



NATIONAL BOARD FOR  
CERTIFIED COUNSELORS®

# Candidate Handbook for State Licensure

## National Counselor Examination (NCE)

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NBCC and CCE value diversity.  
There are no barriers to credentialing on the basis of gender, race, creed, age, sexual orientation, or national origin.



NATIONAL BOARD FOR  
CERTIFIED COUNSELORS®



CENTER FOR  
CREDENTIALING  
& EDUCATION™

Revised Feb. 2022, Published Online March 2020

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## FOR MORE INFORMATION

All questions and requests for information about state licensure requirements should be directed to the state licensing board to which you are applying.

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

### Center for Credentialing & Education (CCE)

State Agency Services Department  
3 Terrace Way  
Greensboro, NC 27403  
Voice: 336-482-2856  
Fax: 336-482-2852  
Website: [cce-global.org](http://cce-global.org)

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

### Pearson VUE

5601 Green Valley Dr.  
Blomington, MN 55437  
Voice: 866-904-4432  
Website: [home.pearsonvue.com](http://home.pearsonvue.com)

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The National Counselor Examination (NCE) is designed to assess the knowledge, skills, and abilities determined to be important for providing effective counseling services. The NCE is a requirement for counselor licensure in many states. It is also one of two examination options for the NCC certification.

There are two options for examination delivery for the NCE:

1. You can take the examination on its own, as part of the state licensure process, which will be covered in this handbook.
2. You can take the examination as part of the National Certified Counselor (NCC) application. The benefit of taking the examination via this method is that it allows you to get a head start on earning your professional credentials. For more information on this process, review the candidate handbook at [nbcc.org/Assets/Exam/handbooks/NCE.pdf](http://nbcc.org/Assets/Exam/handbooks/NCE.pdf).

## ABOUT NBCC

The National Board for Certified Counselors (NBCC) is internationally recognized as a leading provider of counselor credentialing examinations. Additionally, all 50 states; the territories of Guam, Puerto Rico, the U.S. Virgin Islands; 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 provides 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 contracts with CCE to oversee the examination process.

## ABOUT PEARSON VUE

Pearson VUE is our partner for the administration and scoring of the NCE. As an independent testing agency, Pearson VUE has test centers across the globe and is headquartered in Minneapolis, Minnesota, with regional offices in Australia, China, Dubai, India, Japan, the United Kingdom, and the United States.

Pearson VUE provides two administration options for the NCE:

- In-person administration—at a Pearson VUE test center.
- Online administration through Pearson VUE's platform, OnVUE—may be taken on a computer at home or in a private office with a strong internet connection and a webcam.
  - o To find out more information about the OnVUE process and system requirements, visit [nbcc.org/exams/onvue](http://nbcc.org/exams/onvue).

## NONDISCRIMINATION POLICY

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

## EXAMINATION ADMINISTRATION

As noted, you have the choice to take the NCE in-person at a Pearson VUE test center or online through Pearson VUE's OnVUE platform.

If you choose the in-person administration at a Pearson VUE test center, you will have the option to make an appointment during the first 2 full weeks of January through April and August through December, as

well as the first 3 full weeks of May through July, of your administration window. If you choose the online administration option through OnVUE, you may make an appointment during the entire month of the authorized examination window from the privacy of your home or office, with strict security protocols in place to ensure the integrity and security of the testing process and examination content. To find out more information about the OnVUE process, visit [nbcc.org/exams/onvue](http://nbcc.org/exams/onvue).

