
Candidate Handbook for State Credentialing

for the
National Counselor Examination
for Licensure and Certification
(NCE)



NATIONAL BOARD FOR
CERTIFIED COUNSELORS

3 Terrace Way
Greensboro, NC 27403-3660
Tel: 336-482-2856 • Fax: 336-482-2852
cce@cce-global.org • www.cce-global.org



The Center for Credentialing & Education, Inc. (CCE) values diversity.
There are no barriers to credentialing on the basis of gender, race, creed, age, sexual orientation or national origin.

TABLE OF CONTENTS

| | | | |
|---------------------------------------|-----|--------------------------------------|-------|
| INTRODUCTION..... | 3 | TAKING THE EXAMINATION..... | 9-10 |
| About NBCC | | Identification | |
| Independent Testing Agency | | Security | |
| Nondiscrimination Policy | | Examination Restrictions | |
| Eligibility Requirements | | Misconduct | |
| Examination Administration | | Copyrighted Examination Questions | |
| Holidays | | Examination Process | |
| REGISTERING FOR AN EXAMINATION..... | 4 | FOLLOWING THE EXAMINATION..... | 10-12 |
| Registration Form Expiration | | Pass/Fail Score Determination | |
| Examination Reregistration | | Scores Cancelled by NBCC, CCE or | |
| Fees and Refund Policy | | Pearson VUE | |
| SCHEDULING AN EXAMINATION..... | 4-5 | If You Pass the Examination | |
| Testing Center Locations | | If You Do Not Pass the Examination | |
| Special Arrangements for Candidates | | Appeals | |
| With Disabilities | | Failing to Report for an Examination | |
| Examination Appointment Changes | | Confidentiality | |
| Missed Appointments and Cancellations | | Score Verification | |
| Inclement Weather, Power Failure | | REQUEST FOR SPECIAL EXAMINATION | |
| or Emergency | | ACCOMMODATIONS..... | 13 |
| EXAMINATION CONTENT..... | 5-9 | | |
| National Counselor Examination | | | |
| for Licensure and Certification (NCE) | | | |
| NCE Sample Examination Questions | | | |
| Sample Questions—Answer Key | | | |
| Preparing for the Examination | | | |

FOR MORE INFORMATION

All questions and requests for information about state licensure requirements should be directed to the state credentialing board to which you are applying. (Refer to insert for state specific information.)

All questions and requests for information about the **NBCC examination program** should be directed to

Center for Credentialing & Education
3 Terrace Way
Greensboro, NC 27403
Voice: 336-482-2856
Fax: 336-482-2852
Web site: www.cce-global.org

All questions and requests for information about **examination scheduling** should be directed to

Pearson VUE
5601 Green Valley Dr.
Bloomington, MN 55437
Voice: 866-904-4432
Web site: www.pearsonvue.com

INTRODUCTION

This handbook provides information about the examination and registration process for the National Counselor Examination for Licensure and Certification (NCE). It outlines the design and content of the examination and guides candidates through the examination process, from registration through test-taking. For your convenience, this handbook may be downloaded from www.nbcc.org.

ABOUTNBCC

The National Board for Certified Counselors (NBCC) is internationally recognized as a leading provider of counselor credentialing examinations. Fifty states, Puerto Rico and the District of Columbia administer NBCC examinations as part of their counselor credentialing requirements. Based on its reputation for excellence in the examination field, NBCC has provided consultation services for examination and credential development to many other organizations in the United States and abroad, including NBCC's affiliate the Center for Credentialing & Education (CCE). NBCC has contracted with CCE to oversee the examination process.

INDEPENDENT TESTING AGENCY

CCE has contracted with Pearson VUE to assist in the administration and scoring of the NCE examination. Pearson VUE is headquartered in suburban Minneapolis, Minnesota, with regional offices in Australia, China, Dubai, India, Japan, the United Kingdom and the United States.

NONDISCRIMINATION POLICY

NBCC, CCE and Pearson VUE do not discriminate against candidates on the basis of gender, race, creed, age, sexual orientation or national origin.

