



NATIONAL BOARD FOR
CERTIFIED COUNSELORS®



CENTER FOR
**CREDENTIALING
& EDUCATION™**

Board Certified Coach Examination (BCCE™) Handbook

Board Certified Coach (BCC™) Credential

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For More Information

All questions and requests for information about the CCE credentialing program should be directed to:

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Fax: 336-482-2852
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Website: cce-global.org

All questions and requests for information about examination scheduling should be directed to:

Pearson VUE
5601 Green Valley Dr.
Bloomington, MN 55437
Phone: 866-904-4432
Website: home.pearsonvue.com

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Introduction

This handbook provides information about the examination and registration process for the **Board Certified Coach Examination (BCCE)**, outlining the design and content of the examination and guiding **Board Certified Coach (BCC)** candidates through the examination process, from registration through examination.

The BCC credential is a mark of distinction for credential holders and a source of credibility for their clients. Proficiency on the BCCE is an essential component of the BCC credential. The BCCE is administered as part of the certification process that independently verifies a candidate's coaching knowledge. It was created from the consensus of coaching subject matter experts and normed on a population of professionals in the field.

Currently, registration for the BCCE is done after a candidate's BCC application is reviewed and the candidate is deemed eligible to sit for the examination by CCE.

ABOUT CCE

The Center for Credentialing & Education (CCE) is a not-for-profit organization that advances professional excellence through credentialing, assessment, and business services. Created in 1995 as an affiliate of the National Board for Certified Counselors (NBCC), CCE credentials nearly 25,000 practitioners globally—across six continents and 16 countries—in a variety of fields.

ABOUT PEARSON VUE

Pearson VUE is our computer-based testing partner for the administration and scoring of the BCCE. As an independent testing agency, Pearson VUE has test centers across the globe and is headquartered in Minneapolis, Minnesota, with regional offices in Australia, China, Dubai, India, Japan, the United Kingdom, and the United States.

Pearson VUE provides two test delivery options for the BCCE:

- In-person administration, at a Pearson VUE test center.
- Internet-based (online) administration through Pearson VUE's OnVUE platform. The examination may be taken on a computer at home or in a private setting with a strong internet connection and webcam. Strict security protocols are in place to ensure the integrity and security of the testing process and examination content. For more information about the OnVUE process and system requirements, visit nbcc.org/exams/administration.

NONDISCRIMINATION POLICY

CCE does not discriminate against any candidate based on gender, race, creed, age, sexual orientation, national origin, disability, or any other basis prohibited by law.

EXAMINATION ADMINISTRATION OVERVIEW

When taking the BCCE as part of the BCC credentialing process, the examination is administered following successful application for the BCC credential. As noted, candidates have the choice to take the BCCE in-person at a Pearson VUE test center or online through Pearson VUE's OnVUE platform.

Examination Purpose, Content, and Form

EXAMINATION PURPOSE AND CONTENT

The Board Certified Coach Examination (BCCE) is a certifying examination that measures coaching knowledge based on the Center for Credentialing & Education (CCE) core competencies (i.e., Ethical and Professional Standards, Agreements and Goal-Setting, Coach Presence and Applied Skills, Effective Coach–Client Communication and Rapport, Facilitating Client Growth and Accountability, and Coaching Business Practices and Professional Development) and how to apply the competencies and follow ethical guidelines. The qualifying criteria to take the BCCE are stated in the minimally qualified candidate profile.

Coaching is a professional practice in which the coach has specialized education, training, and experience to help clients identify specific goals; collaborate with clients on solutions; and offer strategies that assist individuals, groups, and organizations in reaching identified goals.

EXAMINATION DEVELOPMENT

The Board Certified Counselor Examination (BCCE) provides a standardized measure of the CCE core competencies associated with professional coaching; thus, the BCC certification informs clients that certified coaches subscribe to professional standards and ethics. The examination's development was based on a national job analysis of 395 credentialed coaches (of which 95% have an active BCC credential) who determined the core competencies of coaching and developed the examination content of the BCCE.

The six core competencies associated with professional coaching were determined to be:

1. **Ethical and Professional Standards.** The principles and guidelines that govern the conduct and behavior of coaches to ensure integrity, credibility, and accountability within the profession.
2. **Agreements and Goal-Setting.** The process of establishing mutual understanding between the coach and client about the purpose of and commitments required for effective and efficient coaching.
3. **Coach Presence and Applied Skills.** The skills and abilities coaches should demonstrate to provide effective and efficient coaching.
4. **Effective Coach–Client Communication and Rapport.** The creation and maintenance of a strong working relationship between a coach and a client.
5. **Facilitating Client Growth and Accountability.** The ability to help a client reflect on their progress, identify next steps, and ultimately move toward achieving their goals and transition upon attainment.
6. **Coaching Business Practices and Professional Development.** The strategies and techniques involved in running a coaching business and staying up to date on coaching best practices.

For more detailed information concerning the core competencies and examination domains, please review Appendix A (BCCE Content Outline) of this handbook.

TARGET POPULATION AND THE MINIMALLY QUALIFIED CANDIDATE

The minimally qualified candidate (MQC) for the BCCE has a bachelor's degree or higher from an accredited institution, has completed CCE-approved training for coaching, and has completed the required number of coaching hours. The MQC, through the combination of education, training, and coaching experience, can appropriately demonstrate knowledge and competencies in the domains of Ethical and Professional Standards, Agreements and Goal-Setting, Coach Presence and Applied Skills, Effective Coach–Client Communication and Rapport, Facilitating Client Growth and Accountability, and Coaching Business Practices and Professional Development.

EXAMINATION FORM

The BCCE is composed of 12 case studies comprised of a vignette followed by 10 multiple-choice questions each. The case studies present hypothetical clients, settings, and scenarios involving coaching. Each case study assesses a candidate's ability to provide coaching services in a safe and effective way. Of the 120 examination items on the BCCE, 100 items are scored and 20 are unscored items. Both scored and unscored items are of the same structure, and they appear in a randomized order throughout the examination. The 20 unscored multiple-choice questions provide statistical information for the items to be used in future examinations. Candidates will have 3 hours to complete the examination. Sample BCCE test questions can be found in Appendix B of this handbook. For more information about scoring, see the handbook section concerning **PASS/FAIL DETERMINATION** on p. 16.

