Associate Certified Coach (ACC) Candidate Guide

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Welcome and Introduction

Introduction

We applaud your decision to pursue the ICF Associate Certified Coach (ACC) credential and look forward to supporting you along the way! By embarking on this journey, you are demonstrating your commitment to meeting the highest standards for professional and ethical practice in coaching.

How to Use the ICF Candidate Guide for ACC Candidates

The ACC Candidate Guide is intended for those pursuing the ICF ACC credential. Please refer to other ICF Candidate Guides if interested in other ICF credential offerings.

This Candidate Guide contains information about:
• Eligibility requirements
• How to submit the application
• The performance evaluation process
• The exam processes
• What to expect at the testing center or online testing
• What to expect after the exam

All applicants for the ACC should read this guide before beginning their application. Applicants should use this resource as a source of guidance and direction in navigating the certification process.

ACC applicants must adhere to all policies, procedures, and deadlines outlined in this guide. ICF Credentials and Standards policies and procedures are designed to protect exam content, maintain integrity of the certification process, and ensure exam fairness and validity for all candidates and credential-holders.

Much of the information included in this guide is also available on the **ICF website**.

Purpose of the ICF Credentials

All ICF credentials are designed with a twofold purpose:

1. ICF credentials protect and serve consumers by requiring coaches to undertake rigorous preparation and education to learn the qualities of effective coaching, which serve as the foundation for coaching practice and the high standards of ethical and professional established by ICF.

2. ICF credentials measure, recognize, and certify individual coaches for their achievements in meeting the high standards of professional practice, including the ICF Core Competencies.

Value of the ICF Credentials

Anyone can call themselves a coach. But ICF certified coaches are professionals who have met stringent education and experience requirements and have demonstrated a thorough understanding of the coaching competencies that set the standard in the profession. Additionally, they adhere to strict ethical guidelines as part of ICF's mission to protect and serve coaching consumers.

Associate Certified Coach (ACC) holders are educated, with at least 60+ hours of qualified education; have 100+ hours of coaching experience; completed at least 10 hours of mentor coaching; and have demonstrated knowledge and proficient application of the ICF Core Competencies, Code of Ethics, and definition of coaching. ACC holders show a commitment to high ethical standards and have demonstrated through rigorous assessment competence in using a variety of behaviors and skills in their work with clients.

The Associate Certified Coach (ACC)

General Definition of Coaching

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

Associate Certified Coach Eligibility Requirements

To be eligible for the Associate Certified Coach, coaches must have at least 60 hours of coaching education, and 100 hours of client-coaching experience.

Associate Certified Coach (ACC)

For coaches looking to evidence their foundational coaching skills, knowledge, and competence.

ACC coaches demonstrate fundamental knowledge of the ICF Core Competencies of coaching, the ICF Code of Ethics and the definition of coaching.

The ACC is designed to include coaches early in their coaching career and professionals who understand the value of integrating a coaching approach into their practice. The ACC demonstrates that the earner has the knowledge, skills and understanding of core coaching principles that serve as the foundation for coaching practice.

ACC coaches are required to demonstrate their continued professional development to maintain their ACC status.

Statement of Non-Discrimination

The ICF endorses the principles of equal opportunity. Eligibility criteria for ICF credentials are applied equally to all individuals regardless of age, race, religion, gender, national origin, veteran status, or disability as defined by and in compliance with the laws of the United States of America.

Eligibility for the ACC

General Qualifications and Requirements for ACC Applicants

Applicants for ICF credentials must meet all the following minimum qualifications and requirements:

- Completion of at least 60 hours of coach-specific education. *
  More information about the educational requirements is available on the **ACC Credential** page.

- Completion of at least 100 client coaching experience hours following the start of coach-specific education, with:
  - o   At least 75 paid coaching hours.
  - o   At least 25 hours of client coaching experience within the 18 months prior to submitting the ACC application.
  - o   At least 8 clients.

More information about the experience requirements is available on the **Credential Experience Requirements** page.

- Completion of 10 hours of mentor coaching over a three-month period or longer with an eligible mentor coach, including at least three (3) hours of individual mentor coaching with a mentor coach.

More information about the mentor coaching requirement is available on the **ICF Mentor Coaching** page.

- Successful completion of one (1) Performance Evaluation.
- Pass the ICF Credentialing Exam.
- Payment of required fees (see Application Fees Table).
- Not currently under or subject to investigation, sanctions, or remedial action by ICF for a violation of the ICF Code of Ethics.

* At the ACC level, 60 hours of coach-specific education are required. This education may be earned through one or more ICF-accredited or non-accredited programs. Your credential application path is determined by the type of education you received.

**For this purpose, ICF defines the start of coach-specific education or training as any ICF-accredited program with at least 30 hours, any CCE program with at least 30 hours (at least 80% of which are in Core Competencies), or a non-accredited program with at least 30 hours (at least 80% of which are in Core Competencies). Please note that all non-accredited programs are subject to review by ICF as part of the credential application process on the ACC Portfolio path.

Please refer to the specific requirements listed in the ACC Application Options section below to review your application requirements, based on the application path that is most appropriate.

ACC Application Options

ACC Application Paths

There are three application paths for those seeking the ACC. All paths contain the same requirements and lead to the same credential. However, the most appropriate path for an individual applicant is determined by the source of the coach-specific education completed. Review the requirements below when determining which path best fits your coach education.

ACC— Level 1 / Level 2 / ACTP Path

This path supports ACC applicants who have fully completed and graduated from a Level 1, Level 2 or ACTP program.

Level 1, Level 2 and Accredited Coach Training Programs (ACTP) have built into their program the education hours, mentor coaching and performance evaluation required to earn an ICF ACC Credential. If you have completed any of these education program types, you will submit your program certificate and coaching experience hours in your credential application. Once the application review process is complete, you will then take the ICF Credentialing Exam.