ELIGIBILITY REQUIREMENTS

Please check with your state board for specific information about application procedures and any additional requirements. If you have previously achieved a passing score on an

NBCC examination, contact your state board to determine if you are exam-exempt. You may be required to apply to your state board prior to sitting for the NCE. (Please refer to your state registration form.) Candidates may not schedule an examination with Pearson VUE until they have registered with CCE.

EXAMINATION ADMINISTRATION

The examination is delivered by computer at more than 900 Pearson VUE testing centers located throughout the United States. Generally, there are no application deadlines and a candidate may submit a registration form and fee at any time. Testing is normally the first two full weeks of each month. Please refer to your state's registration form for information on both application deadlines and examination scheduling. The examination is administered by appointment only on dates authorized by CCE, Monday through Saturday beginning at 8 a.m. with the last appointment starting at 5:30 p.m. Certain sites offer Saturday testing; candidates should contact Pearson VUE for particular locations and details. Candidates are allowed four hours to take the exam. Available dates will be indicated when scheduling your examination. Candidates are scheduled on a first-come-first-served basis. Therefore, candidates are advised to submit registration material approximately 60 days prior to the desired exam period.

HOLIDAYS

Examinations are not offered on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Eve Day (Limited hours)
- Christmas Day

REGISTERING FOR AN EXAMINATION

To begin the registration process, complete the form required by your state. Candidates should ensure that the examination registration form has been properly completed and that the information provided is accurate. Careful attention will enable prompt and efficient processing. Candidates cannot schedule an examination appointment with Pearson VUE until the registration form has been processed. Pearson will then send e-mail notification to registered candidates with examination scheduling procedures.

REGISTRATION FORM EXPIRATION

A candidate who fails to test within six months after registering with CCE forfeits the registration and all fees paid to take the examination.

EXAMINATION REREGISTRATION

If you were unsuccessful in your examination attempt, you may retest after a three-month waiting period by completing another examination registration form. The actual retest date will depend on the monthly testing schedule and site availability. A separate fee is required each time you register for the exam.

FEES AND REFUND POLICY

Candidates must submit the appropriate fee with the registration form. Payment may be made by credit card (VISA, MasterCard or American Express), cashier's check, money order, or personal check made payable to NBCC. Examination fees are not refundable or transferable and expire if registration is not completed within one year. Please refer to your registration form for the examination cost.

Checks for nonsufficient funds (NSF) will not be redeposited. If a check does not clear the bank for any reason, the candidate will incur a fee of \$35. The candidate must send a certified check or money order for the amount due, including the NSF fee, to NBCC to cover returned checks. Postdated checks are not an acceptable form of payment.

SCHEDULING AN EXAMINATION

After you have completed the registration process and are approved to schedule your examination, you will receive an e-mail from Pearson VUE with your candidate ID number. There are two ways to schedule an appointment for the examination:

1. Online scheduling is the **preferred** method. To use this service:
 - Retrieve your candidate ID number from the e-mail you received.
 - Go to www.pearsonvue.com/cce and select "Create Account."
 - Follow the simple, step-by-step instructions to select your examination program and register for an examination.

OR

2. Telephone: Call Pearson VUE at 866-904-4432 to schedule an examination appointment. This toll-free number is answered from 7 a.m. to 7 p.m. Central time Monday through Friday. You may experience extended hold times.

When scheduling an examination, be prepared to confirm a location and a preferred date and time for testing, and to provide your client candidate ID number. Pearson VUE uses the client candidate ID as an identification number in maintaining your record. When you contact Pearson VUE to schedule an examination appointment, you will be notified of the time to report to the testing center. Please make a note of it, because you will **not** receive an admission letter.

TESTING CENTER LOCATIONS

Pearson VUE testing centers have been selected to provide accessibility to most candidates in all states and major metropolitan areas. A current listing of Pearson VUE testing centers, including addresses and driving directions, is available at Pearson VUE's Web site (www.pearsonvue.com). Specific address information will also be provided when a candidate schedules an examination appointment.

SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES

CCE and Pearson VUE comply with the Americans with Disabilities Act and strive to ensure that no individual with a disability is deprived of the opportunity to take an examination solely by reason of that disability. CCE and Pearson VUE will provide reasonable accommodations for candidates with disabilities.

Wheelchair access is available at all testing centers. Candidates with visual, sensory or physical disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements. Please refer to the examination registration form for state-specific information on special accommodations.

Candidates testing with approved special accommodations should schedule their examination via Pearson VUE's toll-free number and inform Pearson VUE of the need for special accommodations. Candidates should not schedule the exam without confirmation of the approved special accommodations. Candidates that schedule their examination date prior to confirmation of the approved special accommodations will forfeit the scheduled exam and the exam date will be rescheduled.

Candidates approved for extra time due to English as a second language must pay an additional fee of \$60 to receive this accommodation.

EXAMINATION APPOINTMENT CHANGES

You may reschedule an examination appointment by calling Pearson VUE at 866-904-4432. There is a \$25 fee to reschedule within seven days of your appointment. You cannot reschedule less than 24 hours prior to your appointment.

MISSED APPOINTMENTS AND CANCELLATIONS

A candidate forfeits the examination registration and all fees paid to take the examination when he or she:

- Intends to reschedule an examination but fails to contact Pearson VUE at least 24 hours before the examination appointment.
- Arrives more than 15 minutes late for an examination.
- Fails to report for an examination appointment for any reason.

A complete examination registration form and examination fee are required to reregister for the examination.

INCLEMENT WEATHER, POWER FAILURE OR EMERGENCY

In the event of inclement weather or unforeseen emergencies at the testing center on the day of an examination, Pearson VUE will determine whether circumstances warrant the cancellation and subsequent rescheduling of an examination. The examination will usually be rescheduled if the testing center personnel are unable to open the facility. If power to a testing center is temporarily interrupted during an administration, your examination will restart where you left off and you may continue the examination.

Every attempt is made to administer the examination as scheduled; however, should an examination be cancelled at a testing center, all scheduled candidates will receive notification by e-mail or telephone regarding rescheduling or reregistration procedures.

EXAMINATION CONTENT

The National Counselor Examination for Licensure and Certification (NCE) is a 200-question, multiple-choice, nonsectioned examination representing each of the original eight CACREP (Council for Accreditation of Counseling & Related Educational Programs) content areas, with question content also emerging from the five work behaviors determined by NBCC's national job analysis. Thus, the content validity of the NCE is anchored on the five empirically validated work behaviors determined to be most relevant for competent counseling practice and the eight CACREP curriculum educational standards.

A different form (version) of the NCE is compiled for each administration of the examination. Each form's questions, which are drawn from the item pool for the NCE, have undergone extensive review and field-testing.

Although each form of the NCE contains different questions, the content areas and the respective numbers of questions representing those areas are consistent. Within the set of 200 questions on each form of the NCE, 160 of the questions are counted for the purpose of determining whether you surpass the minimum criterion (i.e., "passing") score for that form. Thus, the maximum possible score a respondent can achieve is 160. The remaining 40 items are unscored field test items. Field test items are included on the exam to gather item statistics to evaluate their performance for use on future exams.

The following is an outline showing the eight CACREP domains on which the examination questions are based:

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

that provide an understanding of types of research methods, basic statistics, and ethical and legal considerations in research.

8. *Professional Orientation and Ethical Practice* — Studies that provide an understanding of all aspects of professional functioning, including history, roles, organizational structures, ethics, standards and credentialing.

The following is an outline of the five work behavior domains derived from a job analysis of professional counselors. The descriptions of the work behaviors are intended to be broad examples and are not exhaustive.

