



Counselor Preparation Comprehensive

EXAMINATION™

Candidate Handbook

Counselor Preparation Comprehensive Examination™
(CPCE®)

7 Terrace Way Greensboro, NC 27403-3660

Tel: 336-482-2856 • **Fax:** 336-482-2852

cce@cce-global.org

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For More Information

All questions and requests for information about Counselor Preparation Comprehensive Examination (CPCE) requirements should be directed to the counseling program director or coordinator at your university.

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

Center for Credentialing & Education, Inc. (CCE)

7 Terrace Way

Greensboro, NC 27403

Voice: 336-482-2856

Fax: 336-482-2852

Website: cce-global.org

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

Pearson VUE

5601 Green Valley Dr.

Bloomington, MN 55437

Voice: 866-904-4432

Website: pearsonvue.com

Introduction

The Counselor Preparation Comprehensive Examination (CPCE) is designed to assess a student's knowledge of core counseling areas taught in counselor education programs. The CPCE can also provide counselor education programs with the ability to gain an objective view of the effectiveness of their curriculum, offer pre- and post-test comparisons at various points during matriculation, compare student data to national averages, and utilize data in self-studies.

About CCE

The Center for Credentialing & Education (CCE) offers a dynamic portfolio of services, including five credentials, assessment and examination services, and customized solutions through our business support and licensure services. It is our goal to give each credential holder, client, and partner a superior experience. We are committed to maintaining excellence and integrity in every aspect of our job by upholding the highest ethical and quality standards.

About Pearson VUE

Pearson VUE is CCE's computer-based testing partner for the administration and scoring of the CPCE. As an independent testing agency, Pearson VUE has test centers across the globe and is headquartered in Minneapolis, Minnesota.

Pearson VUE provides three test delivery options for the CPCE:

- CPCE-APB: anywhere proctored browser (APB) administration, administered on the university campus. The computers are provided by the university, and the examination date, time, location, and proctor are selected by the university program coordinator.
- CPCE-CBT: in-person administration by computer-based testing (CBT), at a Pearson VUE test center.
- CPCE-OnVUE: 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 home.pearsonvue.com/cce/onvue.

Nondiscrimination Policy

NBCC 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

Pearson VUE provides three test delivery options for the CPCE:

- CPCE-APB: anywhere proctored browser (APB) administration, administered on the university campus. The computers are provided by the university, and the examination date, time, location, and proctor are selected by the university program coordinator. The university is also responsible for providing staff who will proctor the examination.
- CPCE-CBT: in-person administration by computer-based testing (CBT), at a Pearson VUE test center. Candidates choosing the CBT administration at a Pearson VUE test center can make an appointment during advertised business hours during the month-long approved test authorization window.
- CPCE-OnVUE: internet-based (online) administration through Pearson VUE's OnVUE platform. Candidates choosing the online administration option through OnVUE can make an appointment during the university-identified approved test authorization window. 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 home.pearsonvue.com/cce/onvue.

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 Day (Limited hours)

Christmas Day

Examination Purpose, Content, and Form

Examination Purpose and Content

The purpose of the CPCE is to assess a student's knowledge of core counseling areas taught in counselor education programs. The CPCE can also provide counselor education programs with the ability to gain an objective view of the effectiveness of their curriculum, offer pre- and post-test comparisons at various points during matriculation, compare student data to national averages, and utilize data in self-studies.

Measurement Focus and Target Population

These items are covered in the CPCE Content Outline. See Appendix A for the CPCE Content Outline.

Minimally Qualified Candidate

The minimally qualified candidate for the CPCE is enrolled in a graduate-level counseling program that has been accredited by the Council for Accreditation of Counseling and Related Educational Programs (CACREP) or is administered by an institutionally accredited college or university.

The counseling degree program should contain courses in the following eight requirement areas:

1. Professional Counseling Orientation and Ethical Practice
2. Social and Cultural Diversity
3. Human Growth and Development
4. Career Development
5. Counseling and Helping Relationships
6. Group Counseling and Group Work
7. Assessment and Testing
8. Research and Program Evaluation

Examination Format

The CPCE consists of 160 multiple-choice questions, with 20 items per CACREP area. Of the 20 items per section, 17 will be scored items and the remaining three will be pretest items that are not identified to the student. These 24 unscored items are used to gather statistical information on item performance for use in future examinations. Both scored and unscored items are of the same structure and are interspersed within the examination. Scores for each section and a total score will be reported to institutions for each student. CCE will provide statistics on the program's students as well as national data. Candidates will have **3 hours and 45 minutes** to complete the examination. The institution may wish to add components to the examination such as essay questions or questions from specialty areas (e.g., addictions counseling, mental health counseling). CCE leaves the responsibility for scoring additional sections to the institution. In addition, the institution is responsible for determining a minimum cut (passing) score for their students.

Eligibility Requirements

Candidates should review all relevant program requirements concerning the eligibility process specific to their counseling program and university.

Taking the Examination: CPCE-APB, Anywhere Proctored Browser Delivery at a University Testing Center

The examination will be delivered in person, via computer-based testing, at the on-campus university testing center. Advanced computer experience or typing skills are not required to take the examination. The university determines the time of the examination and the late admittance policy. If a candidate has any questions about the examination time or the requirements to sit for the examination, they should contact the university CPCE coordinator.

Note: The candidate must provide two forms of proper, current identification as part of the check-in process, and at least one form of identification must be one of the following: driver's license, state ID, military ID, or passport. Failure to provide appropriate identification at the time of the examination is considered a missed examination appointment.

Prior to testing, the candidate is required to review and sign the Pearson VUE Candidate Agreement. The document explains what candidates must do if they need help during the examination and identifies other examination administration policies.

Examination Registration and Payment

Registration Process

There is a **two-part** registration process for the CPCE:

- Online registration with CCE. To begin this process, **please check with your university program coordinator to receive the appropriate registration link for your program.**
- Online registration and payment with Pearson VUE. After completing the CCE registration, the candidate may pay their examination registration fee to Pearson VUE once they have received their Authorization to Test (ATT) email from Pearson VUE. This email contains their Candidate ID number and examination administration window.

Test Authorization Window and Registration Expiration

NOTE: Effective **Aug. 1, 2023**, candidates taking the CPCE-APB administration will be allowed two attempts within the 6-month administration window. Candidates will be eligible to reregister 30 days after taking the examination. If the candidate fails their second attempt, they will need to contact their university program coordinator for approval of an extension (i.e., new authorization).

Approximately 7–10 days after the CCE registrations have been exported to the Pearson VUE database, Pearson VUE will send the students the Authorization to Test email containing their Candidate ID number (CPXXXXX), the dates for the 6-month administration window, the number of attempts allowed within the 6-month window (2 attempts, at least 90 days apart), and the examination delivery format.

