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The Choice You Have

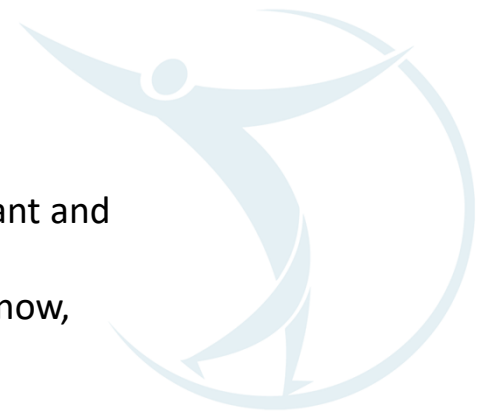
ICF Announced: From **November 18, 2024 to March 14, 2025**, ACC applicants can select which credentialing exam they wish to write.

1. **The ICF ACC Credential Exam** – Tests **knowledge** of Core Competencies, ICF Code of Ethics and Definition of Coaching.
2. **The ICF Credentialing Exam** - Measures a coach's knowledge of and **ability to apply** the ICF definition of coaching, the ICF Core Competencies, and the ICF Code of Ethics against a **predetermined standard**.

Our course today, will prepare you for both exams.

Note: After March 2025, the ACC exam is the standard for the ACC applicant and the Credentialing exam is the standard to PCC and MCC applicants.

Consideration: Planning on applying for PCC in future? Write the big one now, won't have to rewrite for your PCC application.



The Differences

ACC Credential Exam

A Knowledge Based exam (KB)
60 multiple choice questions
90 minutes to write
One correct response for each item

ICF Credentialing Exam

A Situation-Judgement test (SJT)
78 multiple choice questions
3 hours to write
Seeks one correct best action and
one correct worst action for each
coaching scenario

Both Exams:

Are administered in secure settings
Provide final results at end of exam
Have accessibility accommodations
Successful pass is required
Feedback is not provided on missed questions
Retake is available for fee



ICF Exam Types

Knowledge-Based(KB):

Which of the following actions is considered a violation of the ICF Code of Ethics?

- A. Maintaining confidentiality of client information
- B. *Engaging in a romantic relationship with a client*
- C. Continuing professional development
- D. Setting clear agreements with clients

Correct Response: B.

Tests for knowledge and recall

Situational Judgment(SJT):

A client has shared a clear agenda for your session, in advance. You notice that one item in particular, has a timeline. Upon arrival, the client is excited and starts talking about a recent award that they received. The client continues to discuss this and seems to want to talk more about it. **What is the BEST action? What is the WORST action?**

- A. Ask the client if their agenda is still important.
- B. Immediately redirect the conversation to the agenda, starting with the item that has a timeline.
- C. After supporting the client to express their feelings on the award, support the client in being clear on what they want to focus on in the time that is left.
- D. Celebrate with the client and talk a lot about their success to support them in feeling good about their achievement.

Correct Response: Best = B. Worst = C.

Tests for judgement and situational application

What to Expect From This Class

The PRIME intention of this course is to **ensure you know and can apply the eight ICF Core Competencies to real life coaching situations, in accordance to how the ICF does.**

This course has two parts:

Sessions 1 to 3 – Preparation for the ICF ACC Credential Exam.

Sessions 4 to 6 – Preparation for the ICF Credentialing Exam.

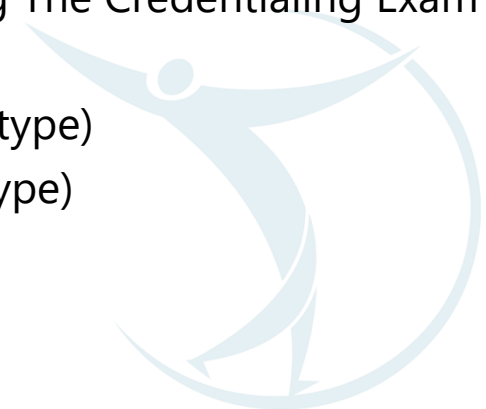
- Each week presents questions and situations. In the context of a specified competency, we discuss the merits of various possible answers.
- We will discuss the answers to gain an understanding of the **ICF thinking process** relative to the competency.