1. *Fundamental Counseling Issues* — Theory and application of counseling clients with conditions that may be a focus of clinical attention, and clients with various disorders including but not limited to neurocognitive, personality, anxiety, and depressive disorders.
2. *Counseling Process* — Assessing a client's course of development or one's appropriateness for working with a specific client. Conducting diagnostic interviews, distance counseling and school/community outreach.
3. *Diagnostic and Assessment Services* — Assessing clients' educational preparation and potential for harm to self and others. Conducting biopsychosocial interviews, initial assessments and custody evaluations.
4. *Professional Practice* — Advocating for client needs and the profession of counseling. Applying career counseling interventions, current counseling and multicultural counseling models.
5. *Professional Development, Supervision and Consultation* — Communicating with credentialing boards and consulting with the justice system, peers or other professionals, prescribers of medications, and professional organizations.

The National Board for Certified Counselors, Inc. (NBCC) has developed a preparation guide for the NCE that includes general information about the exam, a practice test, tips and strategies for test-

taking, and additional references. This is the only guide that includes actual retired test items. This guide can be purchased for \$34.95 at www.nbcc.org.

NCE SAMPLE EXAMINATION QUESTIONS

Following are sample questions in the same style and with similar content as will be on your examination. Use the sample questions to verify your understanding of the topics on the examination. Answers are provided for the sample questions.

- In attempting to understand the life perspectives and characteristics of their clients, some counselors use Kohlberg's theory of moral development as a theoretical framework. These counselors know that Kohlberg's theory includes three progressive levels culminating in
 - self-actualization, wherein the individual is fully humanistic.
 - principled thought, wherein the individual adopts a self-accepted set of standards of behavior.
 - androgyny, wherein the individual exhibits both male and female stereotypic behaviors.
 - personhood, wherein the individual is free from moral dilemmas.
- A professional counselor determines fees for monthly consultation services on a job-by-job basis. This is an example of which of the following types of reinforcement schedules?
 - Variable interval
 - Fixed interval
 - Variable ratio
 - Fixed ratio
- Research on the development of a person in a so-called "humanistic life outlook" has shown that it is facilitated by
 - formal educational experiences.
 - observational learning experiences.
 - diverse interpersonal interactions.
 - all of the above.
- When persons who are characteristically shy and withdrawn participate in "assertiveness training," initially they experience uncertainty and self-doubt. Counselors refer to this social psychological concept as
 - cognitive dissonance.
 - dissociation.
 - individuation.
 - acculturation.
- "Men [used here to mean all people] are disturbed not by things, but by the view which they take of them." This quote, attributable to Epictetus, most closely describes the counseling theory developed by
 - Rogers.
 - Carkhuff.
 - Freud.
 - Ellis.
- The counseling technique in which the counselor intensifies the client's emotional state in order to help the client understand the irrationality of the emotional reaction is known as
 - confrontation.
 - paradoxical intention.
 - systematic desensitization.
 - reconfiguration.
- Counselors know that groups are formed for different purposes. For example, in some groups the primary goal is to yield some specified outcome, or "product," while in others the primary goal is to focus on the "process" of interaction within the group. Which of the following types of groups is more product- than process-oriented?
 - Behavioral
 - Transactional-analysis
 - Adlerian
 - Client-centered
- In the context of group counseling, members that are high in conformity also tend to be high in
 - independence.
 - authoritarianism.
 - intelligence.
 - superiority.

