

# The ICF Credentialing Exam

Following the staff review and verification that all qualifications have been met (e.g., education, experience, mentor coaching, performance evaluation), applicants are authorized to complete the ICF Credentialing Exam as a final step in the credentialing process.

## About the ICF Credentialing Exam

The ICF Credentialing Exam content covers four broad domains: Foundation, Co-Creating the Relationship, Communicating Effectively, and Cultivating Learning and Growth. Exam questions cover the four domains accordingly as outlined below.

### Domain: Foundation

- 13% - Competency: Demonstrates Ethical Practice
- 12% - Competency: Embodies a Coaching Mindset

### Domain: Co-Creating the Relationship

- 12% - Competency: Establishes and Maintains Agreements
- 13% - Competency: Cultivates Trust and Safety
- 13% - Competency: Maintains Presence

### Domain: Communicating Effectively

- 12% - Competency: Listens Actively
- 13% - Competency: Evokes Awareness

### Domain: Cultivating Learning and Growth

- 12% Facilitates Client Growth

## Exam Format and Delivery

### Computer-Based Testing Delivery

The ICF Credentialing Exam is computer based. Testing takes place at testing centers selected and confirmed by the testing vendor (Pearson VUE) or through Pearson's OnVUE remote proctored testing service.

Exams are scheduled for a total of three hours with the total exam time organized into the following sections:

### Exam Format

1: Candidate Non-Disclosure Agreement: Untimed

- 2: Introduction & Instructions: 3 minutes
- 3: Exam Section 1 (41 items): 87 minutes
- 4: Scheduled Break: 5 minutes
- 5: Exam Section 2 (40 items): 85 minutes

The ICF Credentialing Exam contains 81 situational judgement items. Each exam item contains a realistic scenario describing a coaching situation, followed by four response options. For each scenario, candidates are asked to select the best response and the worst response among the options provided for that scenario.

There is only one correct best response and one correct worst response for each coaching scenario. Although more than one response may represent a reasonable response to the scenario presented, candidates will receive credit only for selecting the best possible response or the worst possible response.

Candidates can “flag” items. Flagging items allows candidates to revisit those items again before exiting the exam section if the section time has not elapsed. Candidates are also able to review any unanswered items before exiting a section of the exam.

### **Candidate Non-Disclosure Agreement**

Before beginning the exam, all candidates will be required to complete the following Candidate Non-Disclosure Agreement. Candidates must agree to the statement before they will be allowed to access the exam items.

#### **CANDIDATE NON-DISCLOSURE AGREEMENT**

*All test content is the property of the ICF and may not be copied or shared in any form without the express written permission of the ICF. This test is to be completed by the candidate without assistance from any other person.*

*By clicking on “YES, I AGREE”, candidates are consenting to be bound by the terms and conditions of this agreement and state that they have read this agreement carefully and understand and accept the obligations which it imposes without reservation.*

### **Exam Scoring**

The passing score and all exam results on the ICF Credentialing Exam are reported as scaled scores. The range of possible scores is 200 to 600, with a passing score of 460.

## Sample Exam Questions

ICF Credentials and Standards provides [sample questions](#) for the ICF Credentialing Exam to support candidates in preparing for the exam. These questions are designed to help candidates become familiar with the format of the exam questions and how they will be presented on the exam. Performance on sample questions is not indicative of performance on the ICF Credentialing Exam.

# Exam Scheduling

## Scheduling an Exam Appointment

Once an applicant's PCC application has been reviewed and approved, ICF Credentials and Standards will notify the applicant via email that they have been approved as a candidate to complete the ICF Credentialing Exam and provide detailed instructions for scheduling an exam appointment with Pearson VUE, ICF's testing partner. Upon receipt of this notification, applicants have 60 days to schedule and complete the exam.

Applicants may choose to complete the exam at one of [Pearson VUE's 5,600 test centers](#) worldwide, or through Pearson OnVUE, a live, remote proctored testing service that allows candidates to test from the convenience of their home or office while being monitored by an online proctor.

