

# PTCB Volunteer Handbook

<b>Welcome!</b>	<b>1</b>
<b>About PTCB</b>	<b>1</b>
<b>PTCB Staff</b>	<b>1</b>
<b>Our Mission</b>	<b>2</b>
<b>Our Vision</b>	<b>2</b>
<b>Core Values</b>	<b>2</b>
<b>Professional Environment</b>	<b>2</b>
<b>Reimbursement Policy for Volunteers</b>	<b>3</b>
<b>Dress Code</b>	<b>4</b>
<b>Technology Requirements</b>	<b>4</b>
<b>Continuing Education (CE) Credits for Volunteer CPhTs</b>	<b>4</b>
<b>Grant of Credentials</b>	<b>5</b>
<b>Role for Volunteers in PTCB Communications and Media Response</b>	<b>5</b>
<b>Prohibition on the Use of Generative AI</b>	<b>5</b>
<b>Security Agreements</b>	<b>5</b>
Conflict of Interest Policy	5
Policy Restricting PTCB Representative Participation in Certification Preparation Activities	7
PTCB Representative Examination Exposure and Eligibility Policy	7
<b>Volunteer Roles and Responsibilities</b>	<b>8</b>
Certification Council	8
PTCE Exam Development Committee (EDC)	9
CSPT Exam Development Committee (EDC)	10
CPTEd Exam Development Committee (EDC)	11
PTEC Leadership Committee	12
Assessment-Based Certificate (ABC) Committee	13
Conduct Review Committee	14
Conduct Appeals Committee	15
Item Writer	16
Item Writing committee (IWC)	17
Standard Setting Panelist	17
Education Eligibility Review Committee	18
TPV Pathway 2 Application Review Committee	18
Partnership Funds Review Committee	19
Nominating Committee	19
<b>Certification Council Meeting Procedures</b>	<b>20</b>

# Welcome!

Welcome to the Pharmacy technician Certification Board (PTCB)! We hope you agree that you have valuable contributions to make to our organization and that you will find your volunteer experience with us rewarding. We look forward to working together to advance patient safety by perfecting PTCB's exams and policies, and we want your volunteer experience with us to be one that is mutually beneficial and gratifying.

## About PTCB

PTCB was established in 1995 by the American Pharmacists Association (APhA), the American Society of Health-System Pharmacists (ASHP), the Illinois Council of Health-System Pharmacists, and the Michigan Pharmacists Association; the National Association of Boards of Pharmacy (NABP) joined in 2001. Since our founding more than 25 years ago, we have continued to update and develop credentials that reflect current best practices in patient care. Our commitment to excellence has made PTCB's programs the most widely accepted credentials for pharmacy technicians across the country.

In 2020, there were about 280,000 active PTCB Certified Pharmacy Technicians (CPhTs) in the US, and PTCB certifies about 24,000 new CPhTs each year.

## PTCB Staff

The PTCB website lists basic information regarding [PTCB staff](#) and the [PTCB Board of Governors](#). PTCB staff who interact most frequently with volunteers are listed below and with their related responsibilities.

Name and Title	Email	Responsibilities
Levi Boren Chief Assessment & Credentialing Officer	lboren@ptcb.org	<ul style="list-style-type: none"><li>• New credential development</li><li>• Certification Council and Nominating Committee liaison</li><li>• Program accreditation (NCCA)</li></ul>
Ryan Burke Senior Director of Professional Affairs	rburke@ptcb.org	<ul style="list-style-type: none"><li>• Partnership Funds Review Committee liaison</li></ul>
Liza Chapman Chief Professional Officer	lchapman@ptcb.org	<ul style="list-style-type: none"><li>• Recognized program audit committee liaison</li></ul>
Tina Chang Director of Test Development	tchang@ptcb.org	<ul style="list-style-type: none"><li>• Exam Development Committees (EDCs) liaison</li><li>• Exam copyright and security</li></ul>
Christa Clay Volunteer Manager/ Assessment Content Developer	cclay@ptcb.org	<ul style="list-style-type: none"><li>• Volunteer management</li><li>• Education Eligibility Review Subcommittee liaison</li><li>• CSPT, Hazardous Drug Management, and CPTed Exam content</li></ul>
Susan Hunt Test Development Specialist	shunt@ptcb.org	<ul style="list-style-type: none"><li>• Assessment-based certificate (ABC) item writing and publication</li></ul>

Caitlin McGrellis Credentialing Operations Manager	cmcgrellis@ptcb.org	<ul style="list-style-type: none"> <li>• Conduct Review Committee liaison</li> <li>• Conduct Appeals Committee liaison</li> <li>• TPV Pathway 2 Application Review Committee</li> </ul>
Khunteang Pa Chief Operating Officer	kpa@ptcb.org	<ul style="list-style-type: none"> <li>• Implementation of program policies</li> </ul>
Rachel Seiderman PTCE Content Manager	rseiderman@ptcb.org	<ul style="list-style-type: none"> <li>• PTCE item writing and publishing</li> <li>• PTCE references and style guide</li> </ul>
Dawn Zhao Director of Psychometrics	xzhao@ptcb.org	<ul style="list-style-type: none"> <li>• Statistical and psychometric analysis</li> <li>• Technical Advisory Committee liaison</li> </ul>

## Our Mission

PTCB advances medication safety by credentialing technicians who are qualified to support pharmacists and patient care teams in all practice settings.