9. A counselor who structures a career counseling group to help group members understand a "fields and levels" approach to careers is following the theory of
- Super.
 - Roe.
 - Holland.
 - Tiedeman.
10. The concept of "career maturity" has been described and researched most extensively by
- Crites.
 - Hoyt.
 - Tiedeman.
 - Ginzberg.
11. Person A and Person B both took the same test. Person A got a score of 100 while Person B got a score of 75. In order for a counselor to determine whether the difference between their scores was because of "chance," the counselor would need to know which of the following characteristics of the test?
- Mean
 - Standard deviation
 - Standard error of measurement
 - Standard error of the mean
12. A counselor conducted a study intended to evaluate the effectiveness of ongoing group career counseling on the vocational maturity of high school sophomores. The study was begun in September and continued until June. This study is particularly susceptible to which of the following threats to the validity of an experiment?
- Regression
 - Maturation
 - Reactive effects of experimentation
 - Multiple treatment interference
13. A counselor designs a study where two experimental groups and one control group complete pre- and postexperiment measures of self-concept. The subjects were not randomly assigned to the groups because of scheduling problems. Which of the following techniques is MOST appropriate for analyzing the resultant data?
- Analysis of covariance
 - Correlated t-tests
 - Analysis of variance
 - Wilcoxon on matched-pairs signed-ranks test
14. You have been providing career counseling to a client who is seeking employment. Concurrent with the counseling, and with your knowledge, the client has made application for employment with several employers. A potential employer calls you and asks for your opinion as to your client's suitability for the employer's job opening. Under which of the following conditions are you free (i.e., not in violation of professional ethics), to provide the information requested?
- When it is clear that the client will not get the job unless the information is given
 - When you are certain that the information you would provide would assure that the client would get the job
 - When in your best judgment you believe the information would enhance the client's chances for getting the job
 - None of the above
15. As applied to professional licensure of counselors, the term "reciprocity" means that
- one licensing agency agrees to accept the licensing standards of another as sufficient for its own.
 - a licensed counselor may legally perform the functions of a licensed psychologist.
 - certification is synonymous with licensure.
 - graduation from a fully accredited counselor education program automatically constitutes eligibility for licensure.

Sample Answer Key

- | | | |
|------|-------|-------|
| 1. B | 6. B | 11. C |
| 2. C | 7. A | 12. B |
| 3. D | 8. B | 13. A |
| 4. A | 9. B | 14. D |
| 5. D | 10. A | 15. A |

PREPARING FOR THE EXAMINATION

Developing an effective study plan is essential for successfully passing the NCE. A good study strategy includes preparation. To prepare, first determine what you need to learn by reviewing the content areas for the NCE (CACREP areas and work behavior areas). Choose your study materials and select a quiet, comfortable place that allows you to focus. Before you begin, check to make sure you have everything you need. Try to avoid interruptions.

Developing a study plan will allow you to learn the most as you study. Include setting goals in your study plan. Review what you have studied as often as possible.

TAKING THE EXAMINATION

Your examination will be delivered by computer at a Pearson VUE testing center. You do not need computer experience or typing skills to take the examination. On the day of your examination appointment, please plan to arrive at the testing center early. For your convenience, signs indicating Pearson VUE testing center check-in will be posted at the testing center.

A candidate who arrives more than 15 minutes after the scheduled testing time will not be admitted.

IDENTIFICATION

To gain admission to the testing center, you must present two forms of identification, one with a photograph. The name on your registration and on your photo ID **must** be identical. Both forms of identification must be current and include your current name and signature. You will be required to sign a roster for verification of identity.

Acceptable forms of photo identification include a current driver's license, a current state identification card, a current passport, or a current military identification card. Employment ID cards, student ID cards and any type of temporary identification are **not**

acceptable as the primary form of identification.

You must have proper identification to gain admission to the testing center. Failure to provide appropriate identification at the time of the examination is considered a missed appointment and a refund of your examination fee will not be granted.

SECURITY

NBCC, CCE and Pearson VUE maintain examination administration and security standards so that all candidates have the same opportunity to demonstrate their abilities. The testing center is continuously monitored by audio and video surveillance equipment for security purposes.

The following security procedures apply during the examination:

- No cameras, notes, tape recorders, personal digital assistants (PDAs), pagers or cellphones are allowed in the testing room.
- No calculators are permitted.
- No guests, visitors or family members are allowed in the testing room or reception areas.
- No personal items, valuables or weapons should be brought to the testing center. Only keys and wallets may be taken into the testing room. Pearson VUE is not responsible for items left in the reception areas.

EXAMINATION RESTRICTIONS

- Writing materials will be provided during check-in. You must return the writing materials to the proctor at the completion of testing, or you will not receive a score report. No documents or notes of any kind may be removed from the examination room.
- No questions concerning the content of the exam may be asked during the examination.
- You may take a break when you wish, but you will not be given additional time to test.
- Eating, drinking or smoking is not permitted in the testing center.