Candidates are strongly encouraged to [review guidance](#) from Pearson VUE to support them in selecting the best test delivery option for them.

To select the test delivery format (in person at a Pearson VUE testing center or online through Pearson's OnVUE remote proctoring service) and schedule an appointment to complete the exam, approved candidates must follow the steps listed below:

1. Access your ICF profile.
2. Once in your profile, scroll down to locate My Applications found towards the bottom of your ICF profile page.
3. Click on the Exam Info link listed by your ICF PCC application.

Upon clicking the Exam Info link, you will automatically be signed into the Pearson VUE platform to access the exam information, where you will first select the delivery method to take the exam and then schedule a time for the exam.

**To Select OnVUE Remote Proctoring Service – Schedule appointment to take the exam remotely with Pearson's OnVUE system:**

- a) Select the OnVUE option to "take my exam from home or work" during registration.
- b) Use the scheduling calendar to select your preferred date and time for your exam appointment.

For more information about registering to take the exam via the Pearson OnVUE remote proctoring service, please review the [remote proctoring guide](#).

**To Select Pearson VUE Testing Center** - Schedule an appointment to take the exam in person at a Pearson VUE testing center:

- a) Select At a test center during registration.
- b) Enter your address to search for and select a Pearson VUE Test Center near you. Once selected, click "Next."
- c) Schedule your exam appointment by selecting a day and time using the scheduling calendar.
- d) Confirm your scheduled exam appointment.

Additional information on testing at a Pearson VUE test center, including a video on the testing experience and candidate FAQs, is available [on the Pearson VUE website](#).

4. Once an exam appointment is scheduled, candidates will receive an email from Pearson VUE confirming their exam appointment date and time, a confirmation number, and registration ID number. This email will also include important information and instructions to prepare for the exam appointment, including acceptable forms of ID needed for the exam check-in process, when to arrive or login for their exam, and exam rules during testing. **Candidates must carefully read this information prior to the exam appointment.**

For more information and instruction on how to schedule/reschedule an appointment, please see the Pearson VUE Test Registration guides:

- [Mobile Guide](#)
- [Desktop Guide](#)

### **Rescheduling Policy**

To reschedule an exam appointment, candidates must contact Pearson VUE or access their online Pearson VUE account at least 48 hours prior to the exam appointment. Failure to reschedule in time or failure to appear for an exam appointment will result in the forfeiture of exam fees, and candidates will be required to pay an exam retake fee of \$105 USD to reschedule their exam.

## Cancellation Policy

To cancel an exam appointment, candidates must contact Pearson VUE or access their online Pearson VUE account at least 48 hours prior to the exam appointment. Failure to cancel in time or failure to appear for an appointment will result in the forfeiture of exam fees, and candidates will be required to pay an exam retake fee of \$105 USD to reschedule their exam.

## Exam “No-Shows”

Exam “no shows” are candidates who fail to cancel or reschedule their exam appointment at least 48 hours prior to their exam time, who do not appear for the exam on the scheduled appointment date, or who arrive at the testing center for their remote-proctored testing session more than 15 minutes after their appointment time. No-show candidates forfeit all exam fees and are required to pay an exam retake fee of \$105 USD to reschedule their exam.

## Legal Restrictions

As U.S.-based organizations, ICF Credentials and Standards and Pearson VUE are subject to and must comply with international trade sanctions laws and regulations imposed by the U.S. government (Office of Foreign Assets Control). These sanctions regulations prohibit ICF Credentials and Standards from providing certain products and services — including exam administration — to individuals or organizations in designated countries subject to comprehensive U.S. sanctions, or to individuals identified on the U.S. Treasury Office of Foreign Assets Control (OFAC) List of Specially Designated Nationals and Blocked Persons.

As such, ICF Credentials and Standards is currently prohibited by law to administer the ICF Credentialing Exam in the following countries and regions subject to comprehensive U.S. sanctions: Cuba, Iran, North Korea, Russia, Sudan, Syria, and the Crimea, Donetsk, and Luhansk regions of Ukraine.

