



P · E · S

PES Mission, Philosophy, and Approach

Professional Examination Service (PES) is a not-for-profit organization with a mission to promote the public welfare by communicating and demonstrating the value of credentialing. PES supports a broad range of credentialing activities, including professional licensure and certification, competency assurance, training-related assessment and certification, and accreditation. PES meets its mission by providing personalized services to credentialing organizations and by funding public service activities that impact the quality of the credentialing process.

At PES, we believe that creating sound credentialing programs is one of the most important activities an occupation or profession can undertake. We specialize in collaborating with clients to build and enhance their credentialing programs, particularly when the stakes are high, for the public as well as for those who aspire to the credential. We provide services to clients in the for-profit and nonprofit sectors, since both have the power to impact society as a whole. We continually seek to identify areas where credentialing can have a positive impact, and to think creatively about how PES can benefit the credentialing community.

PES is distinguished from other testing companies in that the foundation of our mission is the belief that licensure and certification activities benefit the public good. This belief is based on the tenet that credentialed professionals have shown that they possess the knowledge, skills, and abilities required for the attainment of their profession's license or certification. Credentials, therefore, are reliable indicators of the professional's capacity to practice according to the profession's performance standards, and they enable the public to make informed decisions regarding the selection and use of professional services. Finally, professions take steps to ensure that credentialed practitioners continue to meet appropriate ethical and performance standards during the course of their practice.

The PES research and program approach is based on our mission. Our commitment to excellence, to adherence to standards, to an impartial approach to policy decisions, and our collaborative approach to working with clients all stem from our commitment to the PES mission. One concrete example of the implementation of our mission is our publication of the "*PES Guidelines for the Development, Use, and Evaluation of Licensure and Certification Examinations*." These *Guidelines* were developed to aid our clients and others in credentialing to implement a program that may be successfully evaluated in relation to independent standards. The *Guidelines* address credentialing policy, methodology, and research. Our staff is trained to use this document with clients so that we may work together to create a sound credential that serves your organization, profession, and the public.

In striving to meet our mission, we are accountable to our clients, to those who participate in the testing process, to the measurement profession, to the staff of PES, to the PES Board of Directors, and to society as a whole. We are guided in our partnerships with clients by our mutual interest in setting and measuring standards of competent, ethical, and professional practice. At PES, we believe that our resources of excellent staff and services, directed by this mission, place us in a unique position in the testing field.



PES History and Client Base

PES's history dates back to 1941, when it originated as a testing department of the American Public Health Association (APHA). As an APHA testing department, PES focused on providing examinations for health professionals employed by state and local civil service agencies. Early in our history, we began to expand our client base to include organizations that license and certify health and allied health professionals on a national basis. Our clients span a very wide range of professions, industries, and skill levels including the business, industrial, and government sectors. We thus have experience in many areas and types of programs that can benefit our entire client group.

We currently work with more than 60 professional associations and over 100 different licensing boards in 62 U.S. and Canadian jurisdictions. Our history has been marked by continuous improvement in technology, methodology, mission definition, and quality of service. Accordingly, the number and range of our clients has increased yearly.

PES Organizational Structure

PES has a full-time staff of approximately ninety (90) employees. As a nonprofit corporation, PES has a Board of Directors to which the President reports. PES Experience in Developing and Validating Competency Profiles

PES Experience in Development and Validation of Competency Profiles

Members of the PES Research and Development Department have performed over 100 role delineation/job task/practice analysis studies contributing to the development of competency profiles for sponsors of credentialing programs. All of these organizations can be categorized as either governmental (state/provincial or federal) or non-profit, and the vast majority of them sponsor national or international licensure or certification programs or certificate programs that include an examination component. As these clients represent professions and/or industries as widely varied as accounting, human resource management, information security, pharmacy, nursing, petroleum, psychology, nursing home administration, and nuclear power plant operation, PES has experience working with diverse groups of subject matter experts (SMEs).