Course Materials For This Class



- CAP Handout Ethics and Competencies 2022 V0.1.pdf
 - ICF Coaching Definition
 - ICF Code Of Ethics
 - ICF Core Competencies
- ICF Video: Demystifying The Credentialing Exam
- Online Quizzes
- ACC Practice Exam (KB type)
- CE Practice Exam (SJT type)

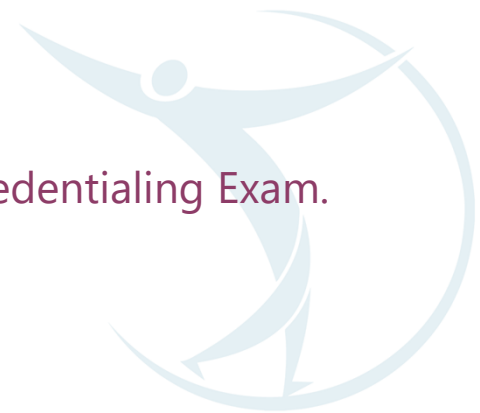


FAQ: When/how does an applicant receive the Credentialing Exam?

FIRST: Apply to the ICF for the ACC accreditation.

- Once an applicant's credential application is reviewed, ICF staff will contact the applicant via email with a status update containing the next step in the review process.
- The steps for a credential application review vary depending on the path in which the applicant applies for the credential.
- COTBx Fast Track students follow the **ICF level 1** path.
- Once the application review is complete, you will be sent a link to the Credentialing Exam.

Source: www.coachfederation.org



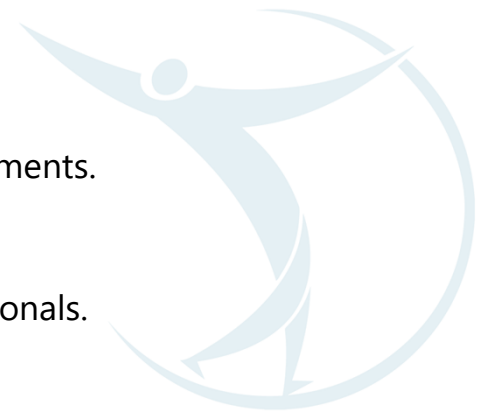
How should I prepare to take the exam?

Fast Track is an **ICF Level 1 accredited** program with instruction that is in alignment with the ICF Core Competencies, ICF Code of Ethics and ICF's Definition of Coaching.

Additional study tips:

- Take the practice exam(s) we offer as part of the fieldwork.
- Take the ICF Sample Exam / Tutorial found on the Pearson VUE site
- Revisit materials from your coaching education program.
- Familiarize yourself with the [ICF Core Competencies](#).
- Review the ICF ACC [Minimum Skills Requirements](#).
- Study the [ICF Code of Ethics Standards](#), including key definitions, and interpretive statements.
- Reflect on typical coaching situations and effective responses.
- Review guidelines for referring coaching clients to therapy or other supporting professionals.

Source: www.coachfederation.org



Definition of Coaching



The ICF defines coaching as partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.

Activity - Which word(s) stands out to you?



Code of Ethics Fun Facts

- ICF has taken the lead in developing a definition and philosophy of coaching and establishing ethical standards among its members.
- Through its own Code of Ethics, Ethical Conduct Review Process, Program Complaint Process and Independent Review Board (IRB), ICF sets professional coaching standards while also giving consumers a venue to file ethics complaints about ICF Members, ICF Credential-holders or ICF-accredited training programs.
- For coaches to better understand and apply the ICF Code of Ethics, the ICF Ethics and Standards Committee developed an online resource highlighting frequently asked questions regarding coaching ethics.
- ICF expects all members and credentialed coaches and accredited trainers to adhere to the elements and principles of our code of ethics.
- Ethics are guided moral principles underlying how coaches behave congruent with ICF's core values of Professionalism, Collaboration Humanity and Equality.