Candidates who require an extension beyond the initial 6-month authorization, need an additional 2 examination attempts, or have an expired window will need to contact their university program coordinator for approval.

Failing to Report for an Examination

Candidates who fail to report for an examination appointment should contact the campus coordinator to schedule another examination date.

Examination Reregistration

Candidates who do not take the CPCE within the test authorization window must ask their university program coordinator to contact CCE to request an extension for their authorization window.

Candidates who fail the examination will have one additional attempt within the 6-month administration window to retake the CPCE. This second attempt must be at least 90 days after the candidate's first examination attempt. A new authorization and examination fee will be required to retake the examination. If the candidate fails their second attempt, they will need to contact their university program coordinator for approval of an extension (i.e., new authorization).

Fees and Refund Policy

Candidates must submit the appropriate fee to register for the examination. Online payments must be made by credit card (VISA, MasterCard, or American Express) directly to Pearson VUE. CCE does not collect payments for the CPCE.

If a refund is warranted, the fee will be reimbursed by Pearson VUE. If the CPCE fee was paid via voucher, there is no monetary value for the vouchers, so no money or fees will be refunded.

Paying for the Examination Registration

After successfully registering for the examination, candidates will receive an Authorization to Test email from Pearson VUE, which includes their Candidate ID number and test authorization dates. Upon receipt of the Authorization to Test email, the candidate may contact Pearson VUE online or by telephone to pay for their examination registration. **Note: Candidates testing with approved special examination accommodations must pay their examination registration fee by telephone.**

To Pay Online

- Retrieve the Candidate ID number from the Authorization to Test email received from Pearson VUE.
- Navigate to home.pearsonvue.com/cpce and select "Create Account."
- Follow step-by-step instructions to select the examination program and pay for the examination.

To Pay by Telephone

- Contact Pearson VUE at 866-904-4432.
- Pearson VUE is available to take payments from 7 am through 7 pm Central Time, Monday through Friday.

Candidates may only complete their examination registration with Pearson VUE upon receiving the Authorization to Test email.

For APB candidates, the Pearson VUE account only serves as a payment portal and the site where the examination will be accessed. The university sets the examination date, time, and location. Pearson VUE and the university testing sites are not connected; this information is solely provided to the candidate from their university program coordinator, and it does not appear in their Pearson VUE account. If the candidate has registered for the CPCE-APB and paid the examination fee, they will be set to test during the university's CPCE administration.

After paying for the examination registration, candidates will receive a Confirmation of Examination Registration email from Pearson VUE along with confirmation of payment.

Accommodations for Candidates With Disabilities

CCE and Pearson VUE provide reasonable and appropriate special examination accommodations (SEAs) for individuals with disabilities. The existence of a disability does not automatically necessitate an accommodation. Consistent with the Americans with Disabilities Act (ADA), a disability is a physical or mental impairment that substantially limits a major life activity or bodily function. SEAs must be requested for each examination registration.

The university CPCE coordinator can make accommodations requests when submitting the roster of examination candidates to CCE. If candidates are approved to receive additional time, ZOOMTEXT, or color contrast for testing, the disabilities office or student affairs office at their school sends CCE a signed, dated letter on school letterhead with the candidate's name stating that they are approved for this accommodation. All accommodation approval determinations made by the university counseling program are subject to NBCC/CCE approval under the Special Examination Accommodations Policy located on the NBCC website at nbcc.org/Assets/Policies/NBCC-CCE_Special_Examination_Accommodations_Policy.pdf.

Accommodations must be pre-approved by NBCC/CCE before registering for the examination. Accommodations requests that are approved by NBCC/CCE will be attached to the candidate's Pearson VUE record. If a candidate registers for an examination prior to receipt of written confirmation of SEA approval from NBCC/CCE, the candidate may forfeit their accommodation request.

If a university CPCE coordinator has not submitted accommodations documentation on behalf of the candidate, the candidate may use the Accommodations Request form (nbcc.org/assets/exam/SEA-State-Licensure-Candidates-Form-active.pdf) or submit substantially similar documentation in accordance with the requirements set forth in the [Special Examination Accommodations Policy](#).

- The accommodations letter sent to CCE must be on university letterhead and contain the specific accommodations requested. This letter is usually processed by the university's disability or student services center.
- Please send the accommodations request to the accommodations manager at accommodations@cce-global.org. This will ensure timely receipt and processing of the accommodations request. The accommodations manager must approve the request before requested accommodations are added to the candidate's authorization.
- If a candidate has already registered with CCE and has a Pearson VUE Candidate ID number, accommodations can still be added to their record. However, if they have already received the

approval letter from CCE, they will need to contact the CPCE coordinator and advise them of the approval and their Candidate ID number.

Once candidates receive written confirmation of SEA approval from NBCC/CCE, they must schedule their examination appointment by calling Pearson VUE's toll-free number (800-466-0450) and selecting Option 3. They cannot schedule and pay for their testing appointment online.

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

Examination Appointment Changes

If a candidate has a previously scheduled examination appointment and plans to test within the 6-month window, they do not need to cancel the appointment through Pearson VUE. The appointment can be utilized on the new examination date within the 6-month administration window. If the student is unable to test within the 6-month window, they will need to completely cancel the testing appointment by logging in to their Pearson VUE account, clicking the appointment link at the top of the dashboard, and then selecting "cancel." They may also contact Pearson VUE by telephone. An APB appointment needs to be canceled within the 6-month authorization window. The cancellation confirmation email for an APB administration must be sent to CCE before Pearson VUE can process the refund for a canceled appointment.

Pearson VUE login page: home.pearsonvue.com/cpce

Circumstances Resulting in Forfeiture of Examination Registration Fees

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

- violates any NBCC/CCE or Pearson VUE policy, rule, or procedure, or an 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.

Personal Emergency, Inclement Weather, or Power Failure

In the event of a personal emergency or other circumstance that occurs within 24 hours of the examination start and prevents the candidate from taking the examination at the scheduled appointment time, the candidate should promptly contact their university coordinator. In the event of inclement weather or a power failure, the university will determine whether circumstances warrant the cancellation and rescheduling of an examination appointment.

Examination Process

Upon arrival at the university testing center, and following the check-in process, each candidate will be directed to a testing area.

