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# Candidate Handbook for the Board Certified Coach Examination (BCCE)



CENTER FOR  
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& EDUCATION™

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## FOR MORE INFORMATION

Please direct all questions and requests for information about the **CCE examination program** to:

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Website: [www.cce-global.org](http://www.cce-global.org)

For questions and requests for information about **examination scheduling, please contact:**

Pearson VUE  
5601 Green Valley Dr.  
Bloomington, MN 55437  
Phone: +1 866.904.4432  
Website: [www.pearsonvue.com](http://www.pearsonvue.com)

## INTRODUCTION

This handbook provides information about the examination and registration process for the Board Certified Coach (BCC) credential. It outlines the design and content of the examination and guides candidates through the examination process, from registration through test taking.

For convenience, you can download this handbook from [cce-global.org/Credentialing/BCC](http://cce-global.org/Credentialing/BCC).

## ABOUT CCE

The Center for Credentialing & Education™ (CCE®) is a global not-for-profit organization that offers assessments, credentialing, business support, and licensure services. CCE's products and services advance professional credibility of individuals and organizations worldwide. CCE's portfolio of services is grounded in research, experience, and collaboration with its parent company the National Board for Certified Counselors (NBCC®).

## INDEPENDENT TESTING AGENCY

CCE has contracted with Pearson VUE to assist in the administration and scoring of the BCC Examination (BCCE). Pearson VUE's headquarters are in suburban Minneapolis, MN, with regional offices in Australia, China, Dubai, India, Japan, the United Kingdom, and the United States.

## NONDISCRIMINATION POLICY

CCE and Pearson VUE do not discriminate against candidates on the basis of gender, race, creed, age, sexual orientation, or national origin.

## ELIGIBILITY REQUIREMENTS

Candidates are required to complete the application process with CCE and receive CCE approval to test before scheduling an examination with Pearson VUE.

## EXAMINATION ADMINISTRATION

The examination is computer-based and easily accessible at more than 900 Pearson VUE testing centers located throughout the United States and around the world.

Testing is normally during the first two full weeks of each month. The examination is administered by appointment only on dates authorized by CCE; Monday through Saturday beginning at 8 a.m. with the last appointment at 5:30 p.m. Candidates have two hours to take the exam.

Please contact [Pearson VUE](http://Pearson VUE) for particular locations and details. Available dates will be indicated when scheduling your examination. Candidates are scheduled on a first-come-first-served basis.

## HOLIDAYS

Examinations are not offered on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Eve (Limited hours)
- Christmas Day

# REGISTERING FOR AN EXAMINATION

To begin the online registration process, go to Pearson VUE's website: [home.pearsonvue.com/cce](http://home.pearsonvue.com/cce).

You must create a Pearson VUE web account. When creating your account and scheduling your exam, you will need your CCE candidate ID number. This number will be on your email approving you to test.

Candidates cannot schedule an examination appointment with Pearson VUE until CCE has processed their registration.

## REGISTRATION EXPIRATION

A candidate who fails to test within six months after registering with CCE forfeits the registration and all fees paid to take the examination.

## EXAMINATION REREGISTRATION

If you are unsuccessful in your examination attempt, you may reregister and retake the exam after a three-month waiting period by following the same registration process. The actual retest date will depend on the monthly testing schedule and site availability. A separate fee is required each time you register for the exam.

# SCHEDULING AN EXAMINATION

After you have completed the registration process and CCE approves you to schedule your examination, you will receive an email from Pearson VUE with your candidate ID number. There are two ways to schedule an appointment for the examination:

1. Online scheduling is the preferred method. To use this service:
  - Retrieve your candidate ID number from the email.

- Go to [home.pearsonvue.com/cce](http://home.pearsonvue.com/cce) and select "Sign in."
- Follow the step-by-step instructions to select your examination program and register for an examination.

Or

2. Call Pearson VUE at +1 866.904.4432 to schedule your examination appointment. This toll-free number is answered from 7 a.m. to 7 p.m. Central Standard Time (CST), Monday through Friday. You may experience extended hold times.

When scheduling an examination, be prepared to confirm a location and a preferred date and time for testing, and to provide your client candidate ID number. Pearson VUE uses this number only for identification in maintaining your record. When you contact Pearson VUE to schedule an examination appointment, you will be notified of the time to report to the testing center. Please make a note of it, because you will **not** receive additional communications confirming your scheduled appointment.

## TESTING CENTER LOCATIONS

Pearson VUE testing centers have been selected to provide accessibility to most candidates in all states and major metropolitan areas. A current listing of Pearson VUE testing centers, including addresses and driving directions, is available at Pearson VUE's [website](#). Specific address information will also be provided when a candidate schedules an examination appointment.