## Our Vision

PTCB sets the standard for the credentialing of pharmacy technicians that improves patient safety and care.

## Core Values

PTCB is committed to the following core values, which guide our behavior, actions, and decision-making:

- Collaboration
- Integrity
- Excellence
- Respect
- Transparency
- Continuous improvement

## Professional Environment

PTCB is committed to fostering an effective, respectful, and professional environment for our staff and volunteers in support of PTCB's mission to advance patient safety. The community of PTCB credential holders is extensive and multifaceted, and we strive to ensure our volunteers reflect that community. We seek talented and passionate individuals from a wide range of practice settings, demographics, and experiences to serve as volunteers, thereby ensuring that all stakeholders' voices are represented in PTCB's vital work.

# Reimbursement Policy for Volunteers

The Board of Governors appreciates those who serve as volunteers for PTCB activities. The following reimbursement policies have been established in an effort to be fair and reasonable to those who incur expenses when traveling for PTCB.

Written authorization for travel from PTCB is required. You will be provided with airline and hotel reservation procedures at the time of authorization. Expense reimbursements are made only for the person traveling on PTCB business; PTCB does not reimburse expenses incurred for or by a spouse, dependent or other individual associated with the person traveling on PTCB business.

Persons traveling on PTCB business are entitled to transportation, accommodations, and services that meet reasonable and adequate standards for convenience, safety, and comfort. In applying this general policy, it is hoped that those traveling for PTCB will use the same care in incurring expenses that would be used for personal travel.

## Reimbursable Expenses

PTCB will reimburse for travel expenses on the basis of actual expenditures incurred up to allowable and reasonable limits. The provided expense report must be completed in full and include only legitimate PTCB business items--no personal items. For example, personal travel, entertainment, hotel internet, laundry, etc. are not reimbursable expenses. Travelers are requested to directly pay their expenses (except airline/train fare) and submit the expense report to PTCB within 10 days after travel. All receipts, originals or photos, must be attached.

## Travel

When air transportation is required, the official PTCB travel agent must be used unless a PTCB Director approves otherwise in writing. This agent will accommodate your individual travel requirements including airline mileage credits, seating and meal needs, etc. Airline tickets will be issued for the lowest available advance ticketed airfare in a coach class compartment applicable to your travel dates and time requirements. Individuals choosing a more expensive fare than allowed by PTCB will have to pay the difference directly to the travel agent.

The costs for any other type or class of air travel will not be reimbursed unless advance authorization in writing is obtained from a PTCB Director and the authorization accompanies your expense report.

Personal automobile transportation is reimbursed by PTCB at the current IRS rate (70¢ per mile as of 1/1/2025). Personal automobile transportation in lieu of air or rail should be authorized by a PTCB Director in advance for roundtrip distances exceeding 500 miles. However, personal automobile reimbursement will be limited to the cost of transportation as described in the preceding paragraph. For example, if a flight costs \$300, but a volunteer elects to drive their own car to the destination, the maximum that will be reimbursed regardless of the actual mileage calculation will be \$300. The per mile rate includes costs such as gas, tolls, traffic violations, etc. No rental car expenses will be reimbursed by PTCB.

PTCB provides travel accident insurance coverage for volunteers traveling on official PTCB business. Coverage is provided by PTCB's Business Travel Accident policy. Additional coverage is provided while traveling by common carrier with a ticket purchased through the official PTCB travel agent. PTCB reserves the right to change insurance limits without notification. Additional

insurance purchased by the traveler will not be reimbursed by PTCB. Inquiries on current limits should be made through a PTCB Director.

### **Meals and Incidentals**

The daily reimbursement limits for meals, including gratuities, are \$15.00 for breakfast, \$24.00 for lunch, and \$40.00 for dinner. In general, PTCB will be flexible with these limits so long as the total daily reimbursement for all meals, including any snacks or coffee, does not exceed \$79.00 per day, the maximum amount that will be reimbursed. PTCB should be charged actual costs of meals, not the limit for each meal. There will be no reimbursement when group meal functions are provided. Detailed receipts for meals must be attached for reimbursement. PTCB **will not** reimburse for any alcohol purchases. The limit for incidentals (e.g., tips given to porters, baggage carriers, hotel staff, etc.) is \$5 per day.

### **Submitting Expense Reports**

Any exception to the policies outlined must be approved in writing by a PTCB Director and submitted with your expense report. Return the completed and signed expense report within 10 days after the function to Michele Porter at [mporter@ptcb.org](mailto:mporter@ptcb.org).

PTCB greatly appreciates your cooperation. Travelers should expect the mailing of a reimbursement check two weeks after receipt of the expense report at PTCB.

## **Dress Code**

Business casual dress is required at in-person events. There is no dress code for remote events or meetings.