Additionally, Pearson VUE has suspended delivery of all testing services throughout Belarus, including in-person exam at test centers and online testing via OnVUE. Remote test delivery is also unavailable in China due to limited internet and connectivity issues.

**NOTE:** *The list of countries may change based on OFAC requirements.*

## Prepare for an Exam Appointment

To provide a fair and consistent testing experience for all ICF credential candidates, the ICF Credentialing Exam is administered in secure testing centers or remotely through Pearson OnVUE, a remote proctored test delivery service, in alignment with global standards for certification exam delivery.

Resources are available to help prepare for the exam process and for what to expect on exam day for candidates completing the exam at a Pearson VUE testing center or through Pearson VUE's OnVUE remote proctoring system are available.

- [What to Expect When Testing with Pearson VUE: Pearson Testing Centers \(video\)](#)
- [What to Expect When Testing with Pearson VUE: OnVUE Online Proctoring \(video\)](#)
- [Guide: Traveling the Online Testing Route – An all-inclusive guide to taking your exam online \(PDF\)](#)

# What to Expect at a Pearson VUE Testing Center

On the day of the exam, candidates are asked to arrive at the designated Pearson VUE testing center at least **30 minutes** prior to the scheduled appointment. Candidates who arrive late for an exam appointment will not be permitted to test and will forfeit exam fees.

For candidates completing the exam at a Pearson VUE test center, arriving 30 minutes early allows the candidate to sign in, present required identification, take a required check-in photo, and safely store any personal items in a locker before the designated start time of the exam.

Upon arrival, candidates will be asked to sign in at the testing center and provide two forms of identification. Candidates may also be asked to provide their exam confirmation.

The test center administrator will provide candidates with a locker and key and request that any personal items are stored in the locker during the exam.

Before entering the testing room, candidates will be asked to empty and turn out their pockets, roll up their sleeves and remove eyeglasses for inspection. This is a requirement for all candidates testing at the test center and is designed to ensure the security of all exams being administered at the test center.

Upon completion of the exam, candidates may raise their hand to let the proctor know they are finished. Candidates will receive preliminary score reports prior to leaving the test center.

### Exam Identification Requirements

Upon arrival at the exam appointment, all candidates must provide proof of identification with two forms of original, valid identification. The primary identification should be an unexpired, original government-issued photo ID with a signature. The secondary identification should include the name and signature or the name and photo of the candidate. The first and last name used to register for the exam must match exactly the first and last name on the ID that is presented on test day.

The following are acceptable forms of government-issued identification:

- Valid driver's license
- Valid military ID
- Valid passport
- Valid national identification card
- The following represent acceptable forms of secondary identification:
  - Valid employee ID
  - Valid student identification card
  - Valid credit card with signature
  - Valid bank (ATM) card

All IDs should be issued by the country in which the candidate is testing. Alternatively, an International Travel Passport from the candidate's country of citizenship, along with a secondary ID may be used. To review Pearson VUE's full Identification Policy, please visit <http://www.pearsonvue.com/policies/IS.pdf>.



## Prohibited Items When Testing

Candidates are not allowed to bring any restricted items to the testing area. This includes, but is not limited to:

- Food / snacks / candy
- Beverages
- Coats
- Calculators
- Papers / books
- Cell phones or other smart devices
- Eyeglass cases
- Tape recorders
- Wallets
- Purse
- Jewelry other than wedding and engagements rings
- Coats or sweaters
- Any other personal items

Candidates taking an exam at a Pearson VUE testing center will be provided access to a locker where they may safely store any personal items during the exam.

Candidates requiring personal items in the testing room due to a medical condition, such as food, beverages, medication, or a monitoring device, must receive approval from ICF prior to scheduling the exam appointment. Please review the [Exam Accommodations policy](#) for additional information on requesting and obtaining an Exam Accommodation approval.

# What to Expect During a Remote Testing Appointment

## On The Day of The Exam

On the day of the exam, candidates are asked to log in 30 minutes before the scheduled appointment.

For candidates completing the exam via Pearson's OnVUE system, arriving 30 minutes early allows the candidate to complete a final system check, shut down all other applications running on the candidate's computer, take a required check-in photo, present required identification, and photograph their testing environment.

