture / 20 Lab  
Semester Credit Hours: 3.5

The student will learn the process and need for sterilization and disinfection and also study cells and tissue structure. In addition, the student will work in the surgical lab learning and practicing basic surgical set-ups.  
*Prerequisite: None*

**ST171 - LAW & ETHICS / OR FACILITY**

Clock Hours: 50 Lecture / 20 Lab  
Semester Credit Hours: 3.5

During this course the student will be taught sterilization, disinfection and microbiology. The history of medicine is also studied, along with the legal, ethical and historical aspects of surgery. The student will learn about the operating room environment and workplace / basic safety. The student will work in the operating room lab learning set-ups of specific surgeries.

*Prerequisite: None*

**ST172 - SPECIAL SENSES**

Clock Hours: 50 Lecture / 20 Lab  
Semester Credit Hours: 3.5

Special senses (vision, hearing, etc.) the nervous, lymphatic, endocrine systems, plastic and reconstructive surgery are studied during this course. The student will work in the operating room lab learning set-ups for specific surgical cases related to the body systems being studied.

*Prerequisite: None*

**ST183 - GENERAL SURGERY**

Clock Hours: 50 Lecture / 20 Lab  
Semester Credit Hours: 3.5

During this course the student will study the anatomy and physiology of the digestive, urinary and reproductive systems, as well as general surgery. The student will practice setting up for surgical procedures specific to the body systems being taught.

*Prerequisite: None*

**ST174 - ANESTHESIA / PHARMACOLOGY**

Clock Hours: 50 Lecture / 20 Lab  
Semester Credit Hours: 3.5

Anesthesia, pharmacology (study of drugs), wound healing, dressing application, and physics/robotics will be studied during this course. The student will practice setting up for specific surgical procedures and the application of surgical bandages in the operating room lab setting.

*Prerequisite: None*

**ST175 - INSTRUMENTATION / SUPPLIES**

Clock Hours: 50 Lecture / 20 Lab  
Semester Hours: 3.5

While in this course the student studies genito-urinary surgery and the identification of surgical and operating room supplies. The student will also have an introduction to instrumentation and surgical procedures. The student will practice entry level skills in the operating room lab setting.

*Prerequisite: None*



# VII. SCHOOL ACCREDITATION

**Due to volume, please refer to the following links:**

**(A) ACCREDITATION BUREAU OF HEALTH EDUCATION SCHOOLS (ABHES) –**

Refer specifically to pages 1, 8-9, 64-82 and 171-187 of pdf document

<http://www.abhes.org/assets/uploads/files/2011-01-244d3dec09565ebAccreditation%20Manual%2016th%20Edition%201%2024%202011.pdf>

**(B) ACCREDITING COMMISSION OF CAREER SCHOOLS AND COLLEGES (ACCSC) -**

Refer specifically to pages 9-10, 68-89 of pdf document

[http://www.accsc.org/Content/Accreditation/documents/Standards\\_of\\_Accreditation\\_and\\_Bylaws\\_-\\_070110web.pdf](http://www.accsc.org/Content/Accreditation/documents/Standards_of_Accreditation_and_Bylaws_-_070110web.pdf)