Source: www.coachfederation.org





ICF Core Competencies

A. Foundation

1. Demonstrates Ethical Practice
2. Embodies a Coaching Mindset

B. Co-creating the Relationship

3. Establishes and Maintains Agreements
4. Cultivates Trust and Safety
5. Maintains Presence

C. Communicating Effectively

6. Listens Actively
7. Evokes Awareness

D. Cultivating Learning and Growth

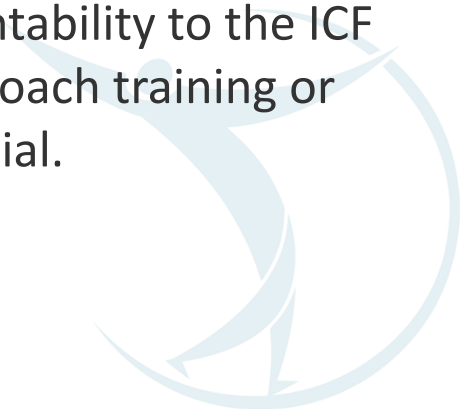
8. Facilitates Client Growth



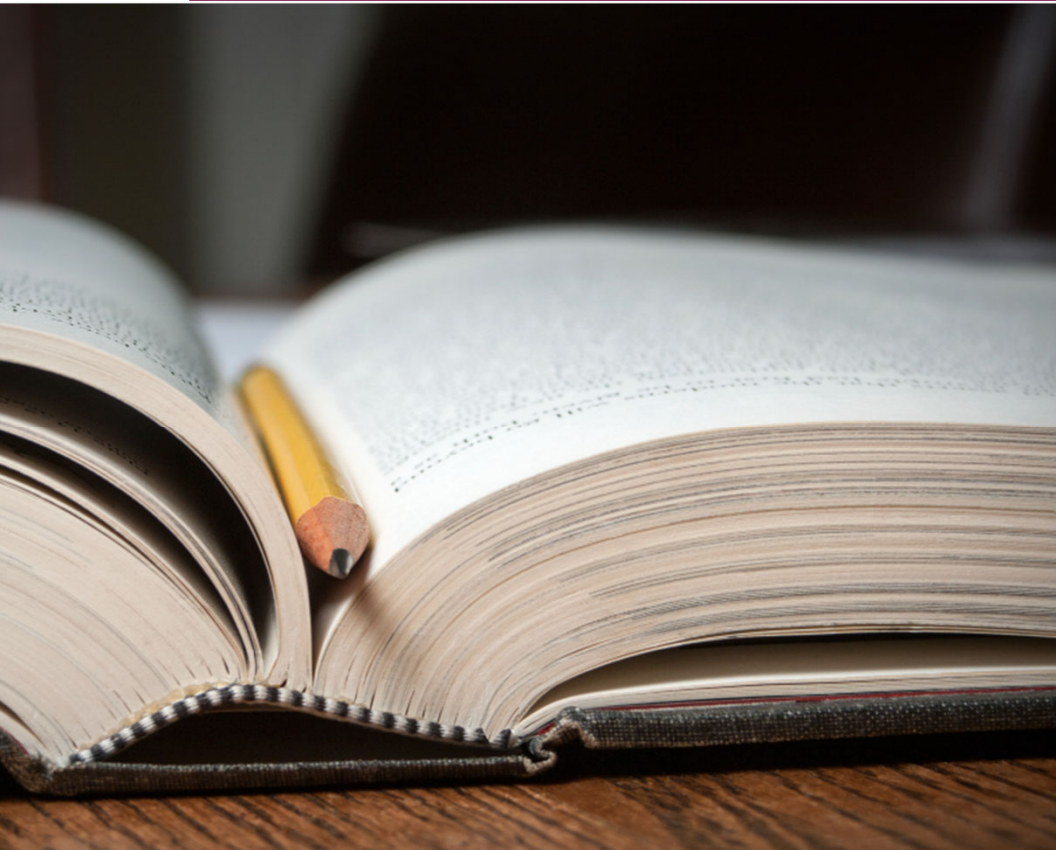
The Pledge of Ethics of the ICF Professional

As an ICF Professional, in accordance with the Standards of the ICF Code of Ethics, I acknowledge and agree to fulfill my ethical and legal obligations to my coaching Client(s), Sponsor(s), colleagues and to the public at large.

If I breach any part of the ICF Code of Ethics, I agree that the ICF in its sole discretion may hold me accountable for so doing. I further agree that my accountability to the ICF for any breach may include sanctions, such as mandatory additional coach training or other education or loss of my ICF Membership and/or my ICF Credential.



Knowledge Based Questions

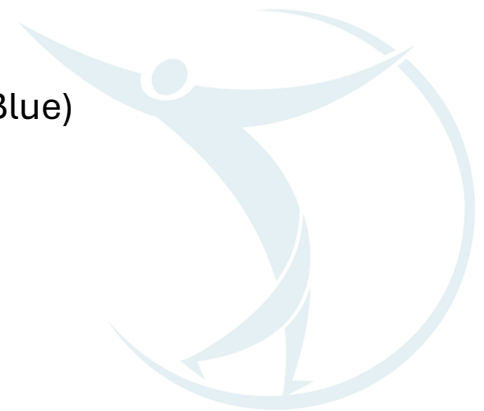


Knowledge-Based:

Question: In color psychology, which color is often associated with trust, reliability, and professionalism?

1. Red
2. Green
3. Yellow
4. Blue

- (Correct Response: 4. Blue)



What is a key difference between coaching and facilitation?

1

Select the answer that best aligns with the ICF definition of Coaching?

- A. Coaching involves giving direct advice, while facilitation focuses on asking questions.
- B. Coaching is primarily for personal development, while facilitation is only for professional settings
- C. Coaching is a thought-provoking and creative process to support a client to meet their full potential, while facilitation is about guiding group discussions.
- D. Coaching requires a license to practice, while facilitation does not.



Respecting a client's perceptions is a critical element of which coaching competency?