Candidates will have a total test session of **255 minutes** (4 hours and 15 minutes), as follows:

- Time to complete the Test Administration and Confidentiality Agreement: **5 minutes**
- Time to complete the testing tutorial: **10 minutes**
Following acceptance of the agreement, each candidate will be provided with a 10-minute examination tutorial that reviews how to navigate and respond to the test items. Upon completion of the tutorial, candidates will begin the timed examination.
- Time to complete the examination: **225 minutes**
- One scheduled break (after 80th question): **15 minutes**

Total Test Session Time: **255 minutes**

The clock does not stop and will continue to run during any unscheduled break taken by the candidate during the test administration. Once the time has expired, the examination will terminate. 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. The candidate chooses an answer by clicking the option for the best response. To change an answer, the candidate simply clicks on the alternate option. The candidate is encouraged to provide an answer for every examination question, as there is no penalty for guessing.

Security Requirements

NBCC/CCE and Pearson VUE maintain the highest degree of test administration and security standards.

The following security requirements 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 areas.
- No personal items, valuables, or weapons should be brought to the testing center.
- A location will be provided for storing keys, wallets, and cell phones.

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.

- Voluntary breaks may be taken during the examination; however, the examination clock will not stop during any voluntary breaks. Candidates must follow all Pearson VUE rules and procedures when requesting and taking a break.

Examination Rules and Requirements

Regardless of test delivery format selected by the candidate (i.e., APB, CBT, or OnVUE), 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 web page: home.pearsonvue.com/Clients/CCE/Rules-Agreements.aspx.

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
- 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
- eating, chewing gum, smoking, or having a drink, other than water in a clear container
- 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 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 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 CPCE, 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 CPCE 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 CPCE questions or answers from memory in any form, or discussing any of the content of the CPCE with any other person(s).

Following the Examination

Upon completion of the examination, candidates will be asked to complete a short evaluation of their examination experience. Candidates will be able to access their raw score report information on the Pearson VUE dashboard. Please note, the report will not include a pass or fail status. To access this information, log in to your Pearson account and select the “View Score Report” option under “My Account” to the left of the dashboard. There may be a 24–48 hour delay before scores are available. If this option is not available after 48 hours, candidates should contact Pearson VUE’s customer service at 866-904-4432 to request a copy.

CCE reserves the right to withdraw or void official scores if CCE determines that a candidate engaged in any prohibited conduct during the examination, including any violation of a NBCC/CCE or Pearson VUE policy, rule, procedure, or instruction.

CPCE results are processed by Pearson VUE and uploaded to the university portals by the CPCE coordinator about 45 days after the candidate has completed their examination.

Please refrain from contacting CCE to request CPCE results, as the information is not provided to candidates, only to the respective university.

Pass/Fail Score Determination

The university sets the cut (passing) score for the CPCE and determines a pass/fail result based on the candidate’s official score. The examination score is determined only by the candidate’s performance on the test. It is important to note that a candidate’s ability to pass the CPCE depends on the knowledge and skills of the candidate and not on the performance of other candidates.

Score Verification Requests

If the candidate requires a copy of their CPCE final result, they will need to contact their university program coordinator. CCE doesn’t provide score verifications because the pass/fail result is determined by the university.

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 Appeals Policy located on the NBCC website, at [nbcc.org/Assets/Policies/NBCC CCE Examination Appeals Policy.pdf](https://nbcc.org/Assets/Policies/NBCC_CCE_Examination_Appeals_Policy.pdf), and complete all appeal submission requirements. Failure to follow the appeal instructions identified in this policy will result in rejection of the appeal.

A free retake of the examination is the only remedy for an accepted and approved appeal. The candidate’s test score will not be changed or modified.

Taking the Examination: CPCE-CBT, Computer-Based Testing Delivery at a 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. On the day of the CPCE 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.**

Note: Candidates are required to present two forms of original (no photocopies), valid (unexpired) identification—one form as a primary ID (government issued with name, photo, and signature) and one form as a secondary ID (with name and signature or name and recent photo). The first and last name that the candidate used to register for the examination must exactly match the first and last name on the IDs that are presented on test day. All required IDs must be issued by the country in which the candidate is testing. If a candidate does not have the qualifying ID issued from the country they are testing in, a passport from their country of citizenship is required, along with a secondary ID.

Candidates with questions or concerns about the IDs that are required at the test center should contact [Pearson VUE customer service](https://home.pearsonvue.com/Contact-Us.aspx) at home.pearsonvue.com/Contact-Us.aspx.

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

Examination Registration and Scheduling

Registration Process

There is a two-part registration process for the CPCE:

- Online registration with CCE. To begin this process, **please check with your university program coordinator to receive the appropriate registration link for your program.**
- Online registration with Pearson VUE. After completing the CCE registration, the candidate may register with Pearson VUE once they have received their Authorization to Test (ATT) email from Pearson VUE. This contains their Candidate ID number and examination administration window.

Test Authorization Window and Registration Expiration

NOTE: Effective **Aug. 1, 2023**, candidates taking the CPCE-CBT administration will be allowed two attempts within the 6-month administration window. Candidates will be eligible to reregister 30 days after taking the examination. If the candidate fails their second attempt, they will need to contact their coordinator for approval of an extension (new authorization).

Approximately 7–10 days after the CCE registrations have been exported to the Pearson VUE database, Pearson VUE will send the students the Authorization to Test email containing their Candidate ID number (CPXXXXX), the dates for the 6-month administration window, the number of attempts allowed within the 6-month window (2 attempts, at least 90 days apart), and the examination delivery format.

Candidates who require an extension beyond the initial 6-month authorization, need an additional 2 examination attempts, or have an expired window will need to contact their university program coordinator for approval.

Failing to Report for an Examination

Candidates who fail to report for an examination appointment will forfeit all registration fees paid to take the examination. A new authorization and CPCE examination fee will be required to reregister for the examination.

Examination Reregistration

Candidates who do not take the CPCE within the test authorization window must ask their university program coordinator to contact CCE to request an extension for their authorization window.

Candidates who fail the examination will have one additional attempt within the 6-month administration window to retake the CPCE. This second attempt must be at least 90 days after the candidate's first examination. A new authorization and examination fee will be required to retake the examination.

Fees and Refund Policy

Candidates must submit the appropriate fee to register for the examination. Online payments must be made by credit card (VISA, MasterCard, or American Express) directly to Pearson VUE. CCE does not collect payments for the CPCE.

If a refund is warranted, the fee will be reimbursed by Pearson VUE. If the CPCE fee was paid via voucher, there is no monetary value for the vouchers, so no money or fees will be refunded.

Scheduling an Examination

After successfully registering for the examination, candidates will receive an Authorization to Test email from Pearson VUE, which includes their Candidate ID number and test authorization dates. Upon receipt of the Authorization to Test email, the candidate may schedule an examination appointment online or by telephone.

Note: Candidates testing with approved special examination accommodations must pay their examination registration fee by telephone.

To Schedule Online

- Retrieve the Candidate ID number from the Authorization to Test email received from Pearson VUE.
- Navigate to home.pearsonvue.com/cpce and select "Create Account."
- Follow step-by-step instructions to select the examination program and register for an examination.
- Select an examination appointment time.

