



P • E • S

PES Contact:

Kenneth J. Doucet

Director of Business Development & Marketing

212.367.4235 • kdoucet@proexam.org

For Immediate Release

PES and Pharmacy Technician Certification Board Sign New Agreement Sealing a Decade-Long Partnership

New York, NY, October 13, 2003 — Professional Examination Service (PES) is pleased to announce a new three-year agreement with the Pharmacy Technician Certification Board (PTCB). PES has been PTCB's credentialing partner since the latter's founding in 1995, and the new contract seals a decade-long collaboration between PES and PTCB in developing and administering the Pharmacy Technician Certification Examination (PTCE).

Commenting on the announcement, Melissa Murer, PTCB Executive Director and CEO said, "PTCB is making a difference in pharmacy practice with our over 150,000 Certified Pharmacy Technicians. PES has been affiliated with the PTCB program since its inception and has served as a valuable element of our success in credentialing. We are so pleased that our long-standing relationship continues." According to I. Leon Smith, PES President & CEO, "The longevity of our partnership is a testimony to PES's willingness to innovate and its responsiveness in committing resources to support PTCB's exponential growth."

PES has collaborated with PTCB to implement a number of technological upgrades to the PTCE program as part of an initiative to provide enhanced services to candidates and other stakeholders. These new technologies include web-based application processing, which allows technicians to apply for the PTCE anytime, anywhere through the PTCB website. Currently more than 80 percent of candidates apply online for the PTCE. In 2003, the PTCB followed the recommendation of PES to begin using Item Response Theory for equating the PTCE.

A key marketing initiative for PTCB has been the establishment of national accounts with major employers of pharmacy technicians in chain pharmacies. PES has helped PTCB to create and implement a number of dedicated online services for these national accounts, including application processing, and score reporting and analysis. In the past few years, PES has also strengthened the customer service support it provides to PTCE candidates and other stakeholders.

About PTCB — 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. The goal of the PTCB national certification program is to enable pharmacy technicians to work more effectively with pharmacists to offer safe and effective patient care and service. More information about the PTCB certification program is available online at www.ptcb.org.

About PES — For more than 60 years, PES has been a leader in developing, implementing and enhancing quality credentialing programs for clients across a broad range of occupations. Founded in 1941 as a nonprofit corporation, PES's mission is to promote the public welfare by communicating and demonstrating the value of credentialing. PES achieves its mission by providing an exceptional

level of personalized service and by making public service contributions in support of credentialing activities that include licensure and certification, competency assurance, accreditation, and training-related certification.