ACC— ACSTH Path

The ACC – ACSTH path supports applicants who have completed an ACSTH program(s) and/or a portion of an ACTP, Level 1 or Level 2 program,

Accredited Coach Specific Training Hours (ACSTH) programs offer ICF accredited coach education but may not include mentor coaching or a final performance evaluation. Therefore, applicants who submit via the ACC – ACSTH path will submit their mentor coaching hours and a performance evaluation recording as part of the ACC - ACSTH application, along with the program certificate(s) and coaching experience hours. Once the application review process is complete, you will then take the ICF Credentialing Exam.

ACC—Portfolio Path

The ACC – Portfolio path supports ACC applicants whose coaching education includes Continuing Coach Education (CCE) courses or coaching education courses that are not accredited by the ICF.

ACC – Portfolio applicants are required to submit robust documentation of their coach education, such as program curriculum, with their application to demonstrate alignment with ICF standards. ACC – Portfolio applicants will also submit their mentor coaching and recorded coaching session for the performance evaluation with the application, along with the program certificate(s) and coaching experience hours. Once the application review process is complete, you will then take the ICF Credentialing Exam

Application Option Table

	Level 1 / Level 2 / ACTP Path	ACSTH Path	Portfolio Path
Coach Specific Education	Completion of a Level 1, Level 2 or a full ACTP program, including final assessment.	60+ hours of coach-specific education through a portion of a Level 1, Level 2 and/or ACTP program or completion of ACSTH program(s).	60+ hours of coach-specific education that include use of CCE program(s) or non-ICF accredited program(s).
Client Coaching Experience	100+ hours with 8 or more clients, of which 75 hours are paid. At least 25 of these hours (paid or unpaid) must occur within 18 months of submitting your credential application.		
Mentor Coaching	Completed in Level 1, Level 2, ACTP program.	10 hours with a PCC, MCC credentialed coach or an ACC who has renewed, over 3 months or longer, 3 hours must be one-on-one.	10 hours with a PCC, MCC credentialed coach or an ACC who has renewed, over 3 months or longer, 3 hours must be one-on-one.
Performance Evaluation	Completed in Level 1, Level 2, ACTP program	Submit 1 recorded coaching session with transcript	Submit 1 recorded coaching session with transcript
Written Exam	Completion of the ICF Credentialing Exam with a passing score.		

Completing the Application

Completing the Online Application

Applicants must apply using the ACC application forms available on the ICF website. The online application is designed to guide you through each step in the application process, keep personal information secure, and allow you to monitor the status of your application following submission.

You are strongly encouraged to review the **sample applications** prior to starting the application process.

To begin the credential application process, follow these steps:

- Go to the ICF website at https://coachingfederation.org/.
- From the menu at the top of the ICF homepage click on Credentials and Standards.
- Select Apply Now at the far right of the menu bar.

Clicking on the **Apply Now** link will take you to a brief survey designed to identify the credential levels and application path for which you are eligible based on your coach-specific education and experience.

To start your application, click on the option that is best for you. You may be asked to log in to your ICF account or create a new account. ICF members should use their member login to receive a discount on their credential application. Non-members will be asked to create a new account (creating a new account does not require you to purchase an ICF membership).

Once logged in to your account, you will be directed to the application dashboard. Prior to starting your application, please review the sample application for the path you are using to apply. Sample applications with helpful notes can be accessed on the **ICF website**.

You are not required to complete the application requirements in any specific order, but you will need to complete all requirements to submit your application. ICF staff will not begin the review of your application or schedule exams until all parts of your application have been completed and submitted.

As part of the application process, you are required to attest that all information provided in the online application is complete and accurate. If you provide false, misleading, or inaccurate information in your application, you are subject to denial and/or revocation of an ICF credential and may be prohibited from reapplying for up to five (5) years.

Application Audit

ICF staff will review all applications and will directly contact you to provide any missing or incomplete information in the application. All applications are subject to audit and verification. If selected for audit, an application cannot be approved until the audit is satisfactorily concluded.

Coaches selected for audit will be required to access the contact information for their clients or, for confidential internal or third-party coaching, an individual within the organization who is authorized to verify their coaching hours. Coaches should obtain and document clients' consent to store their information, have a policy on how that information will be protected and maintained, and have a system in place for tracking relevant data. However, applicants selected for audit will not submit client logs directly to ICF.

Application Fees

ICF Member Pricing*

Application Path	Application Review and Exams	Performance Evaluation Re-take *(if required)*	ICF Credentialing Exam Re-take *(if required)*	Re-certification *(every three years)*
ACC Level 1 / Level 2 / ACTP Path	$175 USD	n/a	$105 USD	$175 USD
ACC ACSTH Path	$375 USD	$150 USD per recording	$105 USD	$175 USD
ACC Portfolio Path	$475 USD	$150 USD per recording	$105 USD	$175 USD

ICF Non-Member Pricing

Application Path	Application Review and Exams	Performance Evaluation Re-take *(if required)*	ICF Credentialing Exam Re-take *(if required)*	Re-certification *(every three years)*
ACC Level 1 / Level 2 / ACTP Path	$325USD	n/a	$105 USD	$275 USD
ACC ACSTH Path	$525 USD	$150 USD per recording	$105 USD	$275 USD
ACC Portfolio Path	$625 USD	$150 USD per recording	$105 USD	$275 USD

*Note that members of ICF Professional Coaches and ICF Coaching in Organizations receive a discount on their credential application fees. However, applicants are **NOT** required to be members of any association or organization, including ICF, to be eligible for application. To receive member pricing, an applicant must be an active member of ICF Professional Coaches or ICF Coaching in Organizations at the time of application submission.