On the day of the exam, it is important for remote testing candidates to find a quiet, private space with a strong, reliable internet connection to complete the exam. No other individuals may pass through the candidate's testing space once the exam has begun.

Candidates should log in to the Pearson VUE platform 30 minutes prior to the exam appointment and click the Begin Exam button to start the check-in process. Candidates will be asked to run a final system check and shut down all other applications that may be running on the computer.

- On Microsoft Windows, press **Ctrl+Alt+Del** to access the Task Manager and shut down running applications.
- On a Mac, press **Command+Option+Esc** to access Force Quit.

Once all applications have been shut down, candidates will be able to run the OnVUE program manually either from the screen or the download folder.

## Exam Identification Requirements

Prior to beginning the exam, candidates will be asked to take a photo of themselves, their ID, and the testing space. The testing space must be clear and free of any materials. Candidates may have a beverage during the exam.

Before testing online, you'll need to provide identification (ID) that meets the requirements outlined on this page.

- All IDs must be valid, government-issued originals (i.e., not a photocopy).

- ID must include the test-taker'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 exam.

The following are acceptable forms of government-issued identification:

- Valid driver's license
- Valid military ID
- Valid passport
- Valid national identification card
- The following represent acceptable forms of secondary identification:
  - Valid employee ID
  - Valid student identification card
  - Valid credit card with signature
  - Valid bank (ATM) card

All IDs should be issued by the country in which the candidate is testing. Alternatively, an International Travel Passport from the candidate's country of citizenship, along with a secondary ID may be used. To review Pearson VUE's full Identification Policy, please visit <http://www.pearsonvue.com/policies/IS.pdf>.

A mobile phone can be used to take the required photos, however once the exam has begun, any mobile phones must be placed out of reach. Mobile phones should be placed on "silent" during the exam.

As a final step in the check-in process, candidates will be asked to agree to terms and conditions and verify the exam for which they are registered.

### **ONVUE Testing Security**

Once the exam has started, the candidate must adhere to the following testing requirements. Failure to do so may result in the cancellation of the exam and forfeiture of the candidate's exam fees.

- **Candidates must remain within the designated testing space and in view of the webcam at all times during the exam, with the exception of the scheduled break.** Candidates may not cover or move the webcam at any time during the exam.
- Candidates may not communicate with anyone other than the exam proctor once the exam has begun. No one may enter or pass through the testing space during the exam.

- Candidates may not read the exam questions aloud, speak, cover their mouth, or hide their face during the exam.
- Candidates may adjust the text size of the exam questions at any time by selecting CTRL+ to zoom in and CTRL- to zoom out. Any other special accommodation, however, must be requested and approved by ICF Credentials and Standards prior to the exam appointment.

### Clothing and Accessories

You must be fully clothed throughout your exam. You may not wear the following during your exam: coats or jackets, or barrettes or hair clips larger than ¼ inch (½ centimeter) wide. While taking your exam, you may wear head scarves, hair wraps, billed caps (e.g., baseball caps), brimmed hats (e.g., fedoras), and religious apparel. Generally, all head coverings and hat types are allowed as long as your eyes remain visible to the proctor throughout the exam.

### Room Environment When Testing

Choose and prepare your testing space. The place where you'll take your exam is one of your most crucial decisions. First and foremost, you must take your exam in an enclosed, private space that allows you to maintain a strong and stable internet connection.

An ideal testing space will allow you to close all doors to avoid interruptions, since no one else — including children, roommates, colleagues, etc. — may enter or pass through your testing space once you've started your exam.

We do not recommend testing in the following environments:

- Public places like libraries or coffee shops, where other people could easily enter your space and where you would use a shared Wi-Fi connection.
- Hotels, where Wi-Fi connections may be insufficient and don't allow for basic troubleshooting.
- Corporate offices, where firewalls, VPNs, or other security measures may block video streaming.