MISCONDUCT

Individuals who engage in any of the following conduct may be dismissed from the examination and will forfeit their scores and fees:

- Creating a disturbance or being abusive or otherwise uncooperative;
- Displaying and/or using electronic communications equipment such as pagers, cellphones or PDAs;
- Giving or receiving help or being suspected of doing so;
- Attempting to record examination questions or make notes;
- Attempting to take the examination for someone else; or
- Being observed with notes, books or other aids.

COPYRIGHTED EXAMINATION QUESTIONS

All examination questions are the copyrighted property of NBCC. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these examination questions by any means, in whole or in part. Those who do so may be subject to severe civil and criminal penalties.

EXAMINATION PROCESS

After your identification has been confirmed, you will be directed to a testing carrel. The system will monitor you via video throughout your examination session.

Following the examination instructions, you will begin the timed examination.

You will have four hours to complete this examination. The computer tracks the time you spend on the examination. The examination begins when you select "start." A nondisclosure agreement (NDA) appears on the screen; you must agree to the terms of the agreement to proceed with the exam. You will have five minutes to agree to the NDA, or the examination will terminate.

After you agree to the terms of the NDA, you will click the "Next" button and arrive at the tutorial

for the examination. This section is timed. You have 10 minutes to review how to navigate and respond to the examination items.

The examination will terminate if you exceed the time allowed. A digital clock indicates the time remaining for you to complete the examination.

Only one examination question is presented at a time. The question number appears in the upper right portion of the screen. Answer choices are identified as A, B, C or D. Indicate your choice by clicking the option using the mouse. To change your answer, simply click on the alternate option using the mouse. You may change your answer as many times as you wish before the examination time limit.

Be sure to provide an answer for each examination question before ending the examination. There is no penalty for guessing.

FOLLOWING THE EXAMINATION

After completing the examination, candidates are asked to complete a short evaluation of their examination experience. Then, candidates are instructed to report to the examination proctor to receive their score report. The score report you will receive is an unofficial score report. This unofficial score report will have your photograph on it. CCE will report your official scores to your licensing organization upon verification that you adhere to policies and procedures necessary to sit for the examination. Passing the examination does **not** guarantee licensure. NBCC, CCE and Pearson VUE reserve the right to withdraw or void official scores if it is found a candidate engaged in misconduct, wrongfully sat for the examination, or violated the regulations of the respective organizations. Scores are reported in written form only and are not reported over the telephone, by e-mail or by fax.

PASS/FAIL SCORE DETERMINATION

The examination score is determined only by your performance on the NCE. Work history, quality of work, or other personal or professional variables do not constitute or otherwise substitute exam performance.

The methodology used to determine the passing point for the NCE is a modified Angoff method.

Identified subject matter experts who make up the NCE examination committee formulate responses and, through review of numerical data, unanimously determine the appropriate passing score. The subject matter experts evaluate each question on the examination to determine how many correct answers are necessary to demonstrate the knowledge and skills required to pass the examination.

It is important to note a candidate's ability to pass the examination depends on the knowledge and skill of the candidate and not on the performance of other test takers.

Passing scores may vary slightly for each version of the examination. To ensure fairness to all candidates, a process of statistical equating is used to determine the cut score for each version of the examination. This involves selecting an appropriate mix of individual questions for each version of the examination that meets the content distribution requirements of the examination content blueprint. Because each question has been pretested, a difficulty level can be assigned.

The process then considers the difficulty level of each question selected for each version of the examination, attempting to match the difficulty level of each version as closely as possible. To assure fairness, slight variations in difficulty level are addressed by adjusting the passing score up or down, depending on the overall difficulty level statistics for the group of scored questions that appear on a particular version of the examination.

SCORES CANCELLED BY NBCC, CCE OR PEARSON VUE

NBCC, CCE and Pearson VUE are responsible for the validity and integrity of the scores they report. On occasion, occurrences such as computer malfunction or misconduct by a candidate may cause a score to be suspect. NBCC, CCE and Pearson VUE reserve the right to void or withhold examination results if, upon investigation, violation of their regulations is discovered.