## **SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES**

CCE and Pearson VUE comply with the Americans with Disabilities Act and strive to ensure that no individual with a disability is deprived of the opportunity to take an examination solely because of that disability. With supporting documentation, CCE and Pearson VUE will provide reasonable accommodations for candidates with permanent or temporary disabilities, or for whom English is a second language. Please note that any accommodations must be preapproved by CCE.

Candidates testing with approved special accommodations must schedule their examination via Pearson VUE's toll-free number (+1 800.466.0450) and inform Pearson VUE of the need for special accommodations. Please note, in order for an accommodation to be approved, the candidate must submit supporting documentation to [accommodations@cce-global.org](mailto:accommodations@cce-global.org). Supporting documentation must be submitted on letterhead; dated within five years of the request; include the candidate's full name, date of birth, diagnosis, and recommended accommodation(s); and be signed by a licensed, qualified professional.

Candidates should not schedule the exam without confirmation of the approved special accommodations. Candidates who schedule their examination date prior to confirmation of the approved special accommodations forfeit the scheduled exam and the exam date will be rescheduled.

## **EXAMINATION APPOINTMENT CHANGES**

You may reschedule an examination appointment for a \$50 fee by calling Pearson VUE at +1 866.904.4432. You cannot reschedule less than 24 hours prior to your appointment.

## **MISSED APPOINTMENTS AND CANCELLATIONS**

A candidate forfeits the examination registration and all fees paid to take the examination if they:

- Intend to reschedule an examination, but fails to contact Pearson VUE at least 24 hours before the examination appointment;
- Arrives more than 15 minutes late for an examination; or
- Fail to report for an examination appointment for **any reason**.

A separate registration and examination fee are required to reregister for the examination.

## **INCLEMENT WEATHER, POWER FAILURE, OR EMERGENCY**

In the event of inclement weather or unforeseen emergencies on the day of an examination, Pearson VUE will determine whether circumstances warrant the cancellation and subsequent rescheduling of an examination. If the testing center personnel are unable to open the facility, they will usually reschedule the examination. If power to a testing center is interrupted temporarily during an administration, your examination will restart where you left off and you may continue the examination.

Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at a testing center, all scheduled candidates will receive notification by email or telephone regarding rescheduling or reregistration procedures.

# EXAMINATION CONTENT

The BCC examination consists of 100 multiple-choice questions that describe the coach setting, client, and issues. The multiple-choice questions assess knowledge from the following areas:

**Screening and Orientation in Coaching:** These coaching work behaviors focus on client motivation level, informed consent, coach and client roles, and general parameters for establishing the coaching process.

**Fundamental Coaching Skills:** These coaching work behaviors focus on the basic coaching alliance, helping skills, coaching plans, and other essential issues concerning the coaching process.

**Assessments in Coaching:** These coaching work behaviors assess coaching goals, client strengths, and specific issues concerning the coaching process.

**Coaching Approaches for Individuals:** These coaching work behaviors pertain to specific skills aimed at facilitating the client's desired goals during the coaching process including monitoring client progress, decision-making, and use of resources.

**Coaching Approaches for Businesses and Organizations:** These coaching work behaviors include organizational roles, change process, mentoring, and conflict management related to the coaching process.

**Ethical and Professional Practice in Coaching:** These coaching work behaviors focus on codes of ethics, advocacy, continuing education, and personal barriers to coaching.

## BCC EXAMINATION SAMPLE QUESTIONS

The coaching relationship is

- A. Authoritarian, but collegial and balanced
- B. Egalitarian, collegial and always struggling with hierarchy
- C. Egalitarian, collegial and balanced
- D. Egalitarian, collegial and imbalanced

*The correct answer is C.*

For coaching to be recognized as a profession, it must have

- A. Professional rules
- B. Professional regulations
- C. Professional rules and regulations
- D. Standards, ethical guidelines, ongoing research, and credentialing

*The correct answer is D.*

The coaching process

- A. Avoids stigma and diagnostic labels
- B. Avoids stigma, but uses some diagnostic labels
- C. Works well for PTSD
- D. Works for some diagnosable disorders

*The correct answer is A.*

An effective coaching skill is for coaches to invite their clients to

- A. Think internally
- B. "Converse within themselves"
- C. Listen to self-help tapes
- D. Think deeply, converse creatively, and listen "soulfully"

*The correct answer is D.*

A new client's presentation included significant family or origin issues as well as a high level of emotional pain and dysfunction. The best approach for the coach is to

- A. Review family counseling notes from coach training
- B. Refer the client to a competent mental health professional
- C. Utilize a good Internet assessment to clarify the client's issues
- D. Refer to the client to a coach with more clinical experience

*The correct answer is B.*

A client who also is seeing a psychologist for anger management should be informed

- A. Of local anger management classes
- B. That coaching will not focus on the treatment by the psychologist
- C. Of the benefits of various medications
- D. Of benefits of Prozac, specifically

*The correct answer is B.*

A coaching client assessed to be alcohol dependent as well as depressed has refused to be evaluated by a mental health professional after several encouragements from the coach. The coach should

- A. Ask as many times as it takes
- B. Inform the client that coaching will be discontinued
- C. Send the client literature on AA
- D. Call the local mental health hotline

*The correct answer is B.*

Several factors contribute to making effective ethical choices. Which factor below is not critical to making an ethical choice?