## **Technology Requirements**

PTCB volunteers must have reliable access to email and the ability to participate in remote meetings and other events conducted via conference call or online meeting platforms (e.g., Google Meet, Zoom). Item writers and other volunteers who access PTCB's item banks must have access to a laptop or desktop computer or tablet with a secure internet connection; the item banks and item writing software are not accessible via smartphone. PTCB will provide laptops for use at in-person events (such as item writing meetings) upon request.

## **Continuing Education (CE) Credits for Volunteer CPhTs**

Remote and in-person item writers who are PTCB CPhTs and who complete their item writing assignments are eligible for two (2) hours of CE credit per item writing event. You will receive a receipt and instructions to claim said credits at the conclusion of the item writing event. CE credit earned through item writing must be claimed manually upon recertification; it is not recorded by NABP's CPE Monitor.

## Grant of Credentials

CPhTs who participate in the development of new certification or certificate programs will be granted the relevant credential or certificate at no cost once standard setting and pilot exam scoring is complete, provided they meet all other eligibility requirements. Grantees are responsible for all future recertification requirements and fees.

## Role for Volunteers in PTCB Communications and Media Response

PTCB values the expertise and commitment of our volunteers, and on occasion they may have an opportunity to serve as expert spokespersons in PTCB communications or in response to media queries. From time to time, PTCB's Communications team may reach out to interested volunteers to offer them the opportunity to serve in this optional role. With guidance and preparation from PTCB staff, volunteers may be asked to provide a quote for a PTCB news release, for example, or interact with media, reporters, or writers via emails or interviews on specific topics of interest to the pharmacy technician community.

## Prohibition on the Use of Generative AI

Generative AI tools are prohibited for the use of exam content creation and review such as writing draft items and quality assurance of exam forms, due to the highly sensitive and proprietary nature of the information.

## Security Agreements

In accordance with the PTCB policies listed below, all volunteers are required to sign security agreements relevant to their service. These include a nondisclosure agreement and annual conflict of interest disclosure. Other agreements are required that are specific to certain volunteer roles (e.g., copyright assignment agreement is required for item writers).

## Conflict of Interest Policy

Volunteers of the Pharmacy Technician Certification Board (PTCB) have access to sensitive business, strategic and proprietary information about PTCB during their service, and such information is only to be used within the parameters of their activities with PTCB and not for the financial enrichment or personal benefit of the volunteer or others outside of PTCB.

Volunteers must meet professional ethical and legal standards that require them to act objectively, honestly, in good faith, in the best interests and on behalf of PTCB and to avoid conflicts of interest in which a volunteer's allegiance may be split between PTCB and some other professional business or volunteer position or responsibility. Certain outside activities of volunteers may give rise to concerns or perceptions that the outside activity may: 1) bias or influence the individual's decision-making regarding a program, policy or activity under consideration by PTCB, or 2) create an unfair competitive advantage for any individual person or outside organization (hereafter collectively referred to as "conflict of interest").

Therefore, the following policies and procedures with respect to actual and potential conflicts of

interest shall apply with respect to PTCB matters:

1. Volunteers must disclose any ownership or other interest, whether acute or remote, paid or unpaid, business or personal, related to himself or herself, or an individual, business, corporation or nonprofit organization, that might potentially interfere or compete with the interests of PTCB that the volunteer, or members of his or her immediate family, may have (this is a continuing obligation which extends throughout a volunteer's service to PTCB).
2. Volunteers must disclose any interest that might give rise to an apparent or actual conflict of interest with respect to their duties to PTCB (this is a continuing obligation which extends throughout a volunteer's service to PTCB).
3. Volunteers must permit PTCB to review the interest(s), and to fully cooperate with such review regarding the circumstances of any potential, apparent, or actual conflict of interest; and must take such action deemed necessary by PTCB to protect integrity of the organization or to avoid a breach of fiduciary duty or improper influence, including recusal from certain deliberations and voting (although a volunteer may respond to questions about the actual or apparent conflict), and if necessary, withdraw from his/her position.
4. Volunteers shall not at any time disclose to others or use for that individual's benefit or the benefit of others, any confidential or proprietary information owned, possessed or used by PTCB, except as authorized by PTCB and for its benefit.
5. Disclosures of conflicts of interest will be evaluated on a case-by-case basis, taking into account all of the relevant facts and circumstances.
6. No Volunteer shall vote on any PTCB matter which will more than significantly affect, financially or otherwise, that individual or a member of that individual's family or the individual's employer.
7. No Volunteer shall vote on any PTCB matter that will materially affect, financially or otherwise, any vendor or stakeholder of PTCB for which that individual acts or serves in the capacity of an employee, a stockholder, a director, an owner, a partner, a committee member, or such other similar position.
8. At the sole discretion of the Executive Director/CEO, any individual with an actual or potential conflict of interest may, in addition to being excluded from voting on the matter in question, be also excluded from any participation in the matter and/or may be excluded from the meeting during consideration and voting upon the matter in question.
9. Every Volunteer shall complete and sign at the first meeting of their participation in a new year, an annual disclosure statement developed by PTCB Counsel and approved by the Board. This disclosure statement will be reviewed by the Executive Director/CEO or his authorized agent, who will make a determination as to whether there are any potential conflicts of interest and, if appropriate, discuss the matter with the Volunteer, and if deemed necessary, with other appropriate individuals.
10. Disclosure of the existence of specific conflict of interest and nonparticipation in debates and votes shall be noted in the minutes.
11. The legal and professional standards that apply to Volunteers also apply to the PTCB staff and agents of PTCB.