The ICF Assessment Process

The ICF ACC Performance Evaluation

Those applying through the ACC ACSTH and ACC Portfolio application paths must pass the ICF ACC Performance Evaluation. (ACC Level 1 / Level 2 / ACTP path applicants complete the performance evaluation process as a part of their Level 1, Level 2 or ACTP educational program.)

Performance Evaluation Format and Requirements

As part of ACC ACSTH and ACC Portfolio application paths, applicants are required to submit one recording with transcript(s) of coaching sessions for review by trained ICF assessors.

Recording Requirements

- The recordings must be of a complete coaching session (not edited) lasting between 20 and 60 minutes. Coaching will not be scored beyond the 60-minute mark.
- The recordings must be from an actual coaching session between the applicant and a paid or pro bono client (not part of a coaching education program). The client for the session may not be a coach unless they are a regular client. A regular client is an individual who has come to the applicant for coaching and for no other reason.
- The recording must be an audio only file (no video/pictures). The following file types are acceptable: MP3, WMA, MP4, or M4A (audio) format. Other formats will not be accepted.
- The audio file must be in one part. Multiple files for one coaching session will not be reviewed.
- The audio file must be 95 megabytes (MB) or less. Use a lower bit rate to decrease file size, if needed.
- Applicants must upload the actual audio file to the application. Providing a URL to download or stream audio recordings will not be accepted.
- File names must use only letters and numbers. In order to avoid issue when uploading the files, do not include special characters in the file name (? / | \ ! @ # = $ % +).

Transcript Requirements

- The transcript must be a word-for-word (verbatim) record of the coaching session(s), submitted in the language in which the session is held. NOTE: If ICF does not offer a performance evaluation in your language, you will need to submit a transcript in the language spoken AND an English translation of the transcript. Available languages for assessment are found on the **Performance Evaluation** page.

- The transcript must indicate who is speaking — the coach or the client — at any time in the conversation.

- List the coach's statements and the client's statements on separate lines of the transcript.

- The transcript must include timestamps at every change in speaker (coach and client).

- Transcripts must be submitted as a Word document (e.g., .doc, .docx). No other file formats will be accepted.

- When naming file(s), applicants must ensure that only letters and numbers are used in file names. In order to avoid issues when uploading the file, do not include special characters in the document name (i.e., ? / | \ ! @ # = $ % +).

Assessment of the Performance Evaluation

Trained ICF assessors conduct comprehensive review of the recorded coaching session with transcript(s) submitted with the application. During the review, assessors listen to the recording and collect evidence of the applicant's use of the ICF Core Competencies using skills and behaviors outlined in the **ACC Minimum Skills Requirements** and submit their markings to ICF Credentials and Standards, where results ("Pass" or "Below Passing Standard") are determined.

Passing the Performance Evaluation requires that the assessor finds that the candidate demonstrated effective use of the ICF Core Competencies at the ACC level and in alignment with the ICF Code of Ethics in the coaching recording provided.

NOTE: The longest part of the application review process is the performance evaluation section. Candidates may monitor the status of their application from the application's dashboard. Once a recording has been assigned to an assessor, candidates will receive a notice via email. Please allow 4 – 6 weeks for the assessment to be completed, the results to be received and processed.

Candidates will receive an email notifying them when results have been received from the assessor. The email will also include directions on how to access feedback on the performance evaluation from the assessors.

Candidates who pass the Performance Evaluation will be sent a message with instructions for scheduling completion of the ICF Credentialing Exam.

Candidates who are below the passing standard for the Performance Evaluation will receive a message with instructions regarding the re-take process.

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 ACC 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 5,000 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.

Pearson Online Exam Platform

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 ACC 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.

NOTE: *Remote proctors will communicate with candidates in English only*. 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**.

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.

*See Pearson Online Exam Platform section above for instructions on how to access your online Pearson account.

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.

*See Pearson Online Exam Platform section above for instructions on how to access your online Pearson account.

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.

Exam "No Shows" for Remote Testing

Candidates who are unable to connect to their remote-proctored exam appointment due to technical difficulties are considered "No Shows." For these remote-proctored candidates, the No Show status will be canceled for the first two attempts to test. Within two business days of a No Show OnVUE exam appointment, the candidate will receive an email notification that their previous exam appointment has been cancelled. Upon receiving this notification, the candidate's exam authorization will be restored, and the candidate may schedule a new appointment to complete the exam through remote proctored testing or through a Pearson VUE testing center. Candidates whose authorization has expired since their last appointment will be required to contact ICF to request a new authorization.

If a candidate has a third No Show attempt through remote-proctored testing, the No Show status will not be canceled, and the candidate will be subject to the ICF 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.

A palm vein scan may be taken when you leave, and again when you re-enter the testing room. If this is requested, you must comply with the request.

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.

To leave the testing room during the scheduled break, or to take an unscheduled break during the exam, candidates should raise their hand and wait for the proctor to escort them out of the testing room. Candidates will be asked to complete security checks when returning to the testing room.

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/1S.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.

Please note that OnVUE proctors will communicate with candidates in English only.

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.**

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 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

The following are unacceptable forms of identification:

- Restricted IDs, such as U.S. Department of Defense (DOD), Common Access Card (CAC), or certain secure access IDs
- Government-issued identification from countries where OnVUE is restricted, including: Belarus, Cuba, Iran, North Korea, Russia, Sudan, Syria, and the Sevastopol/Crimea regions of Ukraine.

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/1S.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.

Testing Space and Prohibited Items

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.

The following items are not allowed in your testing space:
- Mobile phones*, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, and watches
- Books or notes (unless specifically authorized by your exam program)
- Writing instruments, paper, notepads
- Wallets or purses/handbags
- Eyeglass cases
- Firearms or other weapons
- Headphones/headsets

Candidates may have a beverage during the exam. Eating, chewing gum, smoking, or using other tobacco products is prohibited during the exam.