- A. Acculturation to the coaching profession
- B. Ethics training
- C. Moral reasoning
- D. Dilemma analyses

*The correct answer is D.*

A basic goal of executive coaching is to

- A. Emphasize 360 evaluations
- B. Emphasize 16PF evaluations
- C. Help achieve organizational goals
- D. Emphasize 16PF high-potential evaluations

*The correct answer is C.*

Executive coaching is a \_\_\_\_\_ process that builds a leader's ability to achieve organizational goals.

- A. Monumental
- B. Professional
- C. Developmental
- D. Specified

*The correct answer is C.*

# TAKING THE EXAMINATION

Your examination is computer-delivered at a Pearson VUE testing center. You do not need advanced computer experience or typing skills to take the examination. On the day of your examination appointment, report to the assessment center no later than your scheduled testing time.

If you arrive more than 15 minutes after the scheduled testing time, you will **not** be admitted.

## IDENTIFICATION

To gain admission to the testing center, you must present two forms of identification, one with a photograph. The name on your registration and on your photo ID **must** be identical. Both forms of identification must be current and include your current name and signature. You will be required to sign a roster for verification of identity.

Acceptable forms of photo identification include:

- Driver's license
- State identification card
- Passport
- Military identification card

Employment ID cards, student ID cards, and any type of temporary identification are **not** acceptable as the primary form of identification.

You must have proper identification to gain admission to the testing center. Failure to provide appropriate identification at the time of the examination is considered a missed appointment, and a refund of your examination fee will not be granted.

## SECURITY

NBCC, CCE, and Pearson VUE maintain the highest degree of administration and security standards. The testing center is continuously monitored by audio and video surveillance equipment for security purposes.

The following security procedures apply during the examination:

- No cameras, notes, calculators, tape recorders, personal digital assistants (PDAs), pagers, or cellphones are allowed in the testing room;
- No guests, visitors, or family members are allowed in the testing room or reception areas; and
- No personal items, valuables, or weapons should be brought to the testing center.

A locker is provided for storing keys, wallets, cellphones, and other personal items. Pearson VUE and CCE are not responsible for items left in the reception areas.

## EXAMINATION RESTRICTIONS

Writing materials are provided during check-in. You must return all writing materials to the proctor at the completion of testing or you will not receive a score report. No documents or notes of any kind may be removed from the examination room.

The following restrictions are in place during the exam:

- No questions concerning the content of the exam may be asked during the examination.
- You may take a break when you choose, but you will not be given additional time to test.
- Eating, drinking, or smoking is not permitted in the testing center.

## MISCONDUCT

Individuals who engage in any of the following conduct may be dismissed from the examination and forfeit their scores and fees:

- Creating a disturbance or being abusive or otherwise uncooperative;
- Displaying and/or using electronic communications equipment such as pagers, cellphones, or PDAs;
- Giving or receiving help or being suspected of doing so;
- Attempting to record examination questions or make notes;
- Attempting to take the examination for someone else; or

- Being observed with notes, books, or other aids.

## **COPYRIGHTED EXAMINATION QUESTIONS**

All examination questions are the copyrighted property of CCE. It is forbidden under federal copyright law to copy, reproduce, record, distribute, display, or share these examination questions by any means, in whole or in part. Those who do so may be subject to severe civil and criminal penalties.

## **EXAMINATION PROCESS**

After testing administrators confirm your identification, you will be directed to a testing carrel. The system will monitor you via video throughout your examination session. Following the examination instructions, you will begin the timed examination.

You have two hours to complete this examination. The computer tracks the time you spend on the examination. The examination will terminate if you exceed the time allowed. A digital clock indicates the time remaining for you to complete the examination.

The examination begins when you select "start." A nondisclosure agreement (NDA) appears on the screen; you must agree to the terms of the agreement to proceed with the exam. You will have five minutes to agree to the NDA, or the examination will terminate.

After you agree to the terms of the NDA, you will click the "Next" button and arrive at the tutorial for the examination. You have 10 minutes to review how to navigate and respond to the examination items.

The testing program will present only one examination question 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. Indicate your choice by clicking the option using the mouse. To change your answer, simply click on the alternate option using the mouse. You may change your answer as many times as you wish before the examination time limit.