12. If the Executive Director/CEO or other authorized PTCB representative has reasonable cause to believe that a volunteer has failed to disclose actual or potential conflicts of interest, that person shall inform the volunteer of the basis for such belief and afford the volunteer an opportunity to explain the alleged failure to disclose. If, after hearing the response of the volunteer and making such further investigation as may be warranted in the circumstances, the Executive Director/CEO will determine whether the individual has in fact failed to disclose an actual or potential conflict of interest and whether the matter should be referred to the PTCB Board of Governors for appropriate disciplinary and/or corrective action.

## Policy Restricting PTCB Representative Participation in Certification Preparation Activities

### *Applies to PTCE, CSPT, and CPTEd Exam Volunteers*

Authorized PTCB Representatives, including volunteers (e.g. Certification Council members, item writers), staff, and contractors, are involved in the development and preparation of PTCB exams (e.g., the Pharmacy Technician Certification Examination, “PTCE”; Compounded Sterile Preparation Technician Certification Examination, “CSPT Exam”). Such exam development activities include access to PTCB item banks and test questions. Among other PTCB policy requirements related to exam development, PTCB Representatives are prohibited from contributing to or profiting from the preparation, presentation, sponsorship, or ownership of any program, training, or publication primarily intended and/or marketed to increase an individual’s performance on PTCB exams (e.g., sharing or replicating PTCB test items, providing test strategies). This prohibition is effective, and continues, for a period of at least two (2) years following the Representative’s participation in the exam development activities. In addition, all PTCB Representatives involved in the development and preparation of PTCB exams must accept and sign the PTCB Conflict of Interest Policies and Disclosure Statement.

## PTCB Representative Examination Exposure and Eligibility Policy

### *Applies to PTCE, CSPT, and CPTEd Exam Volunteers*

Authorized PTCB Representatives, including volunteers (e.g. Certification Council members, item writers), staff, and contractors have access to PTCB exams (Pharmacy Technician Certification Examination, “PTCE” and/or Compounded Sterile Preparation Technician Certification Examination, “CSPT Exam” and any other exams designated by PTCB), including PTCB’s item banks and test questions. Among other policy requirements related to PTCB certification eligibility, PTCB Representatives that have had access to PTCB exams are prohibited from taking either the PTCE or CSPT Exam for a period of two (2) years following the termination of the Representative’s access to PTCB item banks or test questions of that particular PTCB exam.



# Volunteer Roles and Responsibilities

## Certification Council

The Certification Council is an autonomous standing committee of PTCB, led by the Chair, and a President and Vice President chosen from the members annually. The Council is responsible for the establishment and administration of PTCB's certification programs. The Council currently consists of the following seats:

- Chair (NABP Executive Director, ex officio with vote)
- PTCB Executive Director (ex officio without vote)
- Health-System Technician
- Health-System Pharmacist
- Community Pharmacy Technician
- Community Pharmacy Pharmacist
- Sterile Compounding Technician
- Sterile Compounding Pharmacist
- Technician at-large
- Pharmacist at-large (x2)
- Technician Educator or Researcher
- Public Member

## Duties and Responsibilities

The Certification Council's duties include, but are not limited to, the following:

- Establishing policies and procedures for certification programs
- Developing requirements for candidates
- Expanding and reducing the scope of the certification program
- Developing the content of the certification exams
- Administering the application and examination process
- Supervising the scoring and testing process
- Maintaining a registry of certified individuals
- Developing and maintaining recertification programs
- Maintaining a code of conduct
- Maintaining an appeals process

Council members may also be asked to serve on various subcommittees, such as an Exam Development Committee (EDC) or an ad hoc subcommittee. Council members have relevant expertise as required by the seat to which they are appointed. For example, the Health-System Technician member represents the perspectives of health-system pharmacy technicians. Council members are therefore required to place the opinions and perspectives of their stakeholder group above their own and those of their employer(s) or of any local, state, or national organization.

## Required Participation

The Council meets in person at least twice per year; meetings are typically one day in length. When in-person meetings are scheduled, Council members typically arrive at the location the night before the meeting begins, enjoy a group dinner provided by PTCB after the meeting, and depart the following day after the meeting concludes. Conference calls are also held on an as-needed basis, typically not more than once per quarter. Council members with subcommittee responsibilities (e.g., EDC) will have additional participation responsibilities according to the needs of the subcommittee. All legitimate travel expenses are paid or reimbursed according to PTCB's Travel and Reimbursement Policy.

## Terms of Service

All Council members serve as unpaid volunteers. Council members are appointed by the PTCB Board of Governors to a term of three years. Council members may serve a maximum of three consecutive terms. All Council members are required to abide by PTCB's Confidentiality and Nondisclosure Policies, including an annual disclosure of conflicts of interest (real and perceived). EDC participation is subject to additional agreements (e.g., copyright, etc.) to protect the integrity of PTCB Certification exams.