2

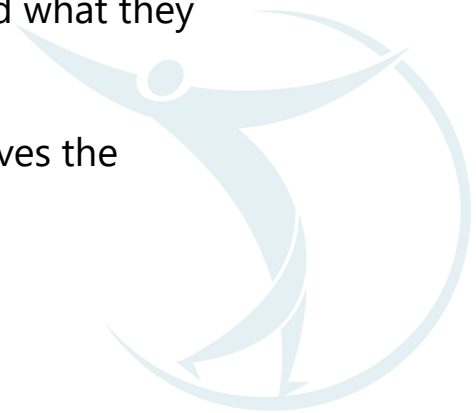
- A. Cultivates trust and safety
- B. Listens Actively
- C. Facilitates Client Growth
- D. Establishes and Maintains Agreements.



What is the reason a coach does not default to problem-solving or advising the client?

3

- A. A more effective way is to use questions to direct the client to see the answer.
- B. A coach can be held legally responsible for the advice they provide to the client.
- C. A coach invites the client to generate ideas about how they can move forward and what they are willing or able to do.
- D. A coach can't be expected to be the subject-matter-expert on all topics and reserves the right to advise when it is in their area of expertise.



What quality does the coach demonstrate in interactions with clients, sponsors and relevant stakeholders?

4

- A. The coach is knowledgeable about the client situation
- B. Integrity and honesty
- C. Good business acumen
- D. Ability to provide a high-level summary of the client's development.



How should an ICF coach act if a client demands coaching services that contradict the ICF Code of Ethics?

C2

- A. Accept the demand to maintain the client's business.
- B. Refer the client to a coach who might accept such a request.
- C. Respectfully decline to proceed with services that violate ethical standards.
- D. Make exceptions if the client insists strongly.



C3

**A coach accepts a new client who values the coach's industry work experience.
Which is the best action for the coach to take?**

- A. Offer the coach's advice based on their industry work experience
- B. Clarify the distinction between coaching and consulting
- C. Provide the coach's credentials in the industry
- D. Suggest engagement goals for the client, based on the coach's industry experience



C5

Why is it essential for coaches to be aware of their personal learning journey?

- A. To allow a client to process their thoughts
- B. To enable the coach and client to hear one another
- C. To provide the coach time to think of their next question
- D. To provide the client time to think of the right response to the coach's question



Noticing trends in the clients' behaviours and emotions is an action aligned with which competency?

C6

- A. Cultivates trust and safety
- B. Listens Actively
- C. Facilitates Client Growth
- D. Establishes and Maintains Agreements



A coach works with the client to integrate new awareness, insight or learning into their worldview and behaviors. What is the purpose of doing this?

C8

- A. To ensure the client can achieve the action plan the coach has summarized.
- B. To partner with the client to transform learning and insight into action.
- C. It is the way coaching adds value to the client.
- D. Many clients suffer from a blank spot in their worldview and coaching closes the gaps through fostering learning.



Preparation for Next Session

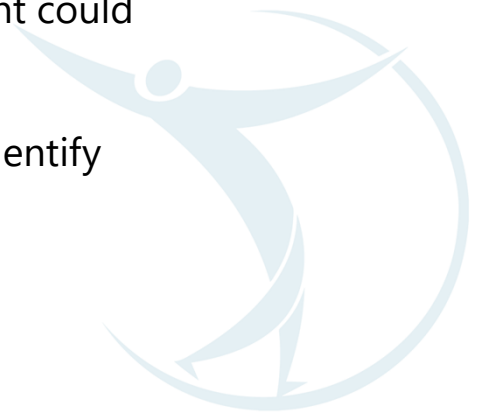
- **Objective:** Work with your partner to present in class next week a knowledge-based question you feel might be on the ICF Exam. (original question, not a known sample question)
- **Generate knowledge-based questions ONLY from:**
 - ICF Code of Ethics
 - ICF Competencies
 - Competency 1 – Demonstrates Ethical Practice
 - Competency 2 – Embodies Coaching Mindset
- **Next class be ready to present** the question and four multiple choice options to select from.



Warm up

A client asks a coach for advice about how to carry out a new, challenging assignment. What is the best action for the coach to take?

- A. Give the client the requested advice
- B. Suggest that the client ask their supervisor for advice
- C. Send the client an email after the coaching session with several strategies the client could consider
- D. Explain the distinction between coaching and consulting and invite the client to identify strategies they could explore together



YOUR WORK BEFORE NEXT WEEK



- 1. Read through the entire handout:**
 - File: CAP Handout Ethics and Competencies 2022_V0.1.pdf
 - ICF Coaching Definition
 - ICF Code Of Ethics
 - ICF Core Competencies
2. Prepare with your partner one question to present in class next week.
3. Sign up for Peer-to-Peer coaching.