Eligibility Requirements

Eligibility requirements for the BCC vary depending upon a candidate's background education and experience. For a full list of these requirements, please see the Board Certified Coach Credential Eligibility Policy at cce-global.org/assets/bcc/bcc_credential_eligibility_policy.pdf.

To maintain the integrity of NBCC and CCE examinations, ensure test security, and minimize the likelihood that former Pearson VUE personnel taking an NBCC or CCE examination are exposed to test content, all Pearson VUE employees and contractors, including test administrators and examination proctors, are disqualified from taking any NBCC or CCE examination for any purpose during their employment or affiliation with Pearson VUE and for 2 years following separation from employment or affiliation with Pearson VUE. This disqualification period applies to Pearson VUE personnel who are involved with the development or maintenance of NBCC/CCE examinations and/or the delivery of in-person or online NBCC/CCE test administrations. Similarly, any individual who plans to take any NBCC or CCE examination within the next 2 years cannot serve as a proctor or test administrator for NBCC/CCE examinations.

Registering for the Examination

Examination registration includes the following steps:

- Create an account on the Credentialing Gateway (my.cce-global.org) and select the “BCC” application.
- Transmit required eligibility materials, by uploading documentation of required training, and submit BCC application, including the appropriate application and examination fee.
 - BCC application and examination fee: \$279
 - BCC application and examination fee for National Certified Counselors: \$229
- Certification and Credentialing Services staff review and verify application information and then notify the candidate whether their application is approved or rejected, or if additional information is required.
- If their application is approved, the candidate will receive an Authorization to Test email from Pearson VUE with their Candidate ID number. They may either schedule an appointment for the examination online or by telephone. Once the candidate receives their authorization to test, they will have 90 days to take the examination. See the **SCHEDULING AN EXAMINATION** section of this handbook (p. 8) for more information on this process.

If a candidate is unsure of any part of the registration process, they should contact CCE via email at credentialinfo@cce-global.org.

EXAMINATION ADMINISTRATION

For candidates choosing the in-person examination administration, the BCCE is delivered by computer at more than 900 Pearson VUE test centers located throughout the United States. Internet-based (online) administration through Pearson VUE's OnVUE platform is also an option. Generally, there are no application deadlines, and a candidate may submit a registration form and fee at any time. The examination is administered by appointment only on dates authorized by CCE, Monday through Saturday beginning at 8 am with the last appointment at 5:30 pm. Please contact Pearson VUE for a test center location and details. Dates will be indicated when scheduling each candidate's examination and are available on a first-come, first-served basis.

HOLIDAYS

Examinations are not offered on the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Juneteenth National Independence Day
- Independence Day
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Eve (Limited hours)
- Christmas Day

REGISTRATION EXPIRATION

The candidate must take the examination within the 90-day test authorization period. If not, the candidate is considered a "no-show" and must reregister for the BCCE through the Credentialing Gateway, paying a \$100 reregistration fee.

In certain limited circumstances, candidates may submit a written request to CCE seeking a waiver of the reregistration fee. Waiver requests may be granted by CCE for good cause, specifically circumstances that made it impossible or very difficult for the requesting candidate to have scheduled and completed the BCCE within the 90-day test authorization period. Candidates requesting a waiver of the reregistration fee are required to submit specific information and related documentation supporting the request. Supporting documentation may include a letter from a health care provider, employer, government agency, and/or other organization or an individual with first-hand knowledge of the reason(s) and circumstance(s) serving as the basis for the waiver request. Such requests must be emailed to: credentialinfo@cce-global.org with the subject line "BCCE." Candidates must receive CCE waiver approval **prior** to reregistering for the BCCE.

FAILURE TO REPORT FOR AN EXAMINATION

A candidate who fails to report for an examination appointment forfeits the registration fees and all fees paid to take the examination. A newly completed registration form and new examination fee are required to reregister for an examination.

EXAMINATION REREGISTRATION

If the candidate does not sit for the BCCE at the scheduled time, or is unsuccessful in their examination attempt, the candidate may retake the BCCE. Candidates may take the examination once every 90 days, not to exceed three test administrations within a period of 2 years. Reregistration must be completed through the Credentialing Gateway. Candidates can contact credentialinfo@cce-global.org for assistance with reregistration and retesting. Candidates will be notified of the scheduling process via email once their examination reregistration is approved.

FEES AND REFUND POLICY

Candidates must submit the appropriate fee to register.

- BCC application plus examination fee (first attempt): \$279
- BCC application plus examination fee for National Certified Counselors: \$229
- Reregistration to retake the examination (each subsequent attempt): \$100

Registration fee payments are made by credit card (VISA, MasterCard, or American Express), or personal check payable to CCE. Payments are also accepted from third parties (e.g., a candidate's employer). Examination fees are not refundable or transferable and are forfeited if the registration process is not completed within 1 year.

Scheduling an Examination With Pearson VUE

SCHEDULING AN EXAMINATION

After candidates have registered with CCE and are approved to schedule their BCCE, they will receive an Authorization to Test email from Pearson VUE with their Candidate ID number. They may then either schedule an appointment for the examination online or by telephone. Candidates testing with approved special accommodations must schedule their examination via phone and inform Pearson VUE of the need for special accommodations. See the **ACCOMMODATIONS FOR CANDIDATES WITH DISABILITIES** section below for more information.

To Schedule Online (this is the **preferred** scheduling method):

- Retrieve the Candidate ID number from Pearson VUE Authorization to Test email.
- Navigate to pearsonvue.com/cce and select "Create Account."
- Follow step-by-step instructions to select the BCC program and register for the BCCE.

To Schedule by Telephone (candidates may experience extended hold times):

- Call Pearson VUE at 866-904-4432 to schedule an examination appointment.
- This toll-free number is answered from 7 am to 7 pm Central Time, Monday through Friday, for scheduling purposes.

When scheduling an appointment, candidates should be prepared to confirm a location (for in-person testing), communicate a preferred date and time for testing, and provide their Candidate ID number. Pearson VUE uses the Candidate ID number only for identification purposes for maintaining candidate records. When a candidate contacts Pearson VUE to schedule an examination appointment, they will be notified of the time to report for the in-person administration at the test center, or the online administration via OnVUE.