To Schedule by Telephone

- Contact Pearson VUE at 866-904-4432 to schedule an examination appointment.
- Pearson VUE is available from 7 am through 7 pm Central Time, Mondays through Fridays, for scheduling purposes.

Candidates may only schedule an examination appointment with Pearson VUE upon receiving the Authorization to Test email.

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

After scheduling the examination appointment, candidates will receive a Confirmation of Examination Registration email from Pearson VUE to confirm the scheduled appointment and payment. The Confirmation of Examination Registration will include the registration ID, date, time, appointment length, test center location, and approved accommodation(s) (if applicable).

Accommodations for Candidates With Disabilities

CCE and Pearson VUE provide reasonable and appropriate special examination accommodations (SEAs) for individuals with disabilities. The existence of a disability does not automatically necessitate an accommodation. Consistent with the Americans with Disabilities Act (ADA), a disability is a physical or mental impairment that substantially limits a major life activity or bodily function. SEAs must be requested for each examination administration.

The university CPCE coordinator can make SEA requests when submitting the roster of examination candidates to CCE. If candidates are approved to receive additional time, ZOOMTEXT, or color contrast for testing, the disabilities office or student affairs at their school sends CCE a signed, dated letter on school letterhead with the candidate's name stating that they are approved for this accommodation. All accommodation approval determinations made by the university counseling program are subject to NBCC/CCE approval under the Special Examination Accommodations Policy located on the NBCC website at [nbcc.org/Assets/Policies/NBCC-CCE Special Examination Accommodations Policy.pdf](http://nbcc.org/Assets/Policies/NBCC-CCE_Special_Examination_Accommodations_Policy.pdf).

Accommodations must be pre-approved by NBCC/CCE before scheduling the examination. If an examination is scheduled prior to receipt of written confirmation of SEA approval, the candidate may forfeit their accommodation request and/or their scheduled examination appointment time.

If the university CPCE coordinator has not submitted accommodations documentation on behalf of the candidate, the candidate may use the [Accommodations Request form](#), or submit substantially similar documentation in accordance with the requirements set forth in the [Special Examination Accommodations Policy](#).

- The accommodations letter sent to CCE must be on university letterhead and contain the specific accommodations requested. This letter is usually processed by the university's disability or student services center.

- Please send the accommodations request to the accommodations manager at accommodations@cce-global.org. This will ensure timely receipt and processing of the accommodations request. The accommodations manager must approve the request before requested accommodations are added to the candidate's authorization.
- If a candidate has already registered with CCE and has a Pearson VUE Candidate ID number, accommodations can still be added to their record. However, if they have already received the approval letter from CCE, they will need to contact the CPCE coordinator and advise them of the approval and their Candidate ID number.

Once candidates receive written confirmation of SEA approval from NBCC/CCE, they must schedule their examination appointment by calling Pearson VUE's toll-free number (800-466-0450) and selecting Option 3. They cannot schedule and pay for their testing appointment online.

For any questions related to accommodations, please email accommodations@cce-global.org.

Examination Appointment Changes

CBT candidates must reschedule or cancel their examination appointment at least 24 hours before the currently scheduled examination appointment by contacting Pearson VUE at 866-904-4432. A rescheduling fee of \$50 will be charged to the candidate. The fee for a CBT administration will be automatically refunded in 3–5 days of cancellation.

If the candidate is unable to test on the selected test date for their CBT administration but can test within their 6-month authorization window, they can reschedule their examination appointment by logging in to their Pearson VUE account, clicking the appointment link at the top of the dashboard, and then selecting “reschedule” on the next screen to the far right. They may alternatively contact Pearson VUE via telephone. Candidates with approved accommodations must call 800-466-0450, and select Option 3, to reschedule their examination.

It is the candidate's sole responsibility to reschedule or cancel their CPCE examination appointment. They can either cancel via their Pearson VUE account or contact Pearson VUE customer service.

Pearson VUE login page: home.pearsonvue.com/cpce

Circumstances Resulting in Forfeiture of Examination Registration Fees

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

- violates any NBCC/CCE or Pearson VUE policy, rule, or procedure, or an 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.
Additionally, a candidate taking the examination in person at a Pearson VUE test center forfeits their registration and examination fees if they:
 - miss an appointment and do not reschedule at least 24 hours before the examination appointment.
 - arrive more than 15 minutes late for an examination.

Personal Emergency, Inclement Weather, or Power Failure

In the event of a personal emergency or other circumstance that occurs within 24 hours of the examination start and prevents the candidate from taking the examination at the scheduled appointment time, the candidate is required to promptly contact CCE at 336-482-2856 or cpce@cce-global.org; 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, at its sole discretion, will determine whether the candidate is permitted to cancel the current test appointment and reschedule the examination, or is required to reregister to take the CPCE.

In the event of inclement weather, Pearson VUE will determine whether circumstances warrant the cancellation and rescheduling of an 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.

Examination Process

Upon arrival at the test center, and following the check-in process, each candidate will be directed to a testing carrel. All candidate testing sessions will be monitored by video throughout the entirety of the test administration.

Candidates will have a total test session of **240 minutes** (4 hours), as follows:

- Time to complete the Test Administration and Confidentiality Agreement: **5 minutes**
- Time to complete the testing tutorial: **10 minutes**
Following acceptance of the agreement, each candidate will be provided with a 10-minute examination tutorial that reviews how to navigate and respond to the test items. Upon completion of the tutorial, candidates will begin the timed examination.
- Time to complete the examination: **225 minutes**

Total Test Session Time: **240 minutes**

The clock does not stop and will continue to run during any unscheduled break taken by the candidate during the test administration. Once the time has expired, the examination will terminate. 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. The candidate chooses an answer by clicking the option for the best response. To change an answer, the candidate simply clicks on the alternate option. The candidate is encouraged to provide an answer for every examination question, as there is no penalty for guessing.

Test Center Locations

Pearson VUE test centers have been selected to provide reasonable accessibility to candidates in all states and U.S. territories. A current listing of Pearson VUE test centers, including addresses and driving directions, is available at <https://home.pearsonvue.com/cce>, under the heading “Find a Test Center.”

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 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.

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.
- Voluntary breaks may be taken during the examination; however, the examination clock will not stop during any voluntary breaks. Candidates must follow all Pearson VUE rules and procedures when requesting and taking a break.

Examination Rules and Requirements

Regardless of test delivery format selected by the candidate (i.e., APB, CBT, or OnVUE), 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 web page: home.pearsonvue.com/Clients/CCE/Rules-Agreements.aspx.

