



NATIONAL BOARD FOR  
**CERTIFIED COUNSELORS**®



CENTER FOR  
**CREDENTIALING  
& EDUCATION**™

# **Board Certified Coach Examination (BCCE™) Handbook**

## **Board Certified Coach (BCC™) Credential**

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Revised Sept. 24, 2024

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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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 Website: [cce-global.org](http://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](http://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](http://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 BCCE is a certifying examination that measures coaching knowledge based on the CCE core competencies (i.e., Ethics and Regulatory Guidelines, Coaching Knowledge and Applications, Assessment, and Practice Management) 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 coachees identify specific goals; collaborate with coachees 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 coachees that certified coaches subscribe to professional standards and ethics. The examination's development was based on a national job analysis of 295 credentialed coaches who determined the core competencies of coaching and developed the examination content of the BCCE.

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

- A. Ethics and Regulatory Guidelines  
*Work behaviors in this category include identification and communication of roles and responsibilities of coaches related to ethical and regulatory guidelines.*
- B. Coaching Knowledge and Applications  
*Work behaviors in this category include the use of coaching methods and skills that may be necessary for an effective practice.*
- C. Assessment  
*Work behaviors in this category include the identification of factors that may influence the process, goals, or outcome of coaching.*
- D. Practice Management  
*Work behaviors in this category include skills necessary for sustaining an effective practice.*

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 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 minimally qualified candidate, through the combination of education, training, and coaching experience, can appropriately demonstrate knowledge and competencies in the four domains listed in the previous section.

## EXAMINATION FORM

The BCCE is composed of 100 multiple-choice questions that pertain to the field of coaching. Of the 100 items, 80 are scored and 20 are unscored. Both scored and unscored items are of the same structure, and they appear in a random order throughout the examination. Candidates for the BCC certification have 2 hours to complete the examination.

The questions contained in each BCCE test form, which are drawn from the examination item pool, have undergone extensive review and field-testing. Although each form of the BCCE contains different questions, the content areas and the respective numbers of questions representing those areas are consistent. Within the set of 100 questions on each form of the BCCE, 80 questions are counted for the purpose of determining whether a minimally qualified candidate achieves the minimum criterion (passing) score for that form. Each of these 80 questions comprise one score point; thus, the maximum possible score a candidate can achieve is 80. The remaining 20 items are unscored field-test items. Field-test items are included on the examination to gather item statistics to evaluate their performance for use on future examinations. 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](https://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](https://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.
  - o BCC application and examination fee: \$279
  - o 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](mailto: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](mailto: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](mailto: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 TMHE, 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](https://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](mailto: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 TMHE, 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](mailto: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](http://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](https://www.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

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

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

- No cameras, notes, tape recorders, personal digital assistants (PDAs), pagers, cell phones, or smart watches are allowed in the testing room.
- No calculators are permitted.
- No guests, visitors, or family members are allowed in the testing room or reception areas.
- No personal items, valuables, or weapons should be brought to the test center.
- A locker is provided for storing keys, wallets, and cell phones. Pearson VUE is not responsible for items left in the reception areas. Cell phones must remain off during the entirety of the examination and must not be accessed during breaks.

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 2 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](http://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](http://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](mailto:credentialinfo@cce-global.org) for further information and instructions.

### TESTING SPACE REQUIREMENTS

During the 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 environment. It is recommended that candidates use a 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 textbooks, cell phones, smart watches, or other materials that may have test content or exam-related information in their testing location, including bulletin boards, white boards, or other items.
- **Be connected to a power source and the internet.**
- **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 test.

The candidate CANNOT:

- use a phone or headphones.
- use dual computer monitors.

- leave their seat or get up for any reason, unless specifically instructed by the proctor. A 15-minute break will be offered to all candidates at the halfway point of the examination.
- talk or read the test questions aloud.

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 examination appointment and any associated fees.

## **ADDITIONAL EXAMINATION ADMINISTRATION RESTRICTIONS**

- No questions concerning the content of the examination may be asked during the examination.
- Candidates may not eat or drink during the test administration, unless specifically approved by NBCC/CCE. Candidates may have water in a clear container during the examination.
- Chewing gum or smoking is not permitted during the examination.
- Candidates are not permitted to get up or leave their testing space for any reason.

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 TMHE.

## **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](http://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 2 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

Prior to accessing the examination, candidates will be required to acknowledge and comply with all CCE test administration policies, rules, instructions, and security requirements.