ACCOMMODATIONS FOR CANDIDATES WITH DISABILITIES

CCE approves appropriate special examination accommodations for individuals with disabilities and with respect to other qualifying circumstances. Candidates with a recognized disability may request accommodations in accordance with the requirements set forth in the [NBCC-CCE Special Examination Accommodations Policy](#).

Candidates requesting accommodations must carefully review the NBCC-CCE Special Examination Accommodations Policy, which contains detailed information related to accommodation requests. To make a request for accommodations, a candidate may use the [Special Examination Accommodation Request Form](#), or submit substantially similar documentation in accordance with the requirements set forth in the NBCC-CCE Special Examination Accommodations Policy. Accommodations must be pre-approved by CCE before scheduling the examination.

Because the BCCE is provided via online administrations, only specific, limited accommodations may be available for the BCCE.

For any questions related to accommodations, please feel free to contact accommodations@cce-global.org.

EXAMINATION APPOINTMENT CHANGES

Candidates may reschedule their test up to 24 hours before the currently scheduled examination appointment by calling Pearson VUE at 866-904-4432. Candidates with approved accommodations must call (800) 466-0450, and select Option 3, to reschedule their examination. Candidates who cancel less than 24 hours prior to their examination appointment, or after the scheduled appointment, must pay a \$100 reregistration fee, or request a reregistration fee waiver, as explained in the “Registration Expiration” section above.

CIRCUMSTANCES RESULTING IN FORFEITURE OF EXAMINATION REGISTRATION FEES

Examination registration fees and all fees paid to take the examination are forfeited if a candidate:

- misses an appointment and fails to reschedule at least 24 hours before the examination appointment.
- arrives more than 15 minutes late for the examination.
- violates any NBCC/CCE or Pearson VUE policy, rule, procedure, or instruction from a proctor or examination administrator.
- engages in any prohibited conduct during the Examination administration, such as conduct related to cheating or a test security breach.

Candidates must pay a separate examination registration fee when reregistering for the BCCE, unless a waiver is approved by CCE.

PERSONAL EMERGENCY, INCLEMENT WEATHER, OR POWER FAILURE

In the event of a personal emergency or other circumstance that prevents the candidate from taking the BCCE at the scheduled appointment time, the candidate is required to: promptly contact CCE at credentialinfo@cce-global.org or 336-482-2856; explain the circumstances resulting in the inability to test; submit specific information and related documentation, if applicable, supporting the reason(s) and circumstance(s) identified to CCE; and identify when the candidate is available to reschedule the examination. CCE, in its sole discretion, will determine whether the candidate is permitted to cancel the current examination appointment and reschedule the BCCE, or is required to reregister to take the BCCE.

In the event of inclement weather, Pearson VUE will determine whether circumstances warrant the cancellation and rescheduling of an in-person, test center examination appointment. An examination will usually be rescheduled if the test center personnel are unable to open the facility. Every attempt is made to administer an examination as scheduled; however, should an examination be canceled at a test center, all scheduled candidates will receive notification by email or telephone regarding rescheduling or reregistration procedures.

During an OnVUE online BCCE administration, if the candidate experiences a power outage that temporarily interrupts the administration of the examination, the BCCE will restart at the last question completed. The candidate will need to log back in to restart the examination. Details about this process and the steps a candidate must follow, including conducting a system test for software compatibility prior to testing, are provided at home.pearsonvue.com/nbcc. Important FAQs and instructions are provided under the “Learn More” tab of the Pearson VUE/CCE webpage.

Taking the In-Person Examination Administration (Pearson VUE Test Center)

The examination will be delivered in-person, via computer-based testing, at a physical Pearson VUE test center. Advanced computer experience or typing skills are not required to take the examination. Candidates will be required to select answer choices and, in some instances, scroll to the end of the current page using a mouse.

On the day of the BCCE appointment, the candidate can check in up to 30 minutes before the examination and up to 15 minutes after the scheduled appointment time. **If the candidate checks in more than 15 minutes after the scheduled testing time, the candidate will not be allowed to test and will forfeit their registration fee.**

Prior to testing at the Pearson VUE test center, candidates are required to review and sign the Pearson VUE Candidate Rules Agreement. The document explains what candidates should do if they need help during the examination and identifies other test administration policies.

IDENTIFICATION REQUIREMENTS

The candidate must provide two forms of proper identification as part of the check-in process at the test center, and at least one form of identification must be one of the following:

- driver's license
- state ID
- military ID
- passport

Non-acceptable forms of ID include employment ID cards, student ID cards, and any type of temporary identification. The name on the registration and on the photo ID must be identical. Both forms of identification must be current and include the candidate's current name and signature. Failure to provide appropriate identification at the time of the examination is considered a missed test appointment, and the candidate will forfeit their examination fee. Candidates will be required to sign a roster for verification of identity.

TEST CENTER LOCATIONS

Pearson VUE test centers have been selected to provide accessibility to candidates in all states and U.S. territories. A current listing of Pearson VUE testing centers, including addresses and driving directions, is available at pearsonvue.com/cce under "Find a Test Center." Specific test center address information will also be provided once an examination appointment is made.

SECURITY REQUIREMENTS

NBCC/CCE and Pearson VUE maintain the highest degree of test administration and security standards. All test centers are monitored by audio and video surveillance equipment for security purposes.

The following security requirements apply during the in-person test administration:

- No electronic devices are allowed in the testing room, including, but not limited to, cell/mobile phones or any type of communication device; smart/digital watches or other wearable technology (e.g., fitness trackers); audio or media players; Bluetooth devices (e.g., wireless earbuds/headphones); smart glasses; cameras or any type of picture-taking or recording device; e-cigarettes; or calculators.
- No written materials or supplies are allowed in the testing room, including, but not limited to, books, notes, or other reference materials; scratch paper or any paper of any kind (unless approved as an accommodation or provided by Pearson VUE directly); pens, highlighters, or any other writing instruments (unless approved as an accommodation); or rulers.
- No family members, guests, or visitors are allowed in the testing center or reception areas, unless pre-authorized by NBCC/CCE.
- No personal belongings are allowed in the testing room, including, but not limited to, handbags or backpacks; watches or timers of any kind; earplugs or earmuffs; hats or hoods (except religious apparel); food or beverages (unless approved as an accommodation); eyeglass cases; or firearms or other weapons.
- A locker is provided for storing keys, wallets, and cell phones. Pearson VUE is not responsible for items left in the reception areas. Candidates are precluded from accessing any electronic devices, written materials, or personal belongings during breaks or at any point during their test appointment. Accessing any of these items during the test session will result in the inability to continue testing, dismissal from the test center, and/or the invalidation of their test score.