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

- 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
- eating, chewing gum, smoking, or having a drink, other than water in a clear container
- 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 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 by NBCC. Additionally, a candidate may be subject to appropriate corrective actions and/or sanctions, including, but not limited to, ineligibility for any future NBCC tests.

Examination Materials Ownership

The CPCE, including all test questions and answers, is confidential and cannot be provided to any other person(s). CCE owns all rights, titles, and interests related to the CPCE 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 CPCE questions or answers from memory in any form, or discussing any of the content of the CPCE with any other person(s).

Following the Examination

Upon completion of the examination, candidates will be asked to complete a short evaluation of their examination experience. Test center candidates will then be instructed to report to the examination proctor to receive an unofficial score report. Please note, the report will not include a Pass or Fail status.

CCE reserves the right to withdraw or void official scores if CCE determines that a candidate engaged in any prohibited conduct during the examination, including any violation of a NBCC/CCE or Pearson VUE policy, rule, procedure, or instruction.

CPCE results are processed by Pearson VUE and uploaded to the university portals by the CPCE coordinator about 45 days after the candidate has completed their examination.

Please refrain from contacting CCE to request CPCE results, as the information is not provided to candidates, only to the respective university.

The raw score report may be accessed by logging in to a student's Pearson VUE account and selecting "View Score Report" under "My Account" to the left of the dashboard.

Pass/Fail Score Determination

The university sets the cut (passing) score for the CPCE and determines a pass/fail based on the candidates' official results. The examination score is determined only by the candidate's performance on the test. It is important to note that a candidate's ability to pass the CPCE depends on the knowledge and skills of the candidate and not on the performance of other candidates.

Score Verification Requests

If the candidate requires a copy of their CPCE final result, they will need to contact their university program coordinator. CCE does not provide score verifications because the pass/fail result is determined by the university.

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 Appeals Policy located on the NBCC website, at [nbcc.org/Assets/Policies/NBCC CCE Examination Appeals Policy.pdf](https://nbcc.org/Assets/Policies/NBCC_CCE_Examination_Appeals_Policy.pdf), and complete all appeal submission requirements. Failure to follow the appeal instructions identified in this policy will result in rejection of the appeal.

A free retake of the examination is the only remedy for an accepted and approved appeal. The candidate's test score will not be changed or modified.

Taking the Examination: CPCE-OnVUE, Online Examination Delivery

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. On the day of the CPCE 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, the candidate is required to review and sign the Pearson VUE Candidate Agreement. The document explains what candidates must do if they need help during the examination and identifies other test administration policies.

OnVUE 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.

Before testing online, candidates will need to provide identification (ID) that meets the requirements outlined below.

- All IDs must be valid (unexpired) government-issued originals (i.e., not a photocopy)
- IDs must include the candidate's name and a recent, recognizable photo
- The first and last name on the ID must match the first and last name used to register for the examination
 - Acceptable forms of ID:
 - International travel passport
 - Driver's license
 - Identification card (national, state or province ID card)
 - Alien registration card (green card or permanent resident/visa)

** Pearson VUE cannot accept restricted IDs—those prohibited by law from being photocopied, digitized, or captured on camera—as identification for online testing.

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 test 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.

Examination Registration and Scheduling

Registration Process

There is a two-part registration process for the CPCE:

- Online registration with CCE. To begin this process, **please check with your university program coordinator to receive the appropriate registration link for your program.**
- Online registration with Pearson VUE. After completing the CCE registration, the candidate may register with Pearson VUE once they have received their Authorization to Test (ATT) email from Pearson VUE. This contains their Candidate ID number and examination administration window.

Test Authorization Window and Registration Expiration

NOTE: Effective **Aug. 1, 2023**, candidates taking the CPCE-OnVUE administration will be allowed two attempts within the 6-month administration window. Candidates will be eligible to reregister for another CPCE-OnVUE administration 90 days after taking the examination. Candidates may switch to a CPCE-CBT administration 30 days after taking the examination. If the candidate fails their second attempt, they will need to contact their university program coordinator for approval of an extension (new authorization).

Approximately 7–10 days after the CCE registrations have been exported to the Pearson VUE database, Pearson VUE will send the students the Authorization to Test email containing their Candidate ID number (CPXXXXX), the dates for the 6-month administration window, the number of attempts allowed within the 6-month window (2 attempts, at least 90 days apart), and the examination delivery format.

Candidates who require an extension beyond the initial 6-month authorization, need an additional 2 examination attempts, or have an expired window will need to contact their university program coordinator for approval.

Failing to Report for an Examination

Candidates who fail to report for an examination appointment will forfeit all registration fees paid to take the examination. A new authorization and CPCE examination fee will be required to reregister for the examination.

Examination Reregistration

Candidates who do not take the CPCE within the test authorization window must ask their university program coordinator to contact CCE to request an extension for their authorization window.

Candidates who fail the examination will have one additional attempt within the 6-month administration window to retake the CPCE. This second attempt must be at least 90 days after the candidate's first examination. A new authorization and examination fee will be required to retake the examination.

Fees and Refund Policy

Candidates must submit the appropriate fee to register for the examination. Online payments must be made by credit card (VISA, MasterCard, or American Express) directly to Pearson VUE. CCE does not collect payments for the CPCE.

If a refund is warranted, the fee will be reimbursed by Pearson VUE. If the CPCE fee was paid via voucher, there is no monetary value for the vouchers, so no money or fees will be refunded.

Scheduling an Examination

After successfully registering for the examination, candidates will receive an Authorization to Test email from Pearson VUE, which includes the Candidate ID number and test authorization dates. Upon receipt of the Authorization to Test email, the candidate may schedule an examination appointment online or by telephone.

To Schedule Online

- Retrieve the Candidate ID number from the Authorization to Test email received from Pearson VUE.
- Navigate to home.pearsonvue.com/cpce and select “Create Account.”
- Follow step-by-step instructions to select the examination program and register for an examination.
- Select a test appointment time.

To Schedule by Telephone

- Contact Pearson VUE at 866-904-4432 to schedule an examination appointment.
- Pearson VUE is available from 7 am through 7 pm Central Time, Mondays through Fridays, for scheduling purposes.

Candidates may only schedule an examination appointment with Pearson VUE upon receiving the Authorization to Test email.

When scheduling an examination appointment, candidates should be prepared to communicate a preferred date and time for testing and provide their Candidate ID number. Pearson VUE uses this ID number only for identification purposes for maintaining candidate records. When a candidate contacts Pearson VUE to schedule an examination appointment, the candidate will be notified of the time to report for the online administration via OnVUE.

After scheduling the examination appointment, candidates will receive a Confirmation of Examination Registration email from Pearson VUE to confirm the scheduled appointment and payment. The Confirmation of Examination Registration will include the registration ID, date, time, appointment length, and approved accommodation(s) (if applicable). SEAs must be requested for each examination registration.