Within your testing space, your computer screen must be positioned to face you directly, and your background environment cannot jeopardize the integrity of the exam content. For example, your testing space must not allow anyone else to view your screen, so avoid testing near windows or glass partitions. Important: If your

testing space allows any other people into the camera's view, you risk exam revocation.

Candidates completing an exam via Pearson's OnVUE system will be required to show that no prohibited materials are accessible within their testing space.

### **OnVUE Candidate Technical Requirements**

Pearson strongly recommends using equipment that meets or exceeds the following recommended specifications. The minimum requirements will change periodically based on the needs of our exam sponsors.

#### **Operating System**

Windows 11 & 10 (64-bit) – (excluding 'S Mode') macOS 10.15 and above – (excluding beta versions) Note: macOS, starting with Mojave, now requires permission from the user to allow any hardware access to an application, which includes OnVUE (proctorapp). Candidates should be prompted to allow this application.

Note: Windows Operating Systems must pass Genuine Windows Validation. • Windows 8/8.1, Windows 7, Windows Vista, and Windows XP are not supported for exam delivery • Linux/Unix and Chrome based Operating Systems are not supported

#### **Firewall**

Corporate firewalls (including VPNs) or proxies often cause this delivery method to fail. We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery. Please take your exam in a setting without a corporate firewall.

#### **RAM**

Minimum - OS specified Minimum RAM

Recommended - 4 GB RAM or more

#### **Display**

If using an external monitor, you must close your laptop and use an external keyboard, mouse, and webcam. Multiple monitors are forbidden. Touch screens are strictly forbidden.

## **Supported Internet Browsers**

The newest versions of Microsoft Edge, Safari, Chrome, and Firefox, for web registrations or downloading the secure browser.

## **Internet Connection**

For optimal performance, a reliable and stable connection speed of 6 Mbps down and 3 Mbps up is required. We recommend testing on a wired network as opposed to a wireless network. If testing from home, ask others within the household to avoid internet use during your exam session.

## **Webcam**

The webcam may be internal or external. The webcam must be forward-facing and at eye level to ensure your head and shoulders are visible within the webcam. The webcam must remain in front of you and cannot be placed at an angle. Webcam must have a minimum resolution of 640x480 @ 10 fps. Note: Mobile phones are strictly prohibited as a webcam for exam delivery. Note: Mac OS users may need to allow OnVUE within their System Preferences: Security & Privacy: Privacy settings for camera.

## **Sound & Microphone**

Verify the audio and microphone are not muted. Note: Mac OS users may need to allow OnVUE within their System Preferences: Security & Privacy: Privacy settings for microphone.

## **Browser Settings**

Internet Cookies must be enabled.

## **Device**

All tablets are strictly prohibited, unless they have a physical keyboard and meet the operating system requirements mentioned earlier.

## **Power**

Make sure you are connected to a power source before starting your exam to avoid draining your battery during the exam.

## **Mobile Phone**

You may have the option to use your mobile phone to complete the check-in process. The mobile must meet the following requirements:

- Android (7+, Chrome) or IOS (12+, Safari) operating systems
- A functioning camera with a stable internet connection (mobile phone is only used for completing admission steps, and must not be used during the exam)

Once you have completed the check-in steps, please place your mobile phone out of your arms reach where it is not accessible to you during the exam. As a reminder, phones are a prohibited item and should not be within your reach or visible to you while sitting in front of your computer.

# Languages

## Language Aids

The ICF Credentialing Exam is available in English. In addition, language aids are offered in select languages. An exam with language aids features both the original exam item (English) as well as the same item in the language of translation.

Candidates completing the ICF Credentialing Exam with language aids will see the exam instructions and all navigation buttons of the exam are in the language of translation. Each item is presented in the original English form, along with a Translation button that allows the candidate to view the same item and response options in the language of translation.

A list of available ICF Credentialing Exam language aids is [available here](#).

## Exam Language Support

Candidates completing the ICF Credentialing Exam in English as a secondary language will receive an automatic time extension of 60 minutes if exam language aids are not offered in their primary language AND the candidate resides in a non-English speaking country.