*Candidates may use a cell/mobile phone while checking in for an exam and/or in case of a technical issue. Any other use, including but not limited to taking a call and having a conversation with anyone other than a Pearson VUE proctor, texting, accessing apps, etc., may result in your exam being revoked/terminated.

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.

Please Note*: An Internet connection disruption can suspend the test session, resulting in a failed exam. By registering for a remote proctored exam, candidates assume all risk associated with their internet connectivity.*

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. Candidates completing the ICF Credentialing Exam with a language aid will automatically receive 30 minutes of additional exam time. The 30-minute extension is designed to allow sufficient time for candidates to view the translated items in the exam.

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** (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** (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 include extended time for testing (1 hour, 1.5 time or double time), unscheduled breaks, access to auxiliary items (food, medication, medical devices), adjustable workstation, sit/stand workstation, Zoom text, separate testing room, 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. Accommodation requests may require up to 10 business days to coordinate with Pearson VUE for implementation.

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 ACC 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** 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 ACC credential-holders is available online at **Verify a Coach**. ACC credential-holders are listed upon award of their ACC. 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**.

Use of Designation

After passing the ICF Credentialing Exam and earning the Associate Certificate Coach credential, candidates may use the ACC 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 ACC credential-holders may use the ACC logo on materials for or promoting the credential-holder. The ACC 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 for the ICF Credentialing Exam may retake the exam. Each exam retake is subject to the ICF exam retake fee of $105 USD.

Candidates must wait 14 days following their first attempt to retake the exam. For any subsequent attempts, candidates must wait 30 days to retake the exam following their most recent attempt.

Candidates may take an ICF exam up to six times within a 12-month (365 day) period following the date of their first attempt.

Candidates who do not achieve a passing score within the first 12-month period are eligible to retake the exam up to six times during each subsequent 12-month (365 day) period that begins on the anniversary of the candidate's initial exam attempt.

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.

Maintaining Your Credential

Renewal Requirements and Application

The Associate Certified Coach (ACC) credential expires on the last day of the month three years from the month of issue. To maintain a credential, ACC holders must meet the following renewal requirements:

- Renewal applications must be submitted using the online application available on the ICF website. The online application is designed to guide individuals through each step in the renewal process, keep information secure, and provide applicants a way to monitor the status of their renewal application.

- Credential-holders can access the renewal application by logging into their online profile, clicking Access Profile, and viewing their credential renewal application under "My Credentials" at the bottom of the page,

- Renewal of the ACC credential requires completion of at least 40 hours of CCE in the three years after the initial award of the credential or since the last credential renewal.

- At least 24 hours of the 40 hours must be in the ICF Core Competencies. The required 24 hours in Core Competencies must include:

  o At least three (3) of the hours in Core Competencies must be in coaching ethics. (Coaches can obtain coaching ethics hours by completing **ICF's free online course**.)

  o At least 10 hours of Mentor Coaching with an eligible Mentor Coach over a three (3) month period of time or longer, including a minimum of three (3) hours one-to-one with an eligible Mentor Coach.

- The remaining 16 hours to reach the total of 40 CCEs may be in Core Competencies or Resource Development education.

Applicants are strongly encouraged to review the **sample renewal application** prior to starting the renewal application process.

Timelines for Credential Renewal

To maintain an ACC in good standing, ACC holders must submit the renewal application and required documentation of CCE units by the expiration date. ICF Credentials and Standards provides all ACC credential-holders with a 60-day grace period following the credential expiration date, allowing the ACC-holder to maintain their status while their renewal application is under review.

Failure to submit a renewal application and required documentation of CCE units will result in a lapse of ACC status following the 60-day grace period. Once lapsed, the ACC credential is no longer active, and the coach must discontinue the use of ACC logos and marks.

A coach can renew a lapsed ACC credential for up to one year following the expiration date by submitting a renewal application and an additional 1.2 CCE units for each month the ACC credential is lapsed. Detailed guidance on renewing a lapsed ACC credential is available on the **ICF Renew Credential page**.

Once a full year has passed from the ACC expiration date, it is considered fully expired and cannot be renewed. To reinstate an expired ACC credential, a coach must submit a new ACC application.

Continuing Coach Education

Continuing Coach Education credits may be earned through a variety of learning modalities, all designed to expose the coach to new content in order to benefit their overall knowledge base and coaching clients. It focuses on the development of the coach's competence with a wide range of opportunities for the support and growth of a coach's skill set.

Core Competencies CCEs can be gained through learning opportunities that offer real-time interactive settings, such as education programs, learning courses and other activities that correlate to the ICF Core Competencies and have been approved by ICF for Core Competencies CCEs.

Resource Development is any learning that falls outside of the ICF Core Competencies, but still contributes to a coach's professional development (e.g., personal development, coaching tools or personality and productivity assessments, business building, etc.).

Visit the **Professional Development** page of the website for accepted sources of CCEs and how to document them in the Renewal Application.

Appeals

Purpose of the Appeals Process

The ICF Credentials and Standards appeals process provides a way for credential applicants, candidates, and credential-holders to formally request reconsideration of an adverse decision made by the organization regarding the individual's eligibility to earn or hold an ICF credential. Typically, appeals would result from an individual being deemed ineligible for a credential or credential renewal, disputes regarding policies and procedures, or where ICF may not have followed documented policies.

Appeal Submissions

Appeal requests are submitted by credential applicants, candidates, or credential-holders using the **Credential Appeal Submission Form** within 30 calendar days of receiving an adverse determination. Appeals may only be submitted by the individual who received the adverse determination. Appeals will not be accepted via email or postal mail. Appellants should review all sections of the form, determine the reason(s) for their appeal request, and complete the most relevant section(s) of the form. By submitting the appeal form, the appellant is authorizing ICF Credentials and Standards to conduct an investigation, gather information, and make a determination regarding the appeal request.