Accommodations for Candidates With Disabilities

CCE and Pearson VUE provide reasonable and appropriate special examination accommodations (SEAs) for individuals with disabilities. The existence of a disability does not automatically necessitate an accommodation. Consistent with the Americans with Disabilities Act (ADA), a disability is a physical or mental impairment that substantially limits a major life activity or bodily function.

The university CPCE coordinator can make accommodations requests when submitting the roster of examination candidates to CCE. If candidates are approved to receive additional time, ZOOMTEXT, or color contrast for testing, the disabilities office or student affairs at their school sends CCE a signed, dated letter on school letterhead with the candidate’s name stating that they are approved for this accommodation. All accommodation approval determinations are made by the university counseling program.

Only specific, limited accommodations may be available for those candidates opting for the OnVUE online administration of the CPCE.

Accommodations must be pre-approved by NBCC/CCE before scheduling the examination. If an examination is scheduled prior to receipt of written confirmation of SEA approval, the candidate may forfeit their accommodation request and/or their scheduled examination appointment time.

If the university CPCE coordinator has not submitted accommodations documentation on behalf of the candidate, the candidate may use the [Accommodations Request form](#), or submit substantially similar documentation in accordance with the requirements set forth in the [Special Examination Accommodations Policy](#).

- The accommodations letter sent to CCE must be on university letterhead and contain the specific accommodations requested. This letter is usually processed by the university's disability or student services center.
- Please send the accommodations request to the accommodations manager at accommodations@cce-global.org. This will ensure timely receipt and processing of the accommodations request. The accommodations manager must approve the request before requested accommodations are added to the candidate's authorization.
- If a candidate has already registered with CCE and has a Pearson VUE Candidate ID number, accommodations can still be added to their record. However, if they have already received the approval letter from CCE, they will need to contact the CPCE coordinator and advise them of the approval and their Candidate ID number.

Once candidates receive written confirmation of SEA approval, they must schedule their examination appointment by calling Pearson VUE's toll-free number (800-466-0450) and selecting Option 3. They cannot schedule and pay for their testing appointment online.

For any questions related to accommodations, please email accommodations@cce-global.org.

Examination Appointment Changes

Candidates may reschedule their test up to 24 hours before the currently scheduled examination appointment by contacting Pearson VUE at 866-904-4432. Candidates with approved accommodations must call 800-466-0450, and select Option 3, to reschedule their examination. A rescheduling fee of \$50 will be charged to the candidate. The fee for an OnVUE administration will be automatically refunded in 3–5 days of cancellation.

If the candidate is unable to test on the selected test date for their OnVUE administration but can test within their 6-month authorization window, they can reschedule their examination appointment by logging in to their Pearson VUE account, clicking the appointment link at the top of the dashboard, and then selecting "reschedule" on the next screen to the far right. They may alternatively contact Pearson VUE via telephone. Candidates with approved accommodations must call 800-466-0450, and select Option 3, to reschedule their examination.

It is the candidate's sole responsibility to reschedule or cancel their CPCE examination appointment. They can either cancel via their Pearson VUE account or contact Pearson VUE customer service.

Pearson VUE Login Page: <https://home.pearsonvue.com/cpce>

Circumstances Resulting in Forfeiture of Examination Registration Fees

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

- violates any NBCC/CCE or Pearson VUE policy, rule, or procedure, or an 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.
- misses an appointment and does not reschedule at least 24 hours before the examination appointment.
- arrives more than 15 minutes late for an examination.

Personal Emergency, Inclement Weather, or Power Failure

In the event of a personal emergency or other circumstance that occurs within 24 hours of the examination start and prevents the candidate from taking the examination at the scheduled appointment time, the candidate is required to promptly contact CCE at 336-482-2856 or cpce@cce-global.org; 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, at its sole discretion, will determine whether the candidate is permitted to cancel the current test appointment and reschedule the examination, or is required to reregister to take the CPCE.

During an OnVUE online administration, if the candidate experiences a power outage that temporarily interrupts the administration of the examination, the CPCE 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/cce. Important FAQs and instructions are provided under the “Learn More” tab of the Pearson VUE/CCE webpage.

Examination Process

Candidates are encouraged to review the OnVUE test administration rules and procedures, which are explained on the Pearson VUE website, at home.pearsonvue.com/Clients/Dell/Online-proctored/OnVUE-Online-Proctored-Exams.aspx.

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.

The candidate will review their candidate information to confirm that the information is accurate.

Candidates will have a total test session of **255 minutes** (4 hours and 15 minutes), as follows:

- Time to complete the Test Administration and Confidentiality Agreement: **5 minutes**
- Time to complete the testing tutorial: **10 minutes**
Following acceptance of the Agreement, each candidate will be provided with a 10-minute examination tutorial that reviews how to navigate and respond to the test items. Upon completion of the tutorial, candidates will begin the timed examination.

- Time to complete the examination: **225 minutes**
- One scheduled break (after 80th question): **15 minutes**

Total Test Session Time: **255 minutes**

The examination will terminate if the time allowed is exceeded. A digital clock 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. The candidate chooses an answer by clicking the option for the best response. To change an answer, the candidate simply clicks on the alternate option. The candidate is encouraged to provide an answer for every examination question, as there is no penalty for guessing.

For security reasons, no unscheduled breaks will be permitted during the OnVUE test administration. If a candidate anticipates needing additional breaks outside of the scheduled 15-minute break, the candidate is strongly encouraged to test in person at a testing center.

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.

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.

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 CPCE.

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 CPCE registration fee.

Additional Examination Administration Restrictions

- A 15-minute break will be offered to all candidates at the halfway point of the examination, after question 80. No additional test time will be given to candidates. Candidates cannot return to questions reviewed prior to the break.
- Candidates may not eat or drink during the test administration, unless specifically approved by the state licensing agency and/or NBCC/CCE. Exception: Candidates may have water in a clear container during the examination.

Examination Rules and Requirements

Regardless of test delivery format selected by the candidate (i.e., APB, CBT, or OnVUE), 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 web page: home.pearsonvue.com/Clients/CCE/Rules-Agreements.aspx.

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 examination 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
- 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 unscheduled break during the OnVUE examination
- eating, chewing gum, smoking, or having a drink, other than water in a clear container
- 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 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 by NBCC. Additionally, a candidate may be subject to appropriate corrective actions and/or sanctions, including, but not limited to, ineligibility for any future NBCC tests.

Examination Materials Ownership

The CPCE, including all test questions and answers, is confidential and cannot be provided to any other person(s). CCE owns all rights, titles, and interests related to the CPCE 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 CPCE questions or answers from memory in any form, or discussing any of the content of the CPCE with any other person(s).