## Requests for Bilingual Translation Dictionary

Candidates whose primary language is not English and for which an ICF Credentialing Exam language aid is not available may request to use a hard-copy bilingual translation dictionary to support them in taking the exam. Web-based translation dictionaries, software, and smart device applications are **not** permitted.

The candidate must provide a bilingual translation dictionary that consists only of translations (no definitions may be included) and that is free of any markings or handwritten notes. For exam security purposes, the dictionary provided will be subject to visual inspection by a Pearson VUE proctor during the candidate's exam appointment at a testing center or via remote proctor service. Candidates approved to use a bilingual translation dictionary will also be eligible for extended exam time, not to exceed one hour. This service is provided at no additional charge to the candidate.

To request the use of a bilingual translation dictionary, candidates should complete the [ICF Exam Language Support Request form](#) and submit it to



[support@coachingfederation.org](mailto:support@coachingfederation.org) (including “ICF Exam Language Support Request Form” in the subject line) prior to scheduling an exam appointment. ICF is not able to add a language support service to an existing exam appointment.

### Requests for Translation Support

Candidates may also submit an ICF Exam Language Support Request form to request the Pearson Translation Support Service to complete the ICF Credentialing Exam. This service, provided by Pearson VUE, allows a candidate to complete the exam with translation assistance from a Pearson-approved translator. Candidates requesting this service will be charged a fee by Pearson VUE of up to \$1,500 USD to support the translator’s services and related expenses.

To request the use of a translator, candidates should complete the [ICF Exam Language Support Request form](#) and submit it to [support@coachingfederation.org](mailto:support@coachingfederation.org) (including “ICF Exam Language Support Request Form” in the subject line) prior to scheduling an exam appointment. ICF is not able to add a language support service to an existing exam appointment.

## Exam Accommodations

### Reasonable Exam Accommodations for Candidates with Disabilities

ICF Credentials and Standards is committed to ensuring its exams are accessible for all qualified candidates. Individuals with a documented disability, handicap, or other condition that impairs their ability to take an ICF exam may request a reasonable accommodation, as required by the Americans with Disabilities Act (ADA). Candidates may also be approved for exam accommodations for documented, qualifying medical or physical conditions that may be temporary, such as injury, impairment following surgery, or pregnancy.

The purpose of exam accommodations is to provide candidates with full access to the exam, not to ensure completion of the exam or improve candidate performance.

Exam accommodations are individualized, considered and approved on a case-by-case basis, and dependent on the nature of the disability or medical condition and the documentation provided. To be considered a qualifying disability, the limitations of the impairment must significantly restrict the individual’s major life

activities as compared to the abilities of the average person. Non-specific diagnoses such as an individual learning style, learning difference, computer phobias, and test difficulty or test anxiety by themselves do not constitute a disability.

Accommodations must be requested at the time of application submission. Candidates who require arrangements to take the exam must submit the ICF Credentialing Exam Accommodations Request Form, along with the required supporting documentation, with their ICF credential application.

All requests for exam accommodations are strictly confidential. Only information pertaining to the candidate's approved accommodation will be shared with testing delivery partners for the purpose of preparing for the candidate's exam appointment.

Common exam accommodations included extended time for testing (1.5 time or double time), unscheduled breaks, access to auxiliary items (food, medication, medical devices), or provision of a reader and/or scribe. Approved accommodations for candidates with disabilities or qualifying medical conditions are provided at no cost to the candidate.

Certain exam accommodations may only be available in a Pearson VUE testing center.

### Requesting an Exam Accommodation

Accommodations must be requested prior to scheduling an exam appointment. To request an exam accommodation, candidates must submit the [ICF Exam Accommodations Request Form](#), along with any required supporting documentation. Candidates may request more than one accommodation; however, supporting documentation is required for each requested accommodation.

As a part of the PCC online application, individuals will indicate if they will be requesting accommodations. Once the application is submitted, the applicant will receive an email with information and directions to upload the required documentation. If the need for an accommodation arises after the submission of the application, the applicant will need to contact [support@coachingfederation.org](mailto:support@coachingfederation.org) and request the accommodation information be sent to them.