## Minimum Qualifications

Candidates must be appropriately credentialed for the seat being sought. All candidates for "Technician" seats (i.e., #s 3, 5, 7, and 9) must at a minimum be PTCB CPhTs in good standing with PTCB and state regulatory agencies. All candidates for "Pharmacist" seats (i.e., #s 4, 6, 8, and 10) must be licensed or registered pharmacists in good standing with state regulatory agencies. All candidates must be willing to fulfill participation requirements and comply with all relevant PTCB Policies.

## Desired Qualifications

Candidates should have substantial experience in policy development and committee participation, as well as a thorough understanding of the field of pharmacy and the stakeholder group to be represented.

## PTCE Exam Development Committee (EDC)

The PTCE EDC is a standing committee organized under the Certification Council. It is led by a Chair and Vice Chair. The PTCE EDC currently consists of the following seats:

- Retail/Community CPhT (x2)
- Retail/Community Pharmacist (x2)
- Health-system Pharmacist (x2)
- Health-system CPhT (x2)
- At-large CPhT (x2)
- At-large Pharmacist (x2)

## Duties and Responsibilities

The PTCE EDC's primary duties include, but are not limited to, the following:

- Reviewing and approving PTCE content
- Reviewing candidate comments
- Categorizing PTCE content according to the Content Outline
- Reviewing and approving PTCE style guide for item writers
- Reviewing and approving acceptable content references

## Required Participation

The PTCE EDC meets in person twice per year to review PTCE content. Meetings are typically three days in length. Members are also given rotating assignments to review candidate comments throughout the year. Members may also be asked to conduct reviews remotely from time to time. All legitimate travel expenses are paid or reimbursed according to PTCB's Travel and Reimbursement Policy.

## Terms of Service

All PTCE EDC members serve as unpaid volunteers. EDC members are appointed by the Certification Council to a term of three years. Members may serve a maximum of three consecutive terms. All EDC members are required to abide by PTCB's Confidentiality and Nondisclosure Policies, including an annual disclosure of conflicts of interest (real and perceived). Members must also complete a copyright assignment agreement and agree to service and eligibility restrictions to protect the integrity of the PTCE.

## Minimum Qualifications

Members must be appropriately credentialed for the seat appointed. All pharmacy technicians must at a minimum be PTCB CPhTs in good standing with PTCB and state regulatory agencies. All pharmacists must be licensed or registered pharmacists in good standing with state regulatory agencies.

## Desired Qualifications

Prior experience as a PTCB item writer.

## CSPT Exam Development Committee (EDC)

The CSPT EDC is a standing committee organized under the Certification Council. It is led by a Chair and Vice Chair, at least one of which must be an active member of the Certification Council. The CSPT EDC currently consists of the following seats:

- Certification Council Representative
- CSPT (x4)
- Technician Educator (x2)
- Home Infusion Pharmacist
- Home Infusion CSPT
- At-large (x3)

## Duties and Responsibilities

The CSPT EDC's primary duties include, but are not limited to, the following:

- Reviewing and approving CSPT Exam content
- Reviewing and approving CSPT style guide for item writers
- Reviewing and approving acceptable content references

## Required Participation

The CSPT EDC meets on an as needed basis, no more than once per year, to review CSPT Exam content. Meetings may be virtual or in-person. All legitimate travel expenses are paid or reimbursed according to PTCB's Travel and Reimbursement Policy.

## Terms of Service

All CSPT EDC members serve as unpaid volunteers. EDC members are appointed by the Certification Council to a term of three years. Members may serve a maximum of three consecutive terms. All EDC members are required to abide by PTCB's Confidentiality and Nondisclosure Policies, including an annual disclosure of conflicts of interest (real and perceived). Members must also complete a copyright assignment agreement and agree to service and eligibility restrictions to protect the integrity of the CSPT Exam.

## Minimum Qualifications

Members must be appropriately credentialed for the seat appointed. All pharmacy technicians must at a minimum be PTCB CSPTs in good standing with PTCB and state regulatory agencies. All pharmacists must be licensed or registered pharmacists in good standing with state regulatory agencies.

## Desired Qualifications

Prior experience as a PTCB item writer.

## CPTeD Exam Development Committee (EDC)

The CPTeD EDC is a standing committee organized under the Certification Council. It is led by a Chair and Vice Chair. The PTCE EDC currently consists of the following seats:

- Career Education/Training Program (x2)
- College/University (x2)
- High School/Career Technical Education (x2)
- Accredited Program (x2)
- Employer Program - Community Pharmacy (x2)
- Employer Program - Health-system Pharmacy (x2)

## Duties and Responsibilities

The CPTeD EDC's primary duties include, but are not limited to, the following:

- Reviewing and approving CPTeD Exam content
- Reviewing candidate comments
- Reviewing and approving acceptable content references
- Scoring essays

## Required Participation

The CPTeD EDC meets in-person annually at the PTEC Conference and virtually at other times as needed to conduct review, approval, and scoring of exam content. Members are given rotating assignments to review candidate comments throughout the year and score essays per schedules set by PTCB staff. All legitimate travel expenses are paid or reimbursed according to PTCB's Travel and Reimbursement Policy.