Reasons for Appeals

There are six categories of appeals included on the appeal form.
An appeal based on:

       1. Eligibility requirements.

       2. Performance Evaluation procedures*.

       3. ICF Credentialing Exam results**.

       4. ICF Credentialing Exam procedures**.

       5. Credential renewal requirements.

       6. Reasons not included in other form sections.

*Disputes regarding Performance Evaluation results or feedback will not be considered in the appeals process. In these cases, credential candidates should not file an appeal but may request the following options:

Request A Rescore of The Recording(s)

Within six months of receiving a results letter, candidates may contact ICF Credentials and Standards staff to request that the recording(s) submitted with their application be rescored. Candidates must pay a fee of $150 USD per recording before a rescore is conducted. In cases where the rescore reverses a failed performance evaluation resulting in a pass, the candidate will receive a refund of the rescore fee.

Request A Retake

Within six months of receiving a results letter, candidates may request a retake, allowing them to submit new recordings for evaluation without submitting a new credential application. Candidates must pay a fee of $150 USD per recording for the scoring of their new recordings, which covers the cost of administering the performance evaluation review with a trained assessor. Regardless of the result, retake fees are not refunded.

Appeals regarding Performance Evaluation procedures undergo review by designated ICF staff and may be directed to the Appeals Committee for their consideration.

**Credential candidates must read and follow policies and procedures for the ICF Credentialing Exam as included on the ICF website. Appeals based on the following reasons will be reviewed by designated ICF staff but will not be considered by the Appeals Committee:
- The examinee's lack of knowledge or understanding of the test administration policies or procedures.
- The examinee's failure to follow examination administration instructions and procedures.
- The examinee's mental state during the exam, including nervousness or anxiety.
- Personal circumstances of the examinee that may have affected the examinee's completion of the exam.
- Examinee errors or omissions related to understanding exam items, or understanding or recording answers, except those caused by circumstances outside the examinee's control.
- Computer-related problems that do not impact the administration of the exam.
- Reasonable and commonly occurring sounds and noises in the testing center or room.
- Late arrival for the test administration appointment or not showing up for the exam administration appointment.
- The validity of the content of the exam.
- The passing score of the exam established by ICF and the process used to determine the passing score.

Review of Appeal Requests

Upon submission of an appeal request, the appellant will receive automated confirmation that their appeal submission has been received by ICF.

Within 15 business days, designated ICF staff will review the appeal submission and notify the appellant if additional information is needed.

Designated ICF Credentials and Standards staff will review the appeal request and determine the appeal type. There are two types of appeals that may be submitted:

Procedural appeals are cases where a clear policy, rule, or standard exists.

Examples of Procedural type appeals may include disputes regarding:
- Pre-requisite credentials.
- Required number of hours of education, experience, or mentoring.
- Established passing scores for exams.
- Exam administration procedures.

Designated ICF staff will respond to procedural appeals by conveying the relevant policy/rule to the appellant and will communicate the status of the appeal (denied or accepted) and any next steps available to the appellant.

Judgement appeals are cases where a decision may be subject to interpretation and will require consideration by the Appeals Committee.

Examples of Judgment type appeals may include disputes regarding:
- Instances where an appellant believes that certification policies and procedures were not followed.
- Appellant concerns that a conflict of interest or bias influenced a certification decision.
- Unique instances where a certification policy or procedure is unclear or does not exist.

The Appeals Committee will be presented with all Judgement type appeals and will:

- Meet to consider information presented.
- Gather and request additional information as needed.
- Make a determination.
- Prepare a written report that is forwarded to the vice president of ICF Credentials and Standards.

The vice president of ICF Credentials and Standards (or staff designee) will notify the appellant the decision of the committee and any next steps available to the appellant.

Appeals Process Timelines

Within 24 hours of submitting the appeal form, appellants will receive an automated message acknowledging that the form has been received.

Within 15 business days following submission, the appeal request will undergo a preliminary review by staff, and appellants will receive an update and information regarding the next steps in the process. Appellants may be asked to provide additional information regarding the appeal request.

Following the preliminary review period, review may take up to 60 business days for staff or the Appeals Committee to thoroughly review, consider, and make a determination regarding the appeal.

Within 15 business days of a determination, the appellant will receive information regarding the outcome of the appeal and information regarding any next steps that the appellant may wish to take.

Documentation and Reporting

Written records will be created and securely maintained for all Appeals Committee activities. These records include:

- Appeal submissions.
- Notices to appellants.
- Decisions of the designated ICF Credentials and Standards staff.
- Decisions of the Appeals Committee.

There shall be no discriminatory action against the appellant.

Other Policy Information for ACC Candidates

The ICF Definition of Coaching

ICF defines coaching as partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential. The process of coaching often unlocks previously untapped sources of imagination, productivity, and leadership.

Having a clear understanding of the ICF definition of coaching and how it guides the work of professional coaches is critical for individuals who are pursuing an ICF credential. It serves as a guide in differentiating coaching from other modalities and professions.

The ICF Core Competencies

The **ICF Core Competencies** were developed to support a greater understanding of the skills and approaches used within today's coaching profession as defined by ICF. These competencies and the ICF definition of coaching form the foundation for coaching practice and are used as the basis for all assessments used in the ICF credentialing process.

In 2019, following a rigorous, 24-month coaching practice analysis, ICF published an updated version of the ICF Coaching Core Competency Model. This competency model is based on evidence collected from more than 1,300 coaches across the world, including both ICF members and non-members, and representing a diverse range of coaching disciplines, training backgrounds, coaching styles, and experience levels. This large-scale research initiative validated that much of the existing ICF Core Competency Model, developed nearly 25 years ago, remains critically important to the practice of coaching today.