Following the Examination

Upon completion of the examination, candidates will be asked to complete a short evaluation of their examination experience. Candidates taking the examination through OnVUE will be able to access their unofficial score report containing raw score data from their dashboard. Please note, the pass or fail status will not be reflected on this report. To access, log in to the Pearson VUE account and select the "View/Print Score Report" option under "My Account" to the left of the dashboard. This process may take 24–48 hours to complete. If this option is not available after 48 hours, they should contact Pearson's customer service at 866-904-4432 to request a copy.

CCE reserves the right to withdraw or void official scores if CCE determines that a candidate engaged in any prohibited conduct during the examination, including any violation of a NBCC/CCE or Pearson VUE policy, rule, procedure, or instruction.

CPCE results are processed by Pearson VUE and uploaded to the university portals by the CPCE coordinator about 45 days after the candidate has completed their examination.

Please refrain from contacting CCE to request CPCE results, as the information is not provided to candidates, only to the respective university.

Pass/Fail Score Determination

The examination score is determined only by the candidate's performance on the test. It is important to note that a candidate's ability to pass the CPCE depends on the knowledge and skills of the candidate and not on the performance of other candidates. The university sets the cut (passing) score for the CPCE and determines a pass/fail based on the candidates' official results.

Score Verification Requests

If the candidate requires a copy of their CPCE final result, they will need to contact their university program coordinator. CCE doesn't provide score verifications because the pass/fail result is determined by the university.

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 Appeals Policy located on the NBCC website, at [nbcc.org/Assets/Policies/NBCC CCE Examination Appeals Policy.pdf](https://nbcc.org/Assets/Policies/NBCC_CCE_Examination_Appeals_Policy.pdf), and complete all appeal submission requirements. Failure to follow the appeal instructions identified in this Policy will result in rejection of the appeal.

A free retake of the examination is the only remedy for an accepted and approved appeal. The candidate's test score will not be changed or modified.

Appendix A

CPCE Content Outline

Examination Purpose

The Center for Credentialing & Education (CCE) has developed the Counselor Preparation Comprehensive Examination (CPCE). The purpose of the CPCE is to assess a student's knowledge of core counseling areas taught in counselor education programs. The CPCE can also provide counselor education programs with the ability to gain an objective view of the effectiveness of their curriculum, offer pre- and post-test comparisons at various points during matriculation, compare student data to national averages, and utilize data in self-studies.

Target Population

The target population for the CPCE is master's-level students enrolled in a graduate-level counselor education program. This counselor education program should have courses in the following content areas:

- Human Growth and Development Theories in Counseling
- Social and Cultural Foundations in Counseling
- Helping Relationships in Counseling
- Group Counseling Theories and Processes
- Career Counseling and Lifestyle Development
- Assessment in Counseling
- Research and Program Evaluation
- Professional Orientation to Counseling

Examination Content

The CPCE includes content aligned with the eight Council for Accreditation of Counseling and Related Educational Programs (CACREP) common core areas as defined by their Standards for Preparation:

1. Human Growth and Development — studies that provide an understanding of the nature and needs of individuals at all developmental levels
2. Social and Cultural Diversity — studies that provide an understanding of issues and trends in a multicultural and diverse society
3. Counseling and Helping Relationships — studies that provide an understanding of counseling and consultation processes
4. Group Counseling and Group Work — studies that provide an understanding of group development, dynamics, counseling theories, group counseling methods and skills, and other group work approaches
5. Career Development — studies that provide an understanding of career development and related life factors
6. Assessment and Testing — studies that provide an understanding of individual and group approaches to assessment and evaluation

7. Research and Program Evaluation — studies that provide an understanding of types of research methods, basic statistics, and ethical and legal considerations in research
8. Professional Counseling Orientation and Ethical Practice — studies that provide an understanding of all aspects of professional functioning including history, roles, organizational structures, ethics, standards, and credentialing

These eight core areas, which constitute the CPCE, serve as the primary theoretical basis for the examination. It is through these areas that the CPCE is associated with accepted professional standards.

Examination Format and Scores

The CPCE consists of 160 multiple-choice questions, with 20 items per CACREP area. Of the 20 items per section, 17 will be scored items and the remaining three will be pretest items that are not identified to the student. These 24 unscored items are used to gather statistical information on item performance for use in future examinations. Both scored and unscored items are of the same structure and are interspersed within the examination. Scores for each section and a total score will be reported to institutions for each student. CCE will provide statistics on the program’s students as well as national data.

The institution may wish to add components to the examination such as essay questions or questions from specialty areas (e.g., addictions counseling, mental health counseling). CCE leaves the responsibility for scoring additional sections to the institution. In addition, the institution is responsible for determining a minimum criterion score for their students.

Table 1. The Weight for Each Domain

Domain		Percent of Items	Number of Scored Items
1	Professional Counseling Orientation and Ethical Practice	12.5	17
2	Social and Cultural Diversity	12.5	17
3	Human Growth and Development	12.5	17
4	Career Development	12.5	17
5	Counseling and Helping Relationships	12.5	17
6	Group Counseling and Group Work	12.5	17
7	Assessment and Testing	12.5	17
8	Research and Program Evaluation	12.5	17

Table 2. Content Outline

I. Professional Counseling Orientation and Ethical Practice

- A. History and philosophy of the counseling profession and its specialty area

- B. The multiple professional roles and functions of counselors across specialty areas, and their relationships with human service and integrated behavioral health care systems, including interagency and interorganizational collaboration and consultation
- C. Counselors' roles and responsibilities as members of interdisciplinary community outreach and emergency management response teams
- D. The role and process of the professional counselor advocating on behalf of the profession
- E. Advocacy processes needed to address institutional and social barriers that impede access, equity, and success for clients
- F. Professional counseling organizations, including membership benefits, activities, services to members, and current issues
- G. Professional counseling credentialing, including certification, licensure, and accreditation practices and standards, and the effects of public policy on these issues
- H. Current labor market information relevant to opportunities for practice within the counseling profession
- I. Ethical standards of professional counseling organizations and credentialing bodies, and applications of ethical and legal considerations in professional counseling
- J. Technology's impact on the counseling profession
- K. Strategies for personal and professional self-evaluation and implications for practice
- L. Self-care strategies appropriate to the counselor role
- M. The role of counseling supervision in the profession

II. Social and Cultural Diversity

- A. Multicultural and pluralistic characteristics within and among diverse groups nationally and internationally
- B. Theories and models of multicultural counseling, cultural identity development, and social justice and advocacy
- C. Multicultural counseling competencies
- D. The impact of heritage, attitudes, beliefs, understandings, and acculturative experiences on an individual's views of others
- E. The effects of power and privilege for counselors and clients
- F. Help-seeking behaviors of diverse clients
- G. The impact of spiritual beliefs on clients' and counselors' worldviews
- H. Strategies for identifying and eliminating barriers, prejudices, and processes of intentional and unintentional oppression and discrimination