NBCC/CCE or Pearson VUE may modify these security requirements as needed.

ADDITIONAL EXAMINATION ADMINISTRATION RESTRICTIONS

- Writing materials will be provided during check-in.
- All writing materials must be returned to the proctor at the completion of testing, or a score report will not be given. No documents or notes of any kind may be removed from the examination room.
- No questions concerning the content of the examination may be asked during the examination.
- Breaks may be taken when needed but no additional time will be given to test.
- Eating, drinking, or smoking is not permitted in the test center.

EXAMINATION PROCESS

Upon arrival at the test center, and following the check-in process, each candidate will be directed to a testing carrel after their identification has been confirmed. All candidate testing sessions will be monitored via video throughout the entirety of the examination administration.

Candidates will have a total of 3 hours to complete the BCCE. The computer tracks the time you spend on the examination. A nondisclosure and confidentiality agreement (NDA) will appear on the screen and the terms of the agreement must be agreed to in order to proceed with the examination. Candidates have 5 minutes to agree to the NDA, or the examination will terminate.

After agreeing to the terms of the NDA, each candidate will be provided with a 10-minute examination tutorial that reviews how to navigate and respond to the examination items. Upon completion of the tutorial, candidates will begin the timed examination.

The examination begins when “Start” is selected. The examination terminates if the time allowed is exceeded. A digital clock appearing on the computer screen indicates the time remaining to complete the examination.

Only one examination question is presented at a time. The question number appears in the upper right portion of the screen. Answer choices are identified as A, B, C, or D. Candidates indicate their choice by clicking the option for the best response using the mouse. To change an answer, the candidate simply clicks on the alternate option using the mouse. Candidates may change their answer as many times as they wish before the examination time limit. Going back to review questions is permitted if needed. Candidates are encouraged to provide an answer for every examination question before ending the examination, as there is no penalty for guessing.

Taking the Online Examination (OnVUE)

The examination will be delivered via internet-based, online-proctored testing administered by Pearson VUE, at an appropriate location selected by the candidate. Advanced computer experience or typing skills are not required to take the examination. Candidates will be required to select answer choices and, in some instances, scroll to the end of the current page using a mouse.

On the day of the BCCE appointment, the candidate can check in up to 30 minutes before the examination and up to 15 minutes after the scheduled appointment time. **If the candidate checks in more than 15 minutes after the scheduled testing time, the candidate will not be allowed to test and will forfeit their registration fee.**

Prior to testing, candidates are required to review and sign the [Pearson VUE Candidate Rules Agreement](#). The document explains what candidates should do if they need help during the examination and identifies other test administration policies.

IDENTIFICATION REQUIREMENTS

- On examination day, candidates will be prompted to take a photo of their government-issued ID and a real-time photo of themselves. Candidates will be required to show that same photo ID to the proctor via the webcam.
- The following options satisfy this identification requirement:
 - driver's license
 - state ID
 - military ID
 - passport

The first and last name used by the candidate to register for the examination must exactly match the first and last name on the government-issued ID that is presented on the day of the examination.

Note: The candidate must have proper identification to test via internet-based, online-proctored testing. Failure to provide appropriate identification at the time of the examination is considered a missed appointment, and the candidate will forfeit their examination fee.

Candidates with questions or concerns about the ID requirements should contact Pearson VUE customer service at home.pearsonvue.com/Contact-Us.aspx.

ONVUE EXAMINATION ADMINISTRATION REQUIREMENTS

The candidate will be required to adhere to the following NBCC/Pearson VUE test administration policies and rules with respect to internet-based testing:

SECURITY REQUIREMENTS

- Immediately prior to the start of their testing session, each candidate must run a computer system check to ensure that the computer being used to complete the examination meets all Pearson VUE computer system and technical requirements. Information concerning the systems check is available at home.pearsonvue.com/cce/onvue. Failure to perform the system check may result in technical deficiencies that could adversely affect a candidate's test administration or ability to complete the examination.

- Prior to accessing the examination, candidates will be required to show their testing space to the online proctor via the computer webcam and capture four photos of their testing environment.
- Constant online proctoring/monitoring will be conducted by both artificial intelligence and a Pearson VUE–certified proctor by webcam and microphone throughout the test administration.
- Computers used to take online examinations are not always protected from security threats by third parties. In order to protect both the security and integrity of NBCC/CCE examinations, and the candidate taking the test, Pearson VUE is constantly monitoring for unknown software, threatening computer programs, unauthorized access to a candidate’s computer, and/or other potential security risks. In the event any threat or risk is identified, a candidate will be prohibited from accessing the examination and/or the examination will be revoked immediately, among other remedial actions. If a candidate is denied access to an examination or their examination is revoked, the candidate should contact NBCC/CCE at credentialinfo@cce-global.org for further information and instructions.

TESTING SPACE REQUIREMENTS

During any OnVUE test administration, the candidate MUST:

- **Be alone in the room.** Other individuals (including children) and pets (except service animals) are not allowed in the testing space. It is recommended that candidates use a private room with a locking door to reduce the likelihood that an interruption will occur.
- **Have a clear desk and testing area.** The candidate is not permitted to have any of the following items in their testing space:
 - any electronic devices, including, but not limited to, cell/mobile phones or any type of communication device; smart/digital watches or other wearable technology (e.g., fitness trackers); audio or media players; Bluetooth devices (e.g., wireless earbuds/headphones); smart glasses; cameras or any type of picture-taking or recording device; e-cigarettes; or calculators.
 - written materials or supplies, including, but not limited to, books, notes, or other reference materials; scratch paper or any paper of any kind; bulletin boards or white boards; pens, highlighters, or any other writing instruments; or rulers.
 - personal belongings, including, but not limited to, handbags or backpacks; non-electronic watches or timers of any kind; earplugs or earmuffs; hats or hoods (except religious apparel); food or beverages (water in a clear container is permitted); eyeglass cases; or firearms or other weapons.
- **Be connected to a power source and the internet.** In the event a candidate’s computer battery runs out during the test administration, the candidate will not be permitted to leave the camera view to obtain a power cord, and the online proctor will terminate the test session.
- **Keep their webcam, speakers, and microphone on for the duration of the test.** The proctor must be able to see and hear the candidate throughout the entirety of the test session. If a candidate leaves the camera view for any reason outside of a scheduled break or without the permission of the proctor, the test session will be terminated by the online proctor.