Some new elements and themes that emerged from the data were integrated into the updated model introduced in 2019. These include a paramount emphasis on ethical behavior and confidentiality; the importance of a coaching mindset and ongoing reflective practice; the critical distinctions between various levels of coaching agreements; the criticality of partnership between coach and client; and the importance of cultural, systemic, and contextual awareness. These foundational components, combined with emerging themes, reflect the key elements of coaching practice today and will serve as stronger, more comprehensive coaching standards for the future.

Please visit **ICF Core Competencies** for more information.

The ICF Code of Ethics

The ICF Code of Ethics describes the ICF core values, ethical principles, and ethical standards of behavior for all ICF professionals. Candidates for ICF credentials must have a clear understanding of coaching ethics and how they are applied in any coaching related interactions.

Please review the Code of Ethics in Appendix B.

The ACC Minimum Skills Requirements

The ACC Minimum Skills Requirements are designed to support coaches as they prepare for the Associate Certified Coach (ACC) performance evaluation. It provides an understanding of what assessors evaluate in relation to each ICF Core Competency. The ACC Minimum Skills Requirements offer the minimum level of skill necessary to successfully demonstrate an ACC level of competency, and also the non-coaching behaviors that might prevent successful completion of the ACC performance evaluation. While useful to developing coaches, these requirements are not a tool for coaching and should not be used as a checklist or formula for passing the performance evaluation.

ICF Credentials and Standards Policies and Procedures

All policies and procedures have been adopted by the ICF Credentials and Standards Global Board of Directors for the operation of the ICF credentialing program. The policies listed below are included as a reference. For assistance or questions, please contact the ICF Credentials and Standards staff team at **support@coachingfederation.org**.

Scope of the ICF Credentials

ICF credentials are intended for individuals who provide coaching services to their clients in alignment with the ICF definition of coaching, ICF Core Competencies, and ICF Code of Ethics. The purpose of all ICF credentials is to assure that those holding the credential have the skills, knowledge, and professional capability needed to serve their clients.

Secure Storage of Confidential Information

All confidential application materials will be retained in a secure manner as required by the ICF security and record retention policies. CS staff and examination assessors keep confidential and secure all submitted application materials. ICF Credential application materials, including performance evaluation recordings and transcripts, are maintained in a secure database and are securely destroyed six months after an application has been processed, unless the applicant provides explicit permission for ICF to retain materials for research and training purposes.

Rationale for Eligibility Requirements

Eligibility requirements for ICF credentials are derived from a variety of sources, including job analysis, subject matter expert (SME) input, exam results, market research, and demographic data.

Information gained from SMEs, supported by data from the ICF Coaching Job Analysis (2019), showed that knowledge of coaching ethics is a critical element of coaching practice.

Input from SMEs and analysis of assessment and performance exam results has shown that hours of education specific to the ICF Core Competencies, ICF definition of coaching, and ICF Code of Ethics is necessary to ensure that coaches have the knowledge and skills required to work with their clients effectively.

Input from SMEs suggests that hours of experience working with clients is critical in the development of coaching skills and that skills diminish when coaches are not actively working with clients.

Market research and input from SMEs support the use of knowledge and performance exams as a way for a candidate to objectively demonstrate their knowledge of coaching and skills as a coach.

ICF Membership Not Required

Applicants are not required to be members of ICF Professional Coaches or ICF Coaching in Organizations or any other organization. Applicants who are members of ICF Professional Coaches or ICF Coaching in Organizations shall not be granted an advantage or be subject to additional requirements when applying for or holding an ICF credential.

Prohibition of Grandfathering

No candidate may be awarded ACC status unless they have met all eligibility and assessment criteria, as adopted by the ICF Credentials and Standards Global Board of Directors, and in effect at the time of the candidate's application.

Reciprocity

ICF does not accept as equivalent credentials/certifications awarded by other organizations or entities. No candidate may be awarded an ICF credential unless they have met all eligibility and assessment criteria currently in place, as adopted by the ICF Credentials and Standards Global Board of Directors, and in effect at the time of the candidate's application.

Verification of Credential Status

The ICF website will, upon inquiry by anyone, provide information to verify whether a specific person is currently credentialed or not. The names of ICF credential-holders and their credential status are not considered confidential and will be published by ICF.

Information relating to an individual's application status, whether an individual has taken the exam, and score information is confidential and will not be released.

Use of Credential Mark/Logo/Badge

The credential name, designation, acronym, logo, badge, or mark may only be used by individuals who hold the credential, who remain in good standing with ICF, and who strictly adhere to and maintain published standards and requirements. No credential-holder may use, sell, license, transfer, or otherwise authorize any third party to use the credential name, designation, acronym, logo, badge, or mark without the prior written authorization from ICF.

Acceptable Usage

The credential name, designation, acronym, mark, badge, or logo shall be used only in connection with the credential held by the individual and shall not be used in conjunction with any other coaches or coach programs. The designation and logos must be used in such a way that they indicate approval of only the individual credential-holder and not an organization or business as a whole. For example, on a website, the designation and logo may be used only where the approved credential-holder is described, not where the organization as a whole is described.

The credential name, logos, badges, or marks may not be revised, altered, or amended in any manner by the credential-holder or any third party. This prohibition against alternation or misuse includes, but is not limited to, cropping of the name, logo, badge, or mark; bleeding off a page; screening behind text; and tilting or skewing of the marks/logos in any way. In every case, the names, acronyms, designations, marks, badges, and logos must be printed in full strength, with no screens or "watermark" effects. Logos, badges, and marks shall at all times be used intact, with no alteration, substitution, isolation, or highlighting of any particular feature.

