



Transportation Professional Certification Board

Quality Assurance

TPCB enforces quality control of all its procedures at all stages of the certification process—from the initial receipt of the application to the certificate printing.

All applications for TPCB, which include the PTOE, PTP, RSP1 and RSP2 are handled only by one person, the Certification Manager, who is required to always keep all candidate information private and confidential. Additionally, certificant information is kept in password protected computer files and on servers and software in addition to appropriately locked physical storage files.

Personnel with access to any of the certificant information are required to have non-disclosure and conflict of interest forms on file.

Any subject matter expert engaged in any aspect of the job task analysis, item writing and exam development or any other aspect of the test administration, are required to have non-disclosure and conflict of interest forms on file to maintain the confidentiality of the testing process. TPCB uses a qualified third-party provider to consult with regarding the selection of its SMEs and overall training of the SMEs to ensure that every process is psychometrically sound.

TPCB receives secure online access to review the examinations prior to introduction to the general population and all data is securely maintained through TPCB's third-party provider.

Post test-phase, no information is ever provided to a certificant over the phone—only by mail or certified mail to the last known address to ensure there is always a written confirmation of any exchange of information.

TPCB takes every precaution to ensure all certification information—private or confidential—is protected. This includes security measures as well as disaster recovery.