The candidate CANNOT:

- use or access:
 - any electronic devices, including but not limited to, cell/mobile phones or any type of communication device; smart/digital watches or other wearable technology (e.g., fitness trackers); audio or media players; Bluetooth devices (e.g., wireless earbuds/headphones); smart glasses; cameras or any type of picture-taking or recording device; e-cigarettes; or calculators.
 - written materials or supplies, including, but not limited to, books, notes, or other reference materials; scratch paper or any paper of any kind; bulletin boards or white boards; pens, highlighters, or any other writing instruments; or rulers.
 - any form of artificial intelligence (AI) or internet-based software.
- use dual computer monitors.
- use a touchscreen or tablet.
- leave the camera view or get up for any reason, unless specifically instructed by the proctor.
- look away from the computer screen or demonstrate eye movement that may suggest accessing prohibited items or materials or interacting with other individuals.
- talk or read the test questions aloud.

Any interruption, including contact with any person other than the examination proctor, or any violation of these test administration rules will result in termination of the online administration of the BCCE.

The proctor may provide other directives regarding the examination environment. Failure to follow any instructions or directives from the proctor will result in termination of the examination and forfeiture of the test appointment and BCCE registration fee.

ADDITIONAL EXAMINATION ADMINISTRATION RESTRICTIONS

- No questions concerning the content of the examination may be asked during the examination.
- No additional test time will be given to candidates.
- Candidates may not eat, drink, chew gum, or smoke during the test administration, unless specifically approved by NBCC/CCE. Candidates may have water in a clear container on their testing surface during the examination.

EXAMINATION PROCESS

Candidates are encouraged to review the OnVUE test administration rules and procedures, which are explained on the Pearson VUE website, located at home.pearsonvue.com/cce/onvue.

Upon accessing the secure examination, the candidate will be instructed to show the proctor a full view of the testing area after the candidate's identification has been confirmed. Candidates will be monitored by video and audio throughout the examination session.

Candidates will have a total of 3 hours to complete the BCCE. The computer tracks the time a candidate spends on the examination. A nondisclosure agreement (NDA) will appear on the screen and the terms of the agreement must be agreed to in order to proceed with the examination. Candidates have 5 minutes to agree to the NDA, or the examination will terminate.

After agreeing to the terms of the NDA, each candidate will be provided with a 10-minute examination tutorial that reviews how to navigate and respond to the examination items. Upon completion of the tutorial, candidates will begin the timed examination.

The examination begins when “Start” is selected. The examination terminates if the time allowed is exceeded. A digital clock appearing on the computer screen indicates the time remaining to complete the examination.

Only one examination question is presented at a time. The question number appears in the upper right portion of the screen. Answer choices are identified as A, B, C, or D. Candidates indicate their choice by clicking the option for the best response using the mouse. To change an answer, the candidate simply clicks on the alternate option using the mouse. Candidates may change their answer as many times as they wish before the examination time limit. Going back to review questions is permitted if needed. Candidates are encouraged to provide an answer for every examination question before ending the examination, as there is no penalty for guessing.

After clicking “Finish Test,” the system will alert you to any flagged or unanswered questions. You will be prompted to confirm that you would like to submit your examination. After submitting the examination, you will see a confirmation message with instructions to close your browser window.

Examination Rules and Requirements

Regardless of test delivery format selected by the candidate (i.e., in-person or online test administrations), candidates will be required to comply with all NBCC/CCE and Pearson VUE test administration policies, rules, instructions, and security requirements, including the Pearson VUE Candidate Rules Agreement, which can be reviewed on the following website: <https://www.pearsonvue.com/us/en/cce/rules-agreement.html>.

MISCONDUCT

Candidates must not engage in any prohibited conduct during the Examination, including, but not limited to:

- cheating.
- using or accessing any unauthorized materials or communication devices, including, but not limited to:
 - any electronic devices, including, but not limited to, cell/mobile phones or any type of communication device; smart/digital watches or other wearable technology (e.g., fitness trackers); audio or media players; Bluetooth devices (e.g., wireless earbuds/headphones); smart glasses; cameras or any type of picture-taking or recording device; e-cigarettes; or calculators.
 - written materials or supplies, including, but not limited to, books, notes, or other reference materials; scratch paper or any paper of any kind; bulletin boards or white boards; pens, highlighters, or any other writing instruments; or rulers.
- accessing other computer programs, applications, or content during the examination.
- communicating with other candidates or other persons during the test administration.
- being abusive to, or uncooperative with, the proctor and/or test administrator, or otherwise causing a disruption or disturbance.
- interruptions where others enter or walk through the testing room.
- copying, or attempting to make copies of, any examination materials, including, without limitation, any questions, answers, or screen images; this includes taking photos or videos of computer screens, even if attempting to document a technical problem or other issue.
- attempting to take the examination for someone else.
- being observed with notes, books, or other aids.
- recording or “harvesting” secure examination content.
- participating in any data dump activities (e.g., sharing specific test questions and content with others).
- reading aloud or mouthing the questions and answer choices.
- looking around the room.
- taking an unauthorized break in test centers.
- taking an unscheduled break in the OnVUE examination.
- eating, drinking, chewing gum, or smoking (water in a clear container is permitted for online test administrations ONLY).
- asking the proctor or examination administrator questions about the examination content.
- any other behavior deemed as misconduct or suspicious activity as reported by examination administrators or proctors.

Candidates must not engage in the following conduct at any time, including after the examination:

- disclosing, reproducing, sharing, or transmitting the substance or details of any secure examination content, including a question's fact pattern, or answer choices, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical (e.g., email, online social media platforms or postings, blogs) for any purpose.
- reconstructing or attempting to reconstruct, reproducing, paraphrasing, summarizing, or describing to any other person(s) any test content from memory in any form, or discussing any of the content of the examination materials with any other person(s).
- forwarding, reposting, or otherwise advancing, via any form or by any means (verbal or written, electronic or mechanical), the distribution of secure examination content that others have disclosed.