The credential designation shall at all times be displayed against a neutral background only so that it does not conflict graphically or interfere with readability or recognition of the designation, logo, badge, or mark. Nor shall the name, acronym, designation, logo, badge, or mark be displayed on patterned backgrounds incorporating dots, wavy lines, or other designs, etc.

The credential name, acronym, designation, logo, badge, and mark incorporate specific coded colors within the Pantone Matching System. The ICF selected and designated color scheme is mandatory and shall not be altered or substituted in any way. No other colors may be used, substituted, or incorporated into the logo, badge, or mark.

Use of the credential name, designation, acronym, logo, badge, or mark is exclusively limited to professional use on materials promoting the approved credential-holder, including:

- Promotional and marketing literature, brochures, pamphlets, business cards or folders.
- Advertisements of any type or nature.
- Websites.
- Print, digital, or photographic media.

Use in connection with any other form of publication or documentation shall be permitted only upon written authorization and approval by ICF.

Any ICF credential-holder who loses or has their ICF status suspended for any reason, including, but not limited to, failure to adhere to these usage standards or the applicable ICF credential-holder requirements, shall immediately discontinue all use of the credential name, designation, acronym, logo, badge, or mark, and shall not renew use of the same until their status has been restored in full.

Violations of Usage

Any unauthorized or unapproved use or alteration of the credential name, acronym, designation, logo, badge, or mark shall result in termination and loss of the individual's ICF credential.

Changes to the ICF Credentialing Program

ICF Credentials and Standards reserves the right to change the standards, policies, procedures, application, fees, and/or eligibility requirements for the ICF credentialing process at any time. Any changes will be posted to the ICF website and shared through direct email communications in compliance with the ICF Privacy Policy. This guide will be updated periodically to reflect changes. Please check the ICF website to be sure you are using the most recent version of the guide.

Appendix A: Links to Useful Information

Client Coaching Experience page

Ethical Standards and the Code of Ethics

International Coaching Federation (ICF) home page

ICF Credentials & Standards page

ICF Core Competencies

ICF Credentialing Exam page

Mentor Coaching page

Non-ICF Accredited Education Requirements page

Performance Evaluation page

ACC Information page

ACC Minimum Skills Requirements

ACC ACTP path- Sample Application

ACC ACSTH path- Sample Application

ACC Portfolio path- Sample Application

ACC Renewal – Sample Application

What to Expect When Testing with Pearson VUE: Pearson Testing Centers (video)

What to Expect When Testing with Pearson VUE: OnVUE Online Proctoring (video)

Appendix B: Code of Ethics

The International Coaching Federation (ICF) Code of Ethics is composed of five (5) main parts:

1. Introduction
2. Key Definitions
3. ICF Core Values and Ethical Principles
4. Ethical Standards
5. Pledge

1. Introduction

The ICF Code of Ethics describes the core values of the International Coaching Federation (ICF Core Values), ethical principles and ethical standards of behavior for all ICF Professionals (see definitions). Meeting these ICF ethical standards of behavior is the first of the ICF core coaching competencies (ICF Core Competencies) – "Demonstrates ethical practice: understands and consistently applies coaching ethics and standards."

The ICF Code of Ethics serves to uphold the integrity of ICF and the global coaching profession by:

- Setting standards of conduct consistent with ICF Core Values and ethical principles.
- Guiding ethical reflection, education and decision-making.
- Adjudicating and preserving ICF coach standards through the ICF Ethical Conduct Review (ECR) process.
- Providing the basis for ICF ethics training in ICF-accredited training programs.

The ICF Code of Ethics applies when ICF Professionals represent themselves as such, in any kind of coaching-related interaction. This is regardless of whether a coaching relationship (see definitions) has been established. This Code articulates the ethical obligations of ICF Professionals who are acting in their different roles as coach, coach supervisor, mentor coach, trainer or student coach-in-training, or serving in an ICF Leadership role, as well as Support Personnel (see definitions).

Although the Ethical Conduct Review (ECR) process is only applicable to ICF Professionals, as is the Pledge, the ICF Staff are also committed to ethical conduct and the Core Values and Ethical Principles that underpin this ICF code of ethics. The challenge of working ethically means that members will inevitably encounter situations that require responses to unexpected issues, resolution of dilemmas and solutions to problems. This Code of Ethics is intended to assist those persons subject to the Code by directing them to the variety of ethical factors that may need to be taken into consideration and helping to identify alternative ways of approaching ethical behavior.

ICF Professionals who accept the Code of Ethics strive to be ethical, even when doing so involves making difficult decisions or acting courageously.

2. Key Definitions
- Client - the individual or team/group being coached, the coach being mentored or supervised, or the coach or the student coach being trained.
- Coaching- partnering with Clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.
- Coaching Relationship - a relationship that is established by the ICF Professional and the Client(s)/Sponsor(s) under an agreement or a contract that defines the responsibilities and expectations of each party.
- Code - ICF Code of Ethics
- Confidentiality - protection of any information obtained around the coaching engagement unless consent to release is given.
- Conflict of Interest - a situation in which an ICF Professional is involved in multiple interests where serving one interest could work against or be in conflict with another. This could be financial, personal or otherwise.
- Equality - a situation in which all people experience inclusion, access to resources and opportunity, regardless of their race, ethnicity, national origin, color, gender, sexual orientation, gender identity, age, religion, immigration status, mental or physical disability, and other areas of human difference.
- ICF Professional - individuals who represent themselves as an ICF Member or ICF Credential-holder, in roles including but not limited to Coach, Coach Supervisor, Mentor Coach, Coach Trainer and Student of Coaching
- ICF Staff - the ICF support personnel who are contracted by the managing company that provides professional management and administrative services on behalf of ICF.