III. Human Growth and Development

- A. Theories of individual and family development across the lifespan
- B. Theories of learning
- C. Theories of normal and abnormal personality development
- D. Theories and etiology of addictions and addictive behaviors
- E. Biological, neurological, and physiological factors that affect human development, functioning, and behavior
- F. Systemic and environmental factors that affect human development, functioning, and behavior

- G. Effects of crisis, disasters, and trauma on diverse individuals across the life span
- H. A general framework for understanding differing abilities and strategies for differentiated interventions
- I. Ethical and culturally relevant strategies for promoting resilience and optimum development and wellness across the life span

IV. Career Development

- A. Theories and models of career development, counseling, and decision-making
- B. Approaches for conceptualizing the interrelationships among and between work, mental well-being, relationships, and other life roles and factors
- C. Processes for identifying and using career, avocational, educational, occupational, and labor market information resources, technology, and information systems
- D. Approaches for assessing the conditions of the work environment on clients' life experiences
- E. Strategies for assessing abilities, interests, values, personality, and other factors that contribute to career development
- F. Strategies for career development program planning, organization, implementation, administration, and evaluation
- G. Strategies for advocating for diverse clients' career and educational development and employment opportunities in a global economy
- H. Strategies for facilitating client skill development for career, educational, and life–work planning and management
- I. Methods of identifying and using assessment tools and techniques relevant to career planning and decision-making
- J. Ethical and culturally relevant strategies for addressing career development

V. Counseling and Helping Relationships

- A. Theories and models of counseling
- B. A systems approach to conceptualizing clients
- C. Theories, models, and strategies for understanding and practicing consultation
- D. Ethical and culturally relevant strategies for establishing and maintaining in-person and technology-assisted relationships
- E. The impact of technology on the counseling process
- F. Counselor characteristics and behaviors that influence the counseling process
- G. Essential interviewing, counseling, and case conceptualization skills
- H. Developmentally relevant counseling treatment or intervention plans
- I. Development of measurable outcomes for clients
- J. Evidence-based counseling strategies and techniques for prevention and intervention
- K. Strategies to promote client understanding of and access to a variety of community-based resources
- L. Suicide prevention models and strategies
- M. Crisis intervention, trauma-informed, and community-based strategies, such as Psychological First Aid
- N. Processes for aiding students in developing a personal model of counseling

VI. Group Counseling and Group Work

- A. Theoretical foundations of group counseling and group work
- B. Dynamics associated with group process and development
- C. Therapeutic factors and how they contribute to group effectiveness
- D. Characteristics and functions of effective group leaders
- E. Approaches to group formation, including recruiting, screening, and selecting members
- F. Types of groups and other considerations that affect conducting groups in varied settings
- G. Ethical and culturally relevant strategies for designing and facilitating groups

VII. Assessment and Testing

- A. Historical perspectives concerning the nature and meaning of assessment and testing in counseling
- B. Methods of effectively preparing for and conducting initial assessment meetings
- C. Procedures for assessing risk of aggression or danger to others, self-inflicted harm, or suicide
- D. Procedures for identifying trauma and abuse and for reporting abuse
- E. Use of assessments for diagnostic and intervention planning purposes
- F. Basic concepts of standardized and non-standardized testing, norm-referenced and criterion-referenced assessments, and group and individual assessments
- G. Statistical concepts, including scales of measurement, measures of central tendency, indices of variability, shapes and types of distributions, and correlations
- H. Reliability and validity in the use of assessments
- I. Use of assessments relevant to academic/educational, career, personal, and social development
- J. Use of environmental assessments and systematic behavioral observations
- K. Use of symptom checklists, and personality and psychological testing
- L. Use of assessment results to diagnose developmental, behavioral, and mental disorders
- M. Ethical and culturally relevant strategies for selecting, administering, and interpreting assessment and test results

VIII. Research and Program Evaluation

- A. The importance of research in advancing the counseling profession, including how to critique research to inform counseling practice
- B. Identification of evidence-based counseling practices
- C. Needs assessments
- D. Development of outcome measures for counseling programs.
- E. Evaluation of counseling interventions and programs
- F. Qualitative, quantitative, and mixed research methods
- G. Designs used in research and program evaluation
- H. Statistical methods used in conducting research and program evaluation
- I. Analysis and use of data in counseling
- J. Ethical and culturally relevant strategies for conducting, interpreting, and reporting the results of research and/or program evaluation

Appendix B

CPCE Sample Items

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

Professional Counseling Orientation and Ethical Practice

1. When is assent used in the informed consent process?
 - A. with minor clients
 - B. with mandated clients
 - C. with clients diagnosed as bipolar
 - D. with clients on Medicare

Social and Cultural Diversity

2. What is the term used for the study of differential use of space among different ethnic groups?
 - A. stance
 - B. proxemics
 - C. social stature
 - D. formality

Human Growth and Development

3. According to Piaget, what evidences an infant's first stage of adaptation?
 - A. use of reflexes
 - B. hand-to-mouth coordination
 - C. attempts to vocalize
 - D. eye-to-hand coordination

Career Development

4. What is the organizing concept in Super's career development theory?
 - A. self-concept
 - B. environment setting
 - C. childhood needs
 - D. decision-making style

Counseling and Helping Relationships

5. Why would a counselor use open-ended instead of close-ended questions?
 - A. to elicit brief responses from the client
 - B. to prompt the client to speak more freely*
 - C. to demonstrate counselor understanding
 - D. to elicit empathy from the client

Group Counseling and Group Work

6. What technique do group leaders use to protect members from harmful behaviors?
 - A. blocking
 - B. challenging
 - C. reframing
 - D. retraining

Assessment and Testing

7. Which of the following options is an example of a norm-referenced test?
- A. a mental status examination
 - B. an IQ test
 - C. a depression test
 - D. a math test developed by the teacher

Research and Program Evaluation

8. Which of the following research designs would provide the best evidence for the existence of a causal link?
- A. a pre-test with two group design
 - B. a pre- and post-test with two group design
 - C. a randomized, post-test, two group design
 - D. a randomized, pre-test, one group design

Sample Item	Key
1	A
2	B
3	A
4	A
5	B
6	A
7	B
8	C

The [CPCE Content Outline](https://cce-global.org/Assets/CPCE/CPCE-Content-Outline.pdf) is available at cce-global.org/Assets/CPCE/CPCE-Content-Outline.pdf. It contains a full description of the examination development, content, and weightage for each domain.