## MISCONDUCT

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

- Cheating
- Using any unauthorized materials or communication devices, such as cell phones, PDAs, smart watches, or pagers
- 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 otherwise uncooperative with, the proctor and/or test administrator
- 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
- 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

If CCE or Pearson VUE determines that a candidate has acted contrary to any applicable CCE or Pearson VUE examination 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. 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. If it is determined that a candidate's behavior is unethical, the case will be sent to the NBCC Ethics Department for review of candidate eligibility.

## 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 test score. Within 10 weeks after the examination, the candidate will receive an email from CCE with the official score report, including the final test score, the examination cut score, and next steps based on the score (notification of BCC certification or examination reregistration instructions).

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 100 questions on each form of the BCCE, 80 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 80 multiple-choice questions count for one score point; thus, the maximum possible score a candidate can achieve is 80. 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., Ethics and Regulatory Guidelines, Coaching Knowledge and Applications, Assessment, and Practice Management) 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 coachees identify specific goals, collaborate with coachees 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 coachees that certified coaches subscribe to professional standards and ethics. The examination's development was based on a national job analysis of 295 credentialed coaches 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:

A. Ethics and Regulatory Guidelines

*Work behaviors in this category include identification and communication of roles and responsibilities of coaches related to ethical and regulatory guidelines.*

B. Coaching Knowledge and Applications

*Work behaviors in this category include the use of coaching methods and skills that may be necessary for an effective practice.*

C. Assessment

*Work behaviors in this category include the identification of factors that may influence the process, goals, or outcome of coaching.*

D. Practice Management

*Work behaviors in this category include skills necessary for sustaining an effective practice.*

## 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 Ethics and Regulatory Guidelines, Coaching Knowledge and Applications, Assessment, and Practice Management.

## Examination Form

The BCCE is composed of 100 multiple-choice questions that pertain to the field of coaching. Of the 100 items, 80 are scored and 20 are unscored. The 20 unscored multiple-choice questions provide statistical information about items that may be used in future examinations. Both scored and unscored items are of the same structure, and they appear in a randomized order throughout the examination. Applicants for the BCC certification have two hours to complete the test.

## Job Analysis and Content Outline

The BCCE was developed based upon a national job analysis of 295 credentialed coaches 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 2020.

The committee's responsibilities included, but were not limited to, defining the BCCE, defining the MQC for the BCCE, 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 four domains and the percent ranges and number of scored items on the BCCE for each domain.

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

	<b>Domain</b>	<b>Percentage of Items</b>	<b>Number of Items</b>
1	Ethics and Regulatory Guidelines	15%–25%	12–20
2	Coaching Knowledge and Applications	45%–55%	36–44
3	Assessment	15%–25%	12–20
4	Practice Management	5%–15%	4–12

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

The following core domains and associated skills and knowledge areas were identified by SMEs with experience in providing TMH services. These domains are supported by the TMH literature and existing education in TMH services.

## 1. Ethics and Regulatory Guidelines

Work behaviors in this category include identification and communication of roles and responsibilities of coaches related to ethical and regulatory guidelines.

- |  |   |
|--|---|
| A. Obtain agreement on the parameters of Confidentiality in coaching               | L. Maintain a physically safe environment for service provision                             |
| B. Identify any dual relationship issues that could influence the coaching process | M. Explain coaching processes to coachee  |
| C. Obtain coachee agreement on the nature of coaching                              | N. Apply standards of practice in coaching  |
| D. Obtain coachee agreement on the limits of coaching                              | O. Maintain appropriate coachee case notes and records                                      |
| E. Obtain agreement on the process of confidentiality in coaching                  | P. Operate within the coachee's ethical system without violating coach's own code of ethics |
| F. Inform coachee about the legal dimensions of the coaching relationship          | Q. Adhere to BCC <i>Code of Ethics</i>  |
| G. Agree to accessibility protocols  | R. Clarify roles and responsibilities in sharing data prior to assessment                   |
| H. Obtain authorization for the release of coachee information                     | S. Establish and maintain trust   |
| I. Practice liability risk management  | T. Maintain a sense of mutual respect   |
| J. Inform coachees of ethical standards of coaching                                | U. Establish and maintain confidentiality for virtual coaching                              |
| K. Explain coach and coachee roles in coaching                                     |   |

## 2. Coaching Knowledge and Applications

Work behaviors in this category include the use of coaching methods and skills that may be necessary for an effective practice.