- Internal Coach - an individual who is employed within an organization and coaches either part-time or full-time the employees of that organization.
- Sponsor - the entity (including its representatives) paying for and/or arranging or defining the coaching services to be provided.
- Support Personnel - the people who work for ICF Professionals in support of their Clients.
- Systemic equality - gender equality, race equality and other forms of equality that are institutionalized in the ethics, core values, policies, structures, and cultures of communities, organizations, nations and society.

3. ICF Core Values and Ethical Principles

The ICF Code of Ethics is based on the ICF Core Values (link) and the actions that flow from them. All values are equally important and support one another. These values are aspirational and should be used as a way to understand and interpret the standards. All ICF Professionals are expected to showcase and propagate these Values in all their interactions.

4. Ethical Standards

The following ethical standards are applied to the professional activities of ICF Professionals:

Section I – Responsibility to Clients

As an ICF Professional, I:

1. Explain and ensure that, prior to or at the initial meeting, my coaching Client(s) and Sponsor(s) understand the nature and potential value of coaching, the nature and limits of confidentiality, financial arrangements, and any other terms of the coaching agreement.
2. Create an agreement / contract regarding the roles, responsibilities and rights of all parties involved with my Client(s) and Sponsor(s) prior to the commencement of services.
3. Maintain the strictest levels of confidentiality with all parties as agreed upon. I am aware of and agree to comply with all applicable laws that pertain to personal data and communications.
4. Have a clear understanding about how information is exchanged among all parties involved during all coaching interactions.

5. Have a clear understanding with both Clients and Sponsors or interested parties about the conditions under which information will not be kept confidential (e.g., illegal activity, if required by law, pursuant to valid court order or subpoena; imminent of likely risk of danger to self or others; etc.). Where I reasonably believe one of the above circumstances is applicable, I may need to inform appropriate authorities.
6. When working as an Internal Coach, manage conflicts of interest or

potential conflicts of interest with my coaching Client(s) and Sponsor(s) through coaching agreement(s) and ongoing dialogue. This should include addressing organizational roles, responsibilities, relationships, records, confidentiality and other reporting requirements.

7. Maintain, store and dispose of any records, including electronic files and communications, created during my professional interactions in a manner that promotes confidentiality, security and privacy, and complies with any applicable laws and agreements. Furthermore, I see to make proper use of emerging and growing technological developments that are being used in coaching services (technology-assisted coaching services) and to be aware of how various ethical standards apply to them.

8. Remain alert to indications that there might be a shift in the value received from the coaching relationship. If so, make a change in the relationship or encourage the Client(s) / Sponsor(s) to seek another coach, seek another professional or use a different resource.

9. Respect all parties' right to terminate the coaching relationship at any point for any reason during the coaching process subject to the provisions of the agreement.

10. Am sensitive to the implications of having multiple contracts and relationships with the same Client(s) and Sponsor(s) at the same time in order to avoid conflict of interest situations.

11. Am aware of and actively manage any power or status difference between the Client and me that may be caused by cultural, relational, psychological or contextual issues.

12. Disclose to my Clients the potential receipt of compensation and other benefits I may receive for referring my clients to third parties.

13. Assure consistent quality of coaching regardless of the amount or form of agreed compensation in any relationship.

Section II – Responsibility to Practice and Performance

As an ICF Professional, I:

14. Adhere to the ICF Code of Ethics in all my interactions. When I become aware of a possible breach of the Code by myself or I recognize unethical behavior in another ICF Professional, I respectfully raise the matter with those involved. If this does not resolve the matter, I refer to a formal authority (e.g., ICF Staff) for resolution.

15. Require adherence to the ICF Code of Ethics by all Support Personnel.

16. Commit to excellence through continued personal, professional and ethical development.

17. Recognize my personal limitations or circumstances that may interfere with my coaching performance or my professional coaching relationships. I will reach out for support to determine the action to be taken and, if necessary, promptly seek relevant professional guidance. This may include suspending or terminating my coaching relationship(s).

18. Resolve any conflict of interest or potential conflict of interest by working through the issue with relevant parties, seeking professional assistance, or suspending temporarily or ending the professional relationship.

19. Maintain the privacy of ICF Members and use the ICF Member contact information (email addresses, telephone numbers, and so on) only as authorized by ICF or the ICF Member.

Section III – Responsibility to Professionalism

As an ICF Professional, I:

20. Identify accurately my coaching qualifications, my level of coaching competency, expertise, experience, training, certifications and ICF Credentials.

21. Make verbal and written statements that are true and accurate about what I offer as an ICF Professional, what is offered by ICF, the coaching profession and the potential value of coaching.

22. Communicate and create awareness with those who need to be informed of the ethical responsibilities established by this Code.

23. Hold responsibility for being aware of and setting clear, appropriate and culturally sensitive boundaries that govern interactions, physical or otherwise.

24. Do not participate in any sexual or romantic engagement with Client(s) or Sponsor(s). I will be ever mindful of the level of intimacy appropriate for the relationship. I take the appropriate action to address the issue or cancel the engagement.

Section IV – Responsibility to Society

As an ICF Professional, I:

25. Avoid discrimination by maintaining fairness and equality in all activities

and operations, while respecting local rules and cultural practices. This includes, but is not limited to, discrimination on the basis of age, race, gender expression, ethnicity, sexual orientation, religion, national origin, disability or military status.

26. Recognize and honor the contributions and intellectual property of others, only claiming ownership of my own material. I understand that a breach of this standard may subject me to legal remedy by a third party.

27. Am honest and work within recognized scientific standards, applicable subject guidelines and boundaries of my competence when conducting and reporting research.

28. Am aware of my and my clients' impact on society. I adhere to the philosophy of "doing good" versus "avoiding bad."

5. 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 ICF in its sole discretion may hold me accountable for so doing. I further agree that my accountability to 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.