If NBCC/CCE or Pearson VUE determines that a candidate has acted contrary to any applicable NBCC/CCE or Pearson VUE test administration policy, rule, procedure, or instruction, or the terms of the Test Administration and Confidentiality Agreement, the candidate's examination may be terminated and/or their scores may be invalidated/canceled by NBCC/CCE. Additionally, a candidate may be subject to appropriate corrective actions and/or sanctions, including, but not limited to, ineligibility for any future NBCC/CCE examinations.

EXAMINATION MATERIALS OWNERSHIP

The BCCE, including all examination questions and answers, is confidential and cannot be provided to any other person(s). CCE owns all rights, titles, and interests related to the BCCE and all examination-related materials, including trademark and copyright interests and rights.

Candidates are prohibited from: copying, or attempting to make copies of any examination materials, including, without limitation, any questions, answers, or screen images; disclosing, reproducing, using, or transmitting any examination material, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose; and, reconstructing, or attempting to reconstruct, any BCCE questions or answers from memory in any form, or discussing any of the content of the BCCE with any other person(s). Candidates are strictly prohibited from taking photos or videos of any examination materials, including but not limited to the content of the examination, even if attempting to provide documentation of a technical problem or other issue.

Following the Examination

Following completion of the examination, the candidate will obtain an unofficial score report, including the final test score, the examination cut score, pass/fail status, and next steps based on the score.

Passing the examination does not guarantee CCE credentialing. CCE reserves the right to withdraw or void official scores if CCE determines that a candidate engaged in any prohibited conduct during the examination, wrongfully sat for the examination, or violated the terms and conditions of the BCC credential application, including failure to satisfy the credential eligibility requirements.

PASS/FAIL SCORE DETERMINATION

The examination score is determined only by the candidate's performance on the BCCE. It is important to note a candidate's ability to pass the BCCE depends on the knowledge and skill of the candidate, and not on the performance of other candidates.

Within the 120 questions on each form of the BCCE, 100 of the questions are scored for the purpose of determining whether a candidate meets the minimum criterion (passing) score for that form. Each of these 100 multiple-choice questions count for one score point; thus, the maximum possible score a candidate can achieve is 100. The passing score for the BCCE is calculated through standard setting, which requires BCCE subject matter experts to review and evaluate each question on the examination to determine the passing score that would be expected from a minimally qualified candidate. The passing score obtained through standard setting on one test form will be applied to other BCCE test forms through statistical equating.

Statistical equating adjusts the passing score up or down by accounting for the overall difficulty of each test form. Therefore, statistical equating ensures fairness to all candidates by associating the passing score on a test form with the overall difficulty level of the items on it. With this standard procedure for determining the successful candidates on the BCCE, the passing scores may vary slightly for each BCCE test form.

SCORES CANCELED BY CCE OR PEARSON VUE

CCE and Pearson VUE are responsible for the validity and integrity of the scores they report. CCE and Pearson VUE reserve the right to void or withhold examination results if, upon investigation, violation of regulations is discovered.

APPEALING EXAMINATION RESULTS

In the event that a candidate wishes to appeal a failing test result, the candidate must satisfy the requirements in the [NBCC-CCE Examination Appeal Policy](#) located on the NBCC website, and complete all appeal submission requirements. Failure to follow the appeal instructions identified in this Policy will result in rejection of the appeal.

CONFIDENTIALITY

Information about candidates for testing and their examination results are confidential. Studies and reports concerning candidates will not contain personally identifiable information unless authorized by the candidate.

Appendix A

Content Outline

The Board Certified Coach Examination (BCCE) Content Outline

Definition

The Board Certified Coach Examination (BCCE) is a certifying examination that measures coaching knowledge based on the Center for Credentialing & Education (CCE) core competencies (i.e., Ethical and Professional Standards, Agreements and Goal-Setting, Coach Presence and Applies Skills, Effective Coach–Client Communication and Rapport, Facilitating Client Growth and Accountability, and Coaching Business Practices and Professional Development) and how to apply the competencies and follow ethical guidelines. The qualifying criteria to take the BCCE are stated in the minimally qualified candidate profile.

Coaching is a professional practice in which the coach has specialized education, training, and experience to help clients identify specific goals; collaborate with clients on solutions; and offer strategies that assist individuals, groups, and organizations in reaching identified goals.

Examination Purpose and Measurement Focus/Core Domains

The BCCE provides a standardized measure of the CCE core competencies associated with professional coaching; thus, the BCC certification informs clients that certified coaches subscribe to professional standards and ethics. The examination's development was based on a national job analysis of 395 coaches (of which 95% have an active BCC credential) who determined the core competencies of coaching and developed the examination content of the BCCE.

The core competencies associated with professional coaching were determined to be:

- 1. Ethical and Professional Standards.** The principles and guidelines that govern the conduct and behavior of coaches to ensure integrity, credibility, and accountability within the profession.
- 2. Agreements and Goal-Setting.** The process of establishing mutual understanding between the coach and client about the purpose of and commitments required for effective and efficient coaching.
- 3. Coach Presence and Applied Skills.** The skills and abilities coaches should demonstrate to provide effective and efficient coaching.
- 4. Effective Coach–Client Communication and Rapport.** The creation and maintenance of a strong working relationship between a coach and a client.
- 5. Facilitating Client Growth and Accountability.** The ability to help a client reflect on their progress, identify next steps, and ultimately move toward achieving their goals and transition upon attainment.
- 6. Coaching Business Practices and Professional Development.** The strategies and techniques involved in running a coaching business and staying up to date on coaching best practices.

Target Population and the Minimally Qualified Candidate

The minimally qualified candidate (MQC) for the BCCE has a bachelor’s degree or higher from an accredited institution, has completed CCE-approved training for coaching, and has completed the required number of coaching hours. The MQC, through the combination of education, training, and coaching experience, can appropriately demonstrate knowledge and competencies in the domains of Ethical and Professional Standards, Agreements and Goal-Setting, Coach Presence and Applied Skills, Effective Coach–Client Communication and Rapport, Facilitating Client Growth and Accountability, and Coaching Business Practices and Professional Development.