Upon submission, ICF Credentials and Standards will review the requested

accommodation and required supplementary documentation and will notify the candidate of ICF Credentials and Standards' decision regarding the requested accommodation(s), including specific accommodations approved (e.g., additional exam time, use of a reader, etc.).

Notification of an accommodation request decision must be received before a candidate schedules an exam appointment. ICF Credentials and Standards is not able to add accommodations to an existing exam appointment.

ICF Credentials and Standards and its testing partner, Pearson VUE, will make reasonable efforts to provide the requested accommodations to candidates who demonstrate a documented disability, provided the accommodations do not alter or jeopardize exam integrity and security. Accommodations cannot be made to the actual content of the exam.

### Supporting Documentation for Exam Accommodation Requests

Supporting documentation provided by a qualified, professional evaluator (i.e., physician, psychologist, psychiatrist, etc.) verifying the candidate's disability or qualifying medical condition must be submitted with the [ICF Exam Accommodations Request Form](#).

A qualified professional is an individual with the credentials, training, and expertise to diagnose the reported disability or qualifying medical condition. This typically includes extensive graduate-level training, such as a doctorate in psychology, clinical psychology, or medicine. The health care professional providing supporting documentation may not be an individual in a personal, familial, supervisory, or other close relationship with the candidate requesting the accommodation.

Supporting documentation from a professional evaluator must meet the following guidelines:

- Must be provided on the qualified professional's letterhead.
- Must include the name, title, and professional credentials of the qualified professional.
- Must include the address, telephone number, and email address of the professional.
- Must include the date of assessment upon which the verification is based.
- Must identify the medical, psychological, educational, or cognitive functional tests that were conducted with the candidate, the results of those tests, and an interpretation of the results.
- Must describe the disability or medical condition of the candidate.

- Must describe the functional limitations of the candidate due to the disability or medical condition and the specific impact on the candidate's daily life activities.
- Must identify specific accommodations that are recommended and describe how each will reduce the impact of the identified limitations for the candidate.

**NOTE:** Candidates with a prior exam accommodation approval may submit documentation of the prior approval to meet the supporting documentation requirement. No additional documentation from a qualified evaluator is required.

### Testing Arrangements for Nursing Mothers

ICF Credentials and Standards supports candidates who require a special arrangement to breastfeed, express, or pump breast milk during their exam. Candidates requiring the Nursing Mothers accommodation must complete the [ICF Exam Accommodations Request Form](#).

For more information about special arrangements for nursing mothers at Pearson VUE testing centers worldwide, please visit [Pearson VUE Test Accommodations](#).

## After the Examination

### Exam Scoring

The passing score and all exam results on the ICF Credentialing Exam are reported as scaled scores. The range of possible scores is 200 to 600, with a passing score of 460. Candidates receive preliminary results immediately after the exam is completed; confirmation of the results is sent within seven (7) business days.

### Recognition

A directory of all active ICF PCC credential-holders is available online at [Verify a Coach - International Coaching Federation](#). PCC credential-holders are listed upon award of their PCC. Any candidate who does not wish to be included in the ICF Verify a Coach directory should contact ICF Credentials and Standards at [support@coachingfederation.org](mailto:support@coachingfederation.org).

### Use of Designation

After passing the ICF Credentialing Exam and earning the Professional Certificate Coach credential, candidates may use the PCC designation as a professional credential after their names, on resumes, curriculum vitae, employment and other professional records, and on websites and social

media platforms. Only current and valid ICF PCC credential-holders may use the PCC logo on materials for or promoting the credential-holder. The PCC credential may not be used by individuals who do not renew their credential after the credential expiration date.

### **Retake Policy**

Candidates who do not achieve a passing score on the ICF Credentialing Exam may elect to retake the exam for a fee of \$105 USD. There is no limit on the number of times a candidate may retake the exam.

### **Release of Info / Privacy Policy**

ICF Credentials and Standards treats candidate exam results as confidential. Exam results are provided directly to candidates and will not be disclosed to anyone other than the candidate without written permission from the candidate, unless required by law enforcement.