## Terms of Service

All CPTeD EDC members serve as unpaid volunteers. EDC members are appointed by the Certification Council to a term of three years. Members may serve a maximum of three consecutive terms. All EDC members are required to abide by PTCB's Confidentiality and Nondisclosure Policies, including an annual disclosure of conflicts of interest (real and perceived). Members must also complete a copyright assignment agreement and agree to service and eligibility restrictions to protect the integrity of the exam.

## Minimum Qualifications

- Appropriate experience for the seat to which they are appointed
- Active CPhT or pharmacy degree
- Active PTEC membership

## Desired Qualifications

Prior experience as a PTCB item writer or other PTCB volunteer role.

## PTEC Leadership Committee

The PTEC Leadership Committee is a committee of PTCB, led by the Chair, and appointed by the PTCB Board of Governors annually. The PTEC Leadership Committee is responsible for representing pharmacy technician educators, guiding membership resources and benefits, determining PTEC's position on various issues, and creating a process through which members can contribute their ideas and opinions. The PTEC Leadership Committee currently consists of the following seats:

- Chair-elect
- Chair
- Immediate Past Chair
- Members-at-large (4)
- Secretary (PTCB staff person serving without a vote)

## Duties and Responsibilities

The PTEC Leadership Committee's duties include, but are not limited to, the following:

- Representing the perspective of pharmacy technician educators
- Developing and maintaining a membership model
- Guiding the development of member benefits and resources
- Maintaining a code of conduct
- Serving on various subcommittees as needed

As elected officials, PTEC Leadership Committee members have relevant expertise as pharmacy technician educators and represent the perspectives of PTEC members. Committee members are therefore required to place the opinions and perspectives of educators and members above their own and those of their employer(s) or of any local, state, or national organization.

## Required Participation

The PTEC Leadership Committee meets a minimum of twice per year. PTEC Leadership Committee members with subcommittee responsibilities will have additional participation responsibilities according to the needs of the subcommittee. All legitimate travel expenses are paid or reimbursed according to PTCB's Travel and Reimbursement Policy.

## Terms of Service

All PTEC Leadership Committee members serve as unpaid volunteers. PTEC Leadership Committee members are nominated by PTEC and PTCB representatives and appointed by the PTCB Board of Governors to a term of three years. PTEC Leadership Committee members may serve a maximum of two consecutive terms. All PTEC Leadership Committee members are required to abide by PTCB's Confidentiality and Nondisclosure Policies, including an annual disclosure of conflicts of interest (real and perceived).

## Minimum Qualifications

Candidates must be appropriately credentialed in good standing with state regulatory agencies. All candidates must be willing to fulfill participation requirements and comply with all relevant PTCB Policies.

## Desired Qualifications

Candidates should have substantial experience in pharmacy technician education/training development, policy development, and committee participation, as well as a thorough understanding of the field of pharmacy.

## Assessment-Based Certificate (ABC) Committee

The ABC Committee is a standing committee led by PTCB staff; its function is to create and maintain content for PTCB's various assessment-based certificate (ABC) exams.

## Duties and Responsibilities

The committee's primary duties include, but are not limited to, the following:

- Writing and reviewing items in adherence to the Style Guide and various ABC exam content outlines
- Accurately citing solid, acceptable references
- Familiarity with all provided materials/instructions

## Required Participation

ABC item writing and review drives are typically conducted virtually. If travel is required, all legitimate travel expenses are paid or reimbursed according to PTCB's Travel and Reimbursement Policy. Typical involvement is approximately 20-25 total hours annually.

## Terms of Service

Committee members serve as unpaid volunteers. Members are invited to participate by PTCB staff for a two-year term. Members are required to abide by PTCB's Confidentiality and Nondisclosure Policies, including an annual disclosure of conflicts of interest (real and perceived). Members must also complete a copyright assignment agreement and agree to service and eligibility restrictions to protect the integrity of the ABC exams.

## Minimum Qualifications

Committee members are selected based on their knowledge and experience in specific areas of pharmacy. All pharmacy technicians are expected to be PTCB CPhTs in good standing with PTCB and state regulatory agencies, and to have earned multiple PTCB assessment-based certificates and/or CPhT-Adv status. Pharmacists are expected to be licensed or registered pharmacists in good standing with state regulatory agencies. Other professionals are expected to hold credentials appropriate to their expertise.

## Desired Qualifications

Prior item writing experience.

## Conduct Review Committee

The Conduct Review Committee reviews certificant violations of PTCB's Code of Conduct, typically criminal conduct, and makes decisions regarding disciplinary actions. The activities of the Committee are prescribed in Sections H through J of PTCB's [Conduct Case Procedures](#). The Committee is composed of at least three (3) currently certified CPhTs in good standing, and at least two (2) Pharmacists. The Committee is led by a Chair and Vice Chair.

