

Transportation Professional Certification Board

Quality Assurance

TPCB enforces quality control of all of its procedures at all stages of the certification process—from the initial receipt of the application to the certificate printing. Additionally, the Certification Board realizes that, as a duty to its certificants, it is essential that care be taken as much as possible to limit the probability of error. Errors may occur in the review of applications for certification and recertification, in and in other examination-related processes such as scoring and reporting, to name several. The Certification Board recognizes that error threatens its reputation and takes great care to verify that all policies and procedures are implemented as written. In the event of an error, appropriate and timely corrective measures are required.

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 keep all candidate information private and confidential at all times. 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 the 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 information exchange.

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

TPCB requires its vendors to detail the steps they follow in all aspects of their work and to verify accuracy using checklists, schedules, and signoffs. In the event of an error, TPCB requires vendors to notify it immediately and to collaborate on a corrective action plan, and if necessary, a communication plan to affected stakeholders.

GUIDELINES FOR IMPLEMENTATION
Quality Assurance

1. All TPCB web pages, and applications for certification and recertification are reviewed by the Program Manager at least annually to verify alignment to current Board policy and procedure.
2. The Executive Director and Program Manager will ensure that all individuals working for the Certification Commission either as employees or contractors are aware of the importance of the correct implementation of policy and procedure and implement measures to ensure verification of accuracy in all of their work and work products, including, among other areas of responsibility, application processing and financial management.
3. The program managers consults with the testing services vendor to ensure that forms being used have been developed and reviewed in accordance with established contractual terms, Certification Board policy and procedure, and applicable industry standards. Before scores are released, the Executive Director requires that its psychometric service implement quality assurance steps to ensure the currency of examinations and examination content, accuracy of key validation, equating computations, scaled scores, pass/fail determinations, and all other work preparatory to the score reporting.
4. The Program Manager and Marketing staff are required to do a proofreading session before any materials/documents are published to verify alignment to policy and procedure, and ensure consistency with accepted standards.
5. In the event an error occurs, the Executive Director will consult with knowledgeable staff, vendor personnel, and when needed, consultants and attorneys, to identify the corrective measures that are appropriate. The Executive Director will verify that the identified corrective measures are implemented in a timely and proficient manner.