Be sure to provide an answer for each examination question before ending the examination. There is no penalty for guessing.

## **FOLLOWING THE EXAMINATION**

After completing the examination, you will be asked to complete a short evaluation of your examination experience. Then, you will be instructed to report to the examination proctor to receive your unofficial score report, which includes your photograph.

After verifying that you have abided by testing policies and procedures during the administration of your exam, CCE will report your official scores to your licensing organization.

Passing the examination does **not** guarantee credentialing. CCE and Pearson VUE reserve the right to withdraw or void official scores if we find that a candidate engaged in misconduct, wrongfully sat for the examination, or violated the regulations of the respective organizations. Scores are reported in written form only and not over the telephone, by email, or by fax.

## **SCORES CANCELLED BY CCE OR PEARSON VUE**

In order to submit an administration-based appeal, the candidate must not have been offered an opportunity to reschedule their exam due to the issue in question, must immediately report the issue to the testing center staff, and file an incident report while on site. Before considering the appeal, CCE must be able to confirm the issue filed in the report through system logs or Pearson staff. If properly submitted, examinees should expect to receive a decision regarding administration errors within 60 days.

## **IF YOU PASS THE EXAMINATION**

Within approximately three weeks of successful completion of the BCC examination, we will mail your BCC certificate to the preferred address you provided on your application.

Completing the examination does not guarantee the BCC credential will be granted. You must wait until CCE has notified you of approval and has officially awarded you the BCC credential before referring to yourself as a BCC.

## **IF YOU DO NOT PASS THE EXAMINATION**

Candidates may take the examination once every three months. You can reregister by submitting a new examination registration with the appropriate fee. You may take the examination three times during the three-year period in which your application is active. Should you fail the exam three times, you will need to fully reapply for the BCC credential and receive approval from CCE to take the examination again.

Examinees may submit comments about the examination content, which will be shared with the BCC Examination Committee.

## **APPEALING EXAMINATION RESULTS**

Examinees may appeal exam score results. To be considered, appeals must follow the guidelines below.

### **Administration of Appeals**

Candidates may base their appeal on:

- Proctoring errors (e.g., proctor failed to check candidates in properly, improper materials in the testing area);
- Site conditions (e.g., distractions, lighting failures); or
- Computer failure (e.g., error messages, screen failures).

In order to submit an administration-based appeal, the candidate must not have been offered an opportunity to reschedule their

exam due to the issue in question, must immediately report the issue to the testing center staff, and file an incident report while on site. Before considering the appeal, CCE must be able to confirm the issue filed in the report through system logs or Pearson staff. If properly submitted, examinees should expect to receive a decision regarding administration errors within 90 days.

### **Special Exam Accommodation Appeals**

An individual can only submit an appeal of accommodations if initially approved for them. For the appeal to be considered, the candidate must file a detailed incident report while on site at the Pearson Testing Center, showing that the approved accommodations were not provided. If properly submitted, examinees should expect to receive a decision regarding special exam accommodations within 90 days.

### **Content Appeals**

In order for the appeal to be considered, the candidate must provide a summary of the item in question and complete primary or secondary references (citations alone are not sufficient) to support the appeal. Primary and secondary source data comes from the pool of knowledge generally acknowledged by coaching professionals (e.g., commonly referenced in research or textbooks). Subject matter experts must review all content appeals during secure committee meetings; therefore, content appeal decisions may take up to 120 days.

### **Filing an Appeal**

To be considered, an exam score appeal must be submitted to [appeal@cce-global.org](mailto:appeal@cce-global.org) within one week of the exam. We do not accept appeals by telephone or other email addresses.

Include the candidate's full legal name, contact information, BCC applicant identification number, test date, and testing center location.

In addition, a Pearson VUE Incident Report must accompany an administration appeals. We will not consider administration appeals without a properly filed Pearson VUE Incident Report.

## **Issues Not Valid For Appeal**

Candidates are not eligible to appeal exam results based on the following:

- Testing errors on the part of the candidate (e.g., failing to scroll through all possible alternatives or unintentionally clicking an item);
- Test anxiety;
- Late arrival for the testing appointment;
- Failure to follow examination instructions as provided;
- Cut score determination; or
- The construction or criterion-related validity of the examination.

## **FAILING TO REPORT FOR AN EXAMINATION**

A candidate who fails to report for an examination forfeits the registration and all fees paid to take the examination.

We require a completed registration form and examination fee in order for you to reregister for an examination.

## **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.

## **SCORE VERIFICATION**

Candidates may request score verification for themselves or a third party by submitting a completed Score Verification Request form and payment. This form is available at [www.cce-global.org](http://www.cce-global.org).