Examination Form

The BCCE is composed of 12 case studies comprised of a vignette followed by 10 multiple-choice questions each. The case studies present hypothetical clients, settings, and scenarios involving coaching. Each case study assesses a candidate’s ability to provide coaching services in a safe and effective way. Of the 120 items on the BCCE, 100 items are scored and 20 are unscored items. Both scored and unscored items are of the same structure, and they appear in a randomized order throughout the examination. The 20 unscored multiple-choice questions provide statistical information for the items to be used in future examinations. Applicants for the BCC certification have 3 hours to complete the test.

Job Analysis and Content Outline

The BCCE was developed based on a national job analysis of 395 coaches (of which 95% have an active BCC credential) who identified the competencies most relevant to the field of coaching. This content outline was drafted and approved by the BCCE Subject Matter Expert (SME) Committee in 2024. The committee’s responsibilities included, but were not limited to, developing the examination blueprint by finalizing the content outline and deciding on weighting for each domain and sorting items into the domains. Table 1 presents the six domains and the percentage and number of scored items on the BCCE for each domain.

Table 1. *The Number of Items for Each Domain*

	Domain	Percentage of Items	Number of Items
1	Ethical and Professional Standards	20%	24
2	Agreements and Goal-Setting	10%	12
3	Coach Presence and Applied Skills	25%	30
4	Effective Coach–Client Communication and Rapport	15%	18
5	Facilitating Client Growth and Accountability	15%	18
6	Coaching Business Practices and Professional Development	15%	18

Table 2. *Skills and Knowledge Areas Related to the Domains*

The following work behaviors are supported by the coaching literature and resulted from a job analysis completed by credentialed coaches. These work behaviors are meant to be general in scope and applicable to various contexts (e.g., life, executive, business, career, health and wellness).

1. Ethical and Professional Standards

- | | |
|--|--|
| A. Abide by governing laws and regulations (i.e., HIPAA, GDPR) | J. Identify and discuss any dual relationships that could influence the coaching process |
| B. Adhere to the BCC <i>Code of Ethics</i> | K. Identify and acknowledge a sponsor, if present |
| C. Operate with honesty and integrity | L. Manage conflicts of interest effectively |
| D. Refer the client to other helping professionals or service providers as necessary | M. Describe to clients the parameters of privacy |
| E. Consult with peer coaches when necessary | N. Confirm terms of privacy and interactions between a sponsor and client |
| F. Explain the difference between coaching, mentoring, consulting, counseling, and therapy | O. Maintain boundaries for the client and yourself |
| G. Determine if there is a fit between the coach and the client | P. Adhere to best practices of client privacy |
| H. Obtain client agreement to the nature of coaching | Q. Securely maintain client data and records |
| I. Establish responsibilities for both client and coach | |
| J. Understand client diversity and intersectionality | |

2. Agreements and Goal-Setting

- | | |
|---|--|
| A. Obtain client verbal/written agreement for co-designing the coaching partnership | F. Support the client in creating their vision |
| B. Clarify expectations of sessions and protocols | G. Identify how a client's goals may be measured using an assessment |
| C. Confirm with the client the direction of the session | H. Support the client in modifying or changing goals |
| D. Partner with the client to identify and prioritize their desired outcomes | I. Revisit and/or clarify the client's goals as needed |
| E. Assist the client in identifying achievable short- and long-term goals | |

3. Coach Presence and Applied Skills

- | | |
|--|--|
| A. Support the client with an appropriate level of empathy | L. Remain client-centered |
| B. Recognize the client as a whole, resourceful, and creative person | M. Remain flexible to client shifts |
| C. Utilize socio-emotional skillset to provide a space for the client's emotions | N. Listen for what is not being said |
| D. Identify limiting beliefs | O. Avoid assuming the client's next words |
| E. Identify client assumptions | P. Maintain silence when appropriate |
| F. Recognize themes, trends, and patterns of the client | Q. Check in during the session to determine alignment with the client's desired agenda |
| G. Recognize when the client is falling into a thinking trap | R. Be fully present and focused |
| H. Remember what the client said about their past success | S. Remain curious and open-minded |
| I. Assess the client's confidence | T. Control your own reactions |
| J. Notice an absence of verbal communication | U. Follow your intuition in the coaching process |
| K. Pay attention to nonverbal communication | V. Be genuine in how you present and conduct yourself |

4. Effective Coach–Client Communication and Rapport

- | | |
|---|--|
| A. Respectfully acknowledge the client as a unique individual shaped by intersecting identities | H. Celebrate and build on successes |
| B. Remain in the role of coach while interacting with clients | I. Acknowledge the client's self-disclosure |
| C. Provide feedback when appropriate to challenge the client | J. Acknowledge the client through verbal and nonverbal cues |
| D. Provide additional perspectives | K. Adapt communication style to meet the needs of the client |
| E. Be supportive of and positive toward the client | L. Reflect or paraphrase the client's words |
| F. Demonstrate respect for the client | M. Use inclusive language |
| G. Establish and maintain trust | N. Avoid interrupting client or finishing their thought |

5. Facilitating Client Growth and Accountability

- | | |
|---|---|
| A. Ask the client how they are going to monitor their progress | I. Use assessments to measure a client's progress toward goals |
| B. Ask the client how they will gather evidence of their success | J. Utilize assessment tools as appropriate |
| C. Help the client to establish achievable actionable steps and timelines | K. Share available resources or tools |
| D. Support the client in identifying their accountability measures | L. Assist the client in shifting their thinking paradigm, perspectives, or limiting beliefs |
| E. Identify obstacles to attaining goals | M. Reflect on what did not work for the client between sessions |
| F. Invite the client to try new approaches | N. Acknowledge the client's progress |
| G. Discuss the progress of previously established action steps with the | O. Celebrate client wins and provide affirmation |
| H. Help the client use past success to guide future actions | |

6. Coaching Business Practices and Professional Development

- | | |
|--|---|
| A. Establish expectations for coaching terms of service | J. Research and develop tools, models, and frameworks to help the client |
| B. Have a contract signed by the client and yourself | K. Remain a qualified provider of specific tools, models, and assessments |
| C. Follow your own contract thoroughly | L. Seek learning opportunities that will impact the client |
| D. Plan end of coaching engagement with client and/or sponsor | M. Immerse self in valid professional models |
| E. Respond to client communication in a timely manner | N. Attain liability insurance when needed |
| F. Pursue opportunities to hone skills as a coach | O. Maintain legitimacy of your business |
| G. Maintain professional certifications, accreditations, and business licenses | P. Utilize social media with confidentiality |
| H. Stay active with professional associations | Q. Disclose the use of artificial intelligence (AI) |
| I. Stay up to date with new trends, research, and technology | |

Appendix B

Sample BCCE Narrative

Your client is a 27-year-old Black, cisgender, gay man. You have been working together for 2.5 years. During this time, your client completed his graduate studies in education and began a new career. He lives with his partner, who works at a local bank and is able to keep regular hours. Your client reports his partner is supportive of his academic and professional endeavors; however, he often expresses guilt for not carrying his share of household responsibilities.