## Duties and Responsibilities

The Committee's primary duties include, but are not limited to, the following:

- Reviewing documentation pertaining to conduct complaints
- Applying relevant PTCB policies
- Participating in hearings
- Determining appropriate disciplinary actions

## Required Participation

The Committee meets virtually on an as needed basis, typically no more than monthly, to review conduct cases referred by PTCB staff. Documents for review are provided by PTCB staff prior to scheduled meetings. Typical involvement is 1-3 hours per month.

## Terms of Service

All Committee members serve as unpaid volunteers. Members are appointed by the PTCB Executive Director to a term of three years. Members may serve additional three-years terms. All Committee members are required to abide by PTCB's Confidentiality and Nondisclosure Policies, including an annual disclosure of conflicts of interest (real and perceived).

## Minimum Qualifications

Members must be appropriately credentialed for the seat appointed. All pharmacy technicians must at a minimum be PTCB CPhTs in good standing with PTCB and state regulatory agencies. All pharmacists must be licensed or registered pharmacists in good standing with state regulatory agencies.

## Desired Qualifications

Thorough understanding of PTCB's Code of Conduct and working knowledge of other PTCB policies. Experience in committee participation.

## Conduct Appeals Committee

The Conduct Appeals Committee reviews appeals of decisions made by either the Executive Director (or designated Resolution Officer) or the Conduct Review Committee. The activities of the Committee are prescribed in Section K of PTCB's [Conduct Case Procedures](#). The Committee is composed of at least five (5) individuals appointed by the Certification Council, including at least three (3) currently certified CPhTs in good standing, and at least one (1) Pharmacist. The Committee is led by a Chair and Vice Chair also appointed by the Certification Council.

## Duties and Responsibilities

The Committee's primary duties include, but are not limited to, the following:

- Reviewing documentation pertaining to conduct appeals
- Determining if appeal criteria have been met
- Applying relevant PTCB policies
- Participating in hearings



### Required Participation

The Committee meets virtually on an as needed basis, typically no more than a few times per year, to review conduct appeals. Documents for review are provided by PTCB staff prior to scheduled meetings. Typical involvement is 1-3 hours per year.

### Terms of Service

All Committee members serve as unpaid volunteers. Members are appointed by the PTCB Certification Council to a term of three years. All Committee members are required to abide by PTCB's Confidentiality and Nondisclosure Policies, including an annual disclosure of conflicts of interest (real and perceived).

### Minimum Qualifications

Members must be appropriately credentialed for the seat appointed. All pharmacy technicians must at a minimum be PTCB CPhTs in good standing with PTCB and state regulatory agencies. All pharmacists must be licensed or registered pharmacists in good standing with state regulatory agencies.

### Desired Qualifications

Thorough understanding of PTCB's Code of Conduct and working knowledge of other PTCB policies. Current or former service on the Certification Council preferred.

### Item Writer

Item writers create, edit, and review exam questions for the Pharmacy Technician Certification Exam (PTCE) under the supervision of PTCB staff content administrators. This is an entry-level volunteer position that is prerequisite to many of the other volunteer opportunities at PTCB.

### Duties and Responsibilities

- Completing training in Mindflash as assigned
- Writing and reviewing items in adherence to the Style Guide
- Accurately citing solid, acceptable references
- Close communication with PTCB staff content administrator
- Completing all assigned writing and reviewing within established deadlines
- Familiarity with all provided materials/instructions

### Required Participation

Item writing drives are conducted remotely or in person 2-4 times annually. Item writers are invited to participate on an as-needed basis.

### Minimum Qualifications

All pharmacy technicians must at a minimum be PTCB CPhTs in good standing with PTCB and state regulatory agencies. All pharmacists must be licensed or registered pharmacists in good standing with state regulatory agencies.

## Item Writing Committee (IWC)

The Item Writing Committee (IWC) is made up of experienced item writers who create and review PTCE content and complete advanced item writing tasks (e.g., item cloning) as needed under the supervision of PTCB staff content administrators.

### Duties and Responsibilities

- Writing and reviewing items in adherence to the Style Guide
- Advanced knowledge of item banking system and best practices
- Establishing good rapport with PTCB staff
- Completing all assigned writing/reviewing within established deadlines

### Minimum Participation

Committee members are expected to participate in 1-3 item writing events per year, including special projects (e.g., item cloning) on an as-needed basis.

### Minimum Qualifications

Committee members must have successful past item writing experience, including outstanding performance evaluations by PTCB staff. All pharmacy technicians must at a minimum be PTCB CPhTs in good standing with PTCB and state regulatory agencies. All pharmacists must be licensed or registered pharmacists in good standing with state regulatory agencies.

## Standard Setting Panelist

Standard setting panelists determine the cut score (minimum passing score) for an exam, following completion of a job analysis and evaluation of pilot exam results.

### Duties and Responsibilities

- Completing orientation training
- Fully engaging in group discussion during meetings
- Completing standard setting assignment(s) in advance and during events
- Participating in all scheduled workshops/meetings

### Minimum Participation

Standard setting panelists must commit to attending and engaging in all standard setting activities, which are scheduled as needed following pilot administration of new exams.