PES's Research and Development Department is conducting or has completed role delineation/practice/job-task/content analysis studies contributing to the development of competency profiles for more than 60 different sponsors of credentialing programs, including but not limited to the following clients:

- American Association of Veterinary State Boards
- American Board for Certification in Orthotics, Prosthetics, and Pedorthics, Inc.
- American Board of Lower Extremity Surgery
- American Petroleum Institute
- American Pharmaceutical Association, American Society of Health-System Pharmacists, Accreditation Council for Pharmacy Education, and National Association of Boards of Pharmacy
- American Society for Metabolic and Bariatric Surgery
- American Society for Quality
- ASIS International
- Association of State and Provincial Psychology Boards
- Atlantic EMS Council



Board of Pharmaceutical Specialties
Canadian Alliance of Physiotherapy Regulators
 Certified General Accountants–**Canada**CFRE International (Fund Raising Executives)
 Commission on Rehabilitation Counselor Certification
 Financial Industry Regulatory Authority (formerly known the NYSE Regulation)
 Hand Therapy Certification Commission
 HR Certification Institute
 Information Systems Audit and Control Association
 Institute of Electrical and Electronics Engineers – Communications Society
 International Foundation for Retirement Education
 International Society for Pharmaceutical Engineering
 National Alliance of Respiratory Therapy Regulatory Bodies (**Canada**)
 National Association of Boards of Examiners for Long Term Care Administrators
 National Association of Small Business International Trade Educators
 National Grants Management Association
 Nuclear Regulatory Commission
 Obesity Society (Obesity Medicine)
 Pharmacy Examining Board of **Canada**
 Pharmacy Technician Certification Board

The following highlights key areas of expertise exemplified throughout the conduct of that work:

- Designing a learning outcomes analysis (practice analysis/body of knowledge/task analysis) study that is responsive to the needs of a membership or credentialing body
- Implementing a strategic planning process to enhance the credentialing program
- Assembling job descriptions for a profession or industry wherein the included KSAs and competencies are many and varied
- Performing curricular and literature reviews
- Conducting in-person and virtual focus groups
- Conducting telephone-based critical incidents interviews
- Conducting electronic-based independent reviews of the delineation
- Conducting in-person and virtual meetings to delineate the structure of practice
- Preparing content- and/or process-based delineations of practice (profiles of practice), including domains/roles; tasks/responsibilities/activities; and knowledge, skills, and abilities (KSAs)
- Writing, pre-testing, conducting, and analyzing paper- and web-based validation surveys
- Developing competency profiles for members of the profession, including those at entry- and advanced-levels of practice
- Developing examination blueprints based on empirical evidence and subject-matter expert judgments
- Performing linking tasks between KSAs and activities
- Developing and implementing written and/or practical examination programs based on the examination blueprints
- Transitioning multiple-choice, simulation, and hands-on practical examinations to objective computerized examinations
- Preparing technical reports documenting the study
- Preparing non-technical articles for publication in professional journals
- Presenting the results of the practice analysis studies at national and international conferences

- Conducting international practice analysis studies and/or designing credentialing programs with an international dimension
- Developing recommendations and strategies for implementation and enhancement of new and/or existing credentialing programs
- Consulting with credentialing agencies regarding implementation/modification of eligibility (experience and education) and examination requirements
- Designing re-credentialing programs based on the conduct of practice analysis studies
- Providing consultative services to professional staff and volunteers
- Transitioning project outcomes to facilitate the reclassification of the item bank based on the revised examination blueprint
- Developing recommendations for the conduct of passing point/standard setting studies following the implementation of the revised examination blueprint

PES performs its role delineation/practice/job task/content analysis studies so as to conform to all legally recognized and professionally accepted standards for ensuring the content validation of credentialing examinations (e.g., APA/AERA/NCME, 1999; Equal Employment Opportunity Commission [Equal Employment Opportunity Act, March 2, 1979, Part IV, Federal Register, Volume 44, No. 43, Adoption by Four Agencies of *Uniform Guidelines on Employee Selection Procedures*]; *Principles for the Validation and Use of Personnel Section Procedures*; the NCCA Standards; and the standards published by the American National Standards Institute [ANSI]/ International Organization for Standardization [ISO]; as well as to the *PES Guidelines*, 1996).

PES takes a process-oriented approach to the delineation of competencies. We believe that facilitators are guides to the process who must take an active role in process management. While facilitation may be considered a neutral process, at PES we also believe that our deep experience in designing, developing, implementing, and evaluating credentialing and training programs should be used to direct the discussions and influence rational decision making by SMEs and client staff. The members of our R&D staff are highly experienced in carrying out the core processes of group facilitation while drawing upon their general and specific knowledge regarding credentialing and the details of both domestic and international credentialing programs.