In your early work, your client's primary concerns were connected to his multiple diagnoses, including ADHD, a traumatic brain injury, and a chronic health condition. Together, the symptoms of these conditions result in challenges with focus and attention, memory and concentration, fatigue, and endurance. As a condition of your working relationship, your client continues to see a neurologist and an immunologist and takes medication for ADHD. He remains compliant with treatment recommendations and diligent with medication, though he frequently skips or misses meals, which exacerbates his symptoms. He reported long days at work, along with graduate school, as the primary reason he did not consistently meet basic nutritional needs.

As a graduate student, your client faced challenging and rigorous class loads and a full-time job. Your client often reported that despite spending many hours at the library to work on assignments outside of class, he rarely felt caught up and sometimes missed assignment deadlines. You worked with your client to improve his study skills, time management, and feelings of self-efficacy as he navigated graduate school. Although there were noticeable improvements, your client continued to struggle with time management and focus. He was able to complete his graduate program and moved into a job search. For several months, your sessions focused on job application and interview processes. Your client interviewed for multiple positions as a classroom teacher and received an offer at a district an hour away. He shared that his partner was supportive and able to transfer but expressed concern that if he were to relocate, he would no longer be able to work with you. You explained that you offer remote services and that this location change is not an issue.

Your client accepted the position, and he and his partner relocated. You shifted to remote sessions to provide support in adjusting to a new town and a new career. Your client soon encountered some challenges with new colleagues and continued to struggle with similar concerns to those he experienced previously. At the current time, your client is focused on navigating challenging relationships at work; managing his workload; and meeting nutritional needs in a way that supports his physical, mental, and emotional health.

Although this adjustment is mostly going well, your client shared several interactions with a new colleague that were concerning. Your client reported that during two separate conversations, an older White male colleague made specific comments about his age and lack of experience. This colleague also told your client about other coworkers' perceptions of him, which were generally negative. Your client does not seem to recognize these comments as particularly upsetting, though they did leave him feeling sad and lonely and unsure how to navigate these new relationships.

At your most recent appointment, you discussed prioritizing the concerns your client holds like time management, communication with colleagues, and meal planning.

Sample Questions

Domain 1: Ethical and Professional Standards

When your client begins experiencing the same concerns with his new job as he experienced in your earlier work together, you start to doubt your competence as a coach. What resource is available to you as you navigate this challenge?

- A. You can talk to coaches you have met at a local event to see if they have similar fears.
- B. You can enroll in a relevant program to add a new credential to your résumé.
- C. You can seek a peer coach or mentor to process your feelings and concerns.**

Domain 3: Coach Presence and Applied Skills

At your most recent appointment, your client identified several areas of concern to prioritize. What concept connects these individual areas?

- A. psychoeducation
- B. executive functioning**
- C. mindfulness

Domain 2: Agreements and Goal-Setting

To increase your client's sense of self-efficacy and develop more effective study strategies, what assessment would you utilize to gain more insight into your client's academic strengths?

- A. You would assess the client's personality type with the Myers-Briggs Type Indicator.
- B. You would assess the client's preferred method of learning with a viable learning styles assessment.**
- C. You would assess the client's personality type with the 16 Personality Factor Questionnaire.

Domain 1: Ethical and Professional Standards

Your client's colleague expressed opinions that potentially could be characterized as what?

- A. misogyny
- B. microaggression**
- C. heterosexism

Domain 5: Facilitating Client Growth and Accountability

What type of intervention may be most helpful to your client to reduce self-judgment and cultivate a kinder inner voice when encountering struggles at school or work?

- A. somatic
- B. self-compassion**
- C. emotional

Domain 2: Agreements and Goal-Setting

What tool is designed to facilitate decision-making by focusing on the perceived positive and negative aspects of pursuing a choice?

- A. SWOT Analysis**
- B. Personal Values Card Sort
- C. SMART Template

Domain 6. Coaching Business Practices and Professional Development

Where should you ensure communication regarding your coaching modalities (i.e., remote, in-person, hybrid)?

- A. website
- B. coaching contract**
- C. business cards

Domain 4. Effective Coach–Client Communication and Rapport

What aspects of your client’s identity may be a priority when selecting assessments or other interventions?

- A. male identity
- B. cisgender identity
- C. Black identity**

Domain 1: Ethical and Professional Standards

During your coaching relationship, your client invited you to attend his graduate school commencement, stating that your work together facilitated his ability to accomplish this goal. Would it be acceptable to attend this event?

- A. No, as this would constitute a dual relationship conflict.
- B. It may be acceptable to attend if you do not tell your client, thus avoiding ethical concerns.
- C. It may be acceptable after careful consideration and discussion about expectations.**

Domain 4. Effective Coach–Client Communication and Rapport

Given the executive function challenges your client is facing at work, it may be advisable for him to disclose his ADHD diagnosis to his employer. He is hesitant because of his partner cautioning against this. How can you proceed in a supportive and non-directive manner with your client?

- A. Provide him with information on the protections afforded by the Americans with Disabilities Act and reasonable accommodations and offer to discuss at the next session.**
- B. Offer to call your client’s employer and disclose on his behalf; you can explain the diagnostic criteria of ADHD and answer questions the employer may have.
- C. Refer your client to your state’s vocational rehabilitation agency; you do not want to offer an inappropriate level of care, and a vocational rehabilitation specialist will have better advice.