A.	Use silence	AS.	Assist coachee with managing conflict
B.	Use mirroring	AT.	Foster effective communication
C.	Ask affective questions	AU.	Provide candid and clear feedback
D.	Use the linking process	AV.	Provide coaching via distance technologies
E.	Ask analytical questions	AW.	Co-create a comprehensive coaching plan
F.	Use challenging statements or questions	AX.	Facilitate coachee's use of information resources in coaching
G.	Use/model effective nonverbal communication	AY.	Assist coachee in locating relevant information and resources
H.	Use paraphrasing	AZ.	Co-develop coachee's goal regarding whether it is conceivable, believable, achievable, measurable, and desirable, given a coachee case
I.	Use summarizing	BA.	Clarify coachee barriers related to decision making
J.	Ask clarifying questions	BB.	Assist coachee in understanding the potential risks in decision-making and strategies to minimize risks
K.	Ask connecting questions	BC.	Assist coachee in identifying, developing, and using appropriate support systems
L.	Ask probing questions	BD.	Clarify coachee barriers related to goals
M.	Interpret nonverbal communication	BE.	Create coachee accountability plan
N.	Ask exploratory questions	BF.	Assist coachee in setting short- and long-term goals
O.	Ask reflective questions	BG.	Assist coachee in creating a personal action plan
P.	Use empathy	BH.	Assist coachee in identifying potential strategies for meeting goals
Q.	Use open-ended questions as a method of investigation	BI.	Assist coachee in clarifying goal(s)
R.	Provide encouragement	BJ.	Accommodate coachee's communication needs when possible
S.	Use active listening	BK.	Facilitate communications with coachees who have limited language proficiency and provide referrals when necessary
T.	Demonstrate compassion	BL.	Affirm coachee's autonomy

*Table continues*

- U. Use ambiguity
- V. Use metaphors
- W. Assist coachee to adapt and modify coachee's belief and value systems to achieve goals
- X. Modify the coaching process based on any issue that influences coachee's goals
- Y. Use humor
- Z. Use reframing
- AA. Challenge coachee to test assumptions and biases
- AB. Use appropriate reinforcement techniques throughout the helping process
- AC. Assist coachee in understanding belief and value systems that impact goals
- AD. Exhibit curiosity
- AE. Assist coachee in understanding their current perspective (framing)
- AF. Assist coachee in gaining new perspective (framing)
- AG. Recognize culturally sensitive communication
- AH. Assist coachee in understanding the balance of life roles in careers
- AI. Discuss work–life balance with coachee
- AJ. Model self-disclosure
- AK. Coordinate coaching plan with other service providers
- AL. Offer insight
- AM. Promote effective decision-making
- AN. Explore ideas
- AO. Assist coachee in role transitions
- AP. Assist coachee in building skills
- AQ. Assist coachee in building confidence
- AR. Facilitate coachee's development of decision-making skills
- BM. Facilitate coachee's access to additional services and resources
- BN. Facilitate coachee's self-coaching skills
- BO. Support coachee's development of a sustainable plan for post-coaching
- BP. Maintain a nonjudgmental approach in the coaching process
- BQ. Maintain honest and straightforward communication
- BR. Assist coachee in moving from awareness to action
- BS. Provide acknowledgment
- BT. Gain permission before challenging
- BU. Assist coachee in identifying relevant life experiences
- BV. Model the acceptance of a challenge
- BW. Encourage reevaluation of goals
- BX. Model creativity
- BY. Challenge coachee to move beyond their comfort zone
- BZ. Demonstrate flexibility in coachee goal revision
- CA. Use immediate interactions to advance the coaching process
- CB. Model self-awareness
- CC. Model acceptance
- CD. Facilitate openness
- CE. Model effective interpersonal communication
- CF. Assist coachee in taking action based on data
- CG. Discuss coachee's progress toward accomplishing goals
- CH. Provide peer coaching when appropriate
- CI. Generate possibilities and brainstorm

### 3. Assessment

Work behaviors in this category include the identification of factors that may influence the process, goals, or outcome of coaching.