### Minimum Qualifications

All pharmacy technicians must at a minimum be PTCB CPhTs in good standing with PTCB and state regulatory agencies. All pharmacists must be licensed or registered pharmacists in good standing with state regulatory agencies.

### Desired Qualifications

When possible, panelists should be existing Exam Development Committee (EDC) and/or ABC Task Force members. Special recruitment will occur as needed based on panelists' work experience and expertise.

## Education Eligibility Review Committee

The Education Eligibility Review Committee reviews documents provided by would-be Pharmacy Technician Certification Exam (PTCE) candidates to determine eligibility for PTCB CPhT certification.

### Duties and Responsibilities

- Reviewing documentation provided by potential PTCE candidates to determine PTCE eligibility
- Communicating with committee members and staff regarding eligibility review within established time limits using PTCB's project management platform

### Minimum Participation

Committee members are asked to complete review and discussion of each case within three weeks.

### Minimum Qualifications

Committee members must be current pharmacy technician educators. All pharmacy technicians must at a minimum be CPhTs in good standing with PTCB and state regulatory agencies. All pharmacists must be licensed or registered pharmacists in good standing with state regulatory agencies.

### Desired Qualifications

Familiarity with PTCB's current CPhT Knowledge Reference document as well as ASHP's accreditation standards for pharmacy technician education/training programs (entry-level and advanced) is preferred.

## TPV Pathway 2 Application Review Committee

The TPV Pathway 2 Application Review Committee reviews documents provided by CPhTs applying to take the Technician Product Verification (TPV) Exam under eligibility pathway 2. Pathway 2 requires that applicants have completed a state board-approved validation process.

### Duties and Responsibilities

- Reviewing documentation provided by TPV Pathway 2 applicants to determine PTCE eligibility
- Communicating with committee members and staff regarding eligibility review within established time limits using PTCB's project management platform

### Minimum Participation

Committee members are asked to complete review and discussion of each case within three weeks.

### Minimum Qualifications

Committee members must be current PTCB CPhTs or licensed pharmacists in good standing with PTCB and state regulatory agencies.

### Desired Qualifications

Have earned the PTCB TPV certificate or CPhT-Adv certification and have familiarity with specific state validation programs and processes for pharmacy technicians.

## Partnership Funds Review Committee

The Partnership Funds Review Committee reviews grant applications and makes recommendations for disbursement to PTCB Partnership Development staff.

### Duties and Responsibilities

- Independently reviewing and scoring grant applications
- Participating in scheduled meetings (by phone) to discuss grant applications and provide qualitative feedback
- Disclosing any and all conflicts of interest (e.g., personal or professional association with a grant applicant)

### Minimum Participation

Grant applications are reviewed biannually.

### Minimum Qualifications

This committee is made up of pharmacy technicians, pharmacists, educators, and past grant recipients. All pharmacy technicians must at a minimum be CSPTs in good standing with PTCB and state regulatory agencies. All pharmacists must be licensed or registered pharmacists in good standing with state regulatory agencies.

## Nominating Committee

The Nominating Committee is responsible for recommending individuals to serve on the Certification Council. The Committee consists of a representative appointed annually by the Board of Governors from among its members, the Chair of the Certification Council, and two representatives appointed annually by the Certification Council from among its members. The Committee typically forwards a slate of nominees to the Board ahead of the Board's annual meeting in October.

## Duties and Responsibilities

- Soliciting nominations for all vacant positions on the Certification Council
- Interviewing applicants
- Reviewing applicant information and preparing a slate of nominees for the Board of Governors to consider

## Minimum Participation

The Committee conducts its business via email and remote meeting as needed. The nominating process typically begins in early spring following the appointment of members to serve on the Committee for the year.

## Certification Council Meeting Procedures

The Certification Council meets at least annually to conduct its business. Meetings may either be in-person or virtual. A majority of the total number of voting members (typically seven) constitutes a quorum.

## Agendas

Meeting agendas are proposed by staff to the Council leadership (i.e., Chair, President, and Vice President) for review and approval. The agendas along with supporting materials are distributed to the Council ahead of scheduled meetings.

## Meetings

The President or Vice President typically presides over meetings, though that responsibility formally rests with the Chair. The presiding member calls the meeting to order and should present a motion to accept the agenda. The vote of a majority of the members present at any meeting at which there is a quorum shall be the decision of the Council. All members may vote on motions, except for the PTCB Executive Director. Members with real or perceived conflicts of interest pertaining to a motion are to abstain from the discussion and voting. The presiding member may adjourn the meeting if all items on the agenda have been discussed, or else will call for a motion to adjourn.

## Email Motions

Time sensitive motions (i.e., those that cannot wait until the next scheduled meeting) may be proposed by email with the permission of Council leadership. In such cases, the voting results must be unanimous in order to carry. The results of any such email motion will be included in the appropriate meeting minutes.

## Minutes

Meeting minutes are recorded by staff and provided to the Council for correction following each meeting. Minutes are then presented for approval at the next scheduled Council meeting. Minutes and all agenda and related meeting materials are considered highly confidential and are not to be released without the expressed written consent of the Council Chair.