IF YOU PASS THE EXAMINATION

Your scores will be forwarded to your state licensure board within 30 days. Candidates who pass the examination should follow their state board requirements for licensure. Please refer to insert for state-specific information.

IF YOU DO NOT PASS THE EXAM

Should you fail the exam by two points or less, your exam is automatically hand scored for accuracy. Candidates may take the examination once every three months. You can reregister by submitting a new examination registration form with the appropriate fee. Please refer to the examination registration form for state-specific information.

APPEALS

Examinees may appeal test scores on the NCE. Appeals must be filed within one week of the examination to appeal@cce-global.org. CCE will confirm that the appeal was received within one business day. Appeals made by telephone or to other e-mail addresses will not be considered. Examinees should include their full legal name, NBCC/CCE ID number, Pearson ID, test date and testing center location. Appeals without proper identification information will not be considered.

APPEALABLE ISSUES

Candidates can appeal test results for the following reasons: (a) test administration issues including but not limited to room temperature, distractions, improper seating, lighting, or technical issues with computer equipment or Internet connection; (b) improper ADA accommodations; (c) registration and application errors; (d) proctoring errors; or (e) examination content. Please note, examinees must report test administration issues to the site administrator/proctor immediately. NBCC and its affiliates must confirm the documented issue in order to take any action on behalf of the examinee.

To appeal administration errors, examinees must provide detailed, clear and concise descriptions of the issue under appeal (e.g., room temperature as it reads on a thermostat, wording of error messages on

the computer screen). Failure to provide adequate detail will significantly delay the investigation or may invalidate the appeal.

To appeal examination content, examinees must provide in writing the wording of the item in question and primary source data to support the appeal. Primary source data comes from the pool of knowledge generally acknowledged by counseling professionals (e.g., commonly referenced research or textbooks). Failure to provide sufficient information for identifying the item in question or lack of primary source data will invalidate the content appeal.

NONAPPEALABLE ISSUES

Examinees may **not** appeal (a) examination cut scores or the procedure for calculating cut scores, (b) the examination, (c) the content validity of the examination, or (d) failing scores due to the candidate improperly following examination instructions or instructions provided during the tutorial. Examinees may submit comments about the examination content, which will be shared with the NCE Examination Committee.

FAILING TO REPORT FOR AN EXAMINATION

A candidate who fails to report for an examination forfeits the registration and all fees paid to take the examination. A completed registration form and examination fee are required to reregister for an examination.

CONFIDENTIALITY

Information about candidates for testing and their examination results are considered confidential. Studies and reports concerning candidates will contain no personally identifiable information unless authorized by the candidate.

SCORE VERIFICATION

Candidates may request score verification for themselves or a third party by submitting a completed Score Verification Request form and payment. This form is available at www.cce-global.org.

Computer-Based Testing Special Accommodations Request for State Licensure Candidates

Use this form if you are requesting special accommodations for the examination(s). All requests are reviewed individually and are subject to CCE approval.

Applicant's Name: _____

Candidates With Disabilities

Please identify briefly the nature of your disability. (Attach letterhead documentation with diagnosis and recommended accommodations by a qualified professional.) Specify the special accommodations and/or arrangements you will need to complete the National Counselor Examination for Licensure and Certification (NCE). Documentation may not be more than five years old.

I certify that this information is correct. I have attached the required documentation.

Applicant's Signature _____ Date _____

Candidates for Whom English Is a Second Language

I am requesting two additional hours of exam time and/or permission to bring a non-electronic, word-to-word translation dictionary due to English as a second language (ESL). I have attached documentation from my graduate program showing that I received special accommodations due to ESL while in school.

Applicant's Signature _____ Date _____

Note: If you studied in another language, we will verify the international degree equivalency evaluation you submitted as part of this application.

Request for International Exam Location (Only for active military personnel testing for state licensure.)

Please contact me to arrange for testing at an international location.

Applicant's Signature _____ Date _____

Note: Cancellations of special exam accommodations must be made at least seven business days before the exam date.