- A. Recognize when coachee needs a referral for other professional services
- B. Clarify coachee's current use of alcohol and/or other substances
- C. Identify alternative coaching approaches for coachees with special needs
- D. Identify any sexual orientation factors that could influence the coaching process
- E. Identify multicultural issues that could influence coachee goals
- F. Identify learning issues that could influence coachee goals
- G. Identify any racial factors that could influence the coaching process
- H. Identify health issues that could influence coachee goals
- I. Identify potential for coachee to harm self and/or others
- J. Identify any gender factors that could influence the coaching process
- K. Identify any spiritual factors that could influence the coaching process
- L. Identify any multicultural factors that could influence the coaching process
- M. Identify other issues that could influence coachee goals
- N. Identify any health factors that could influence the coaching process
- O. Identify any developmental factors that could influence the coaching process
- P. Identify relationship issues that could influence coachee goals
- Q. Identify any other issues/factors that could influence the coaching process
- R. Identify behavioral issues that could influence coachee goals
- S. Explore differences in organizational environments
- T. Clarify coachee attitudes toward work and workers
- U. Clarify coachee decision-making processes
- V. Identify coachee's preferred processes for meeting goals
- W. Clarify coachee personal parameters (e.g., values, beliefs, needs, interests, tendencies) related to choices and alternatives
- X. Assess coachee strengths related to goals
- Y. Identify coachee readiness for coaching
- Z. Monitor coachee progress toward goal attainment
- AA. Monitor coachee progress in coaching
- AB. Identify any past coachee experience with helping services
- AC. Observe coachee behaviors in the moment
- AD. Use various assessment strategies appropriate to the coaching process
- AE. Use available coachee data in support of the assessment process
- AF. Use various assessment strategies appropriate to the goals of the coachee
- AG. Assist coachee in interpreting assessment results
- AH. Assess the culture of coachee's environment
- AI. Assess coaching outcomes

## 4. Practice Management

Work behaviors in this category include skills necessary for sustaining an effective practice.

- A. Integrate appropriate coaching theories, strategies, and models in assisting coachee
  - B. Seek supervision as needed
  - C. Correspond as needed with coachee
  - D. Advocate for the practice of coaching
  - E. Be aware of different modalities of delivering coaching services
  - F. Seek mentoring as needed
  - G. Promote awareness of coaching
  - H. Collaborate with coachee on appropriate termination
  - I. Consult with other professionals when appropriate
  - J. Self-assess strengths, development gaps, and limitations as a coach
  - K. Maintain a referral network
  - L. Identify any personal barriers to coaching effectiveness
  - M. Assess individual effectiveness as a coach
  - N. Use coaching-related research
  - O. Maintain needed knowledge and skills with continuing education
  - P. Conduct post-coaching follow-up activities, including evaluation of services
  - Q. Clarify roles and responsibilities with any sponsor as appropriate
  - R. Prepare an estimated timeline for coaching services
  - S. Seek feedback from coachee regarding the coaching process
- Hardware, software, and internet connection needs

# Appendix B

## BCCE Sample Examination Questions

Following are six sample questions in the same style and with similar content as will be on the BCCE. Candidates can use the sample questions to verify their understanding of the topics on the examination. Answers are provided for the sample questions.

### Sample Items

The following sample items are provided as a representation of the types of questions that can be asked from the different competency areas.

#### **Domain 1: Ethics and Regulatory Guidelines**

When creating a written agreement for your coachee on the limitations of coaching, what should be included?

- A. that coaching is not considered therapy, counseling, or psychotherapy
- B. an understanding of the coach's prior career credentials
- C. that as a credentialed coach you are not required to keep records or schedules
- D. descriptions of non-coaching services you might provide, e.g., massage therapy

#### **Domain 2: Coaching Knowledge and Applications**

A coach wants to inspire additional perspectives regarding the coachee's viewpoints. How should the coach do this?

- A. by drawing a vision map for the coachee
- B. by asking thoughtful, reflective questions
- C. by offering the coachee a skills assessment
- D. by explaining the coaching process

#### **Domain 3: Assessment**

You have just completed training on a new assessment tool for coaching and are eager to try it on your current coachees. Before moving forward, you should first consider

- A. if this tool is appropriate for your current coachees.
- B. any additional cost to your coachees.
- C. continuing your coaching engagements but experimenting with the new tool.
- D. amending the coaching contract.

**Domain 4: Practice Management**

Jack is a manager within a large corporation. Last year his department’s sales profits dropped. The company board decided to provide Jack with coaching to help him get the department back on track. Which statement would a coach make to clarify the degree of confidentiality with the coachee?

- A. “I will need to include your supervisor in the session when I discuss the coaching process.”
- B. “I’ll need to share our session notes with administration throughout our work together.”
- C. “Please feel comfortable to speak your mind. Everything we discuss is confidential as required by law.”
- D. “Our work on mental disorders that impede financial goals will remain confidential.”

Question Number	Key	Domain
1	A	Ethics and Regulatory Guidelines
2	B	Coaching Knowledge and Applications
3	A	Assessment
4	A	Practice Management