## HOLIDAYS

**Examinations are not offered on the following holidays:**

New Year's Day  
Martin Luther King, Jr. Day  
Memorial Day  
Juneteenth National Independence Day  
Independence Day  
Labor Day  
Thanksgiving Day and the following Friday  
Christmas Eve (Limited hours)  
Christmas Day

## EXAMINATION PURPOSE, CONTENT, AND FORM

The National Counselor Examination (NCE) is a 200-question, multiple-choice, non-sectioned examination. The NCE represents each of the original eight Council for Accreditation of Counseling and Related Educational Programs (CACREP) content areas, with question content also emerging from the six work behaviors determined by NBCC's national job analysis of more than 16,000 credentialed counselors. The NCE measures an examinee's knowledge and understanding of theoretical and skill-based tenets necessary to practice safely and competently as an entry-level counselor. See Appendix A for the NCE content outline.

Thus, the content validity of the NCE is anchored on the six empirically validated work behaviors determined to be most relevant for competent counseling practice and the eight CACREP curriculum educational standards. The minimally qualified candidate for the NCE has graduated from or is a well-advanced graduate student in a counseling program that has been accredited by CACREP or is housed within a regionally accredited institution.

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 a minimally qualified candidate surpasses the minimum criterion (i.e., "passing") score for that form. Each of these 160 questions comprise one score point; thus, the maximum possible score a candidate can achieve is 160. The remaining 40 items are unscored field-test items. Field-test items are included on the examination to gather item statistics to evaluate their performance for use on future examinations. See Appendix B for NCE sample examination questions.

The following is an outline of the eight CACREP domains on which the examination questions are aligned:

1. **Professional Counseling Orientation and Ethical Practice** — Studies that provide an understanding of all aspects of professional functioning, including history, roles, organizational structures, ethics, standards, and credentialing.
2. **Social and Cultural Diversity** — Studies that provide an understanding of issues and trends in a multicultural and diverse society.

3. **Human Growth and Development** — Studies that provide an understanding of the nature and needs of individuals at all developmental levels.
4. **Career Development** — Studies that provide an understanding of career development.
5. **Counseling and Helping Relationships** — Studies that provide an understanding of counseling and consultation processes.
6. **Group Counseling and Group Work** — Studies that provide an understanding of group development, dynamics, counseling theories, group counseling methods and skills, and other group work approaches.
7. **Assessment and Testing** — Studies that provide an understanding of individual and group approaches to assessment and evaluation.
8. **Research and Program Evaluation** — Studies that provide an understanding of types of research methods, basic statistics, and ethical and legal considerations in research.

\*States may choose to allow candidates of comparable education levels from other related helping degrees to sit for the exam for licensure.

## REGISTERING FOR AN EXAMINATION

### ELIGIBILITY REQUIREMENTS

You should check with your state board for specific information about licensure application procedures and any additional requirements. Please visit [nbcc.org/search/stateboarddirectory](http://nbcc.org/search/stateboarddirectory).

### SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES

For complete information and regulations, please read the Special Examination Accommodations Policy located on the NBCC website at [nbcc.org/Assets/Policies/NBCC-CCE\\_Special\\_Examination\\_Accommodations\\_Policy.pdf](http://nbcc.org/Assets/Policies/NBCC-CCE_Special_Examination_Accommodations_Policy.pdf).

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 because of that disability. With supporting documentation, CCE and Pearson VUE will provide reasonable accommodations for candidates with permanent or temporary disabilities or for whom English is a second language. You must submit your special accommodation request to your state licensing board for review and approval, if applicable. Visit [nbcc.org/search/stateboarddirectory](http://nbcc.org/search/stateboarddirectory) for state-specific information on special accommodations.

If you require special examination accommodations (SEA), you must request SEA each time you register for the examination—for state licensure or as part of your NCC application.

If you are testing with approved special accommodations, you must schedule your examination appointment via Pearson VUE's toll-free number (800-466-0450, option 3).

*If you schedule your examination date prior to confirmation of an approved special accommodation(s) you must forfeit either your accommodation or your scheduled examination date (which you would then need to reschedule).*

*If you choose the online administration option through OnVUE, please note that you are indicating your choice to test without special examination accommodations.*

## REGISTRATION PROCESS

This registration process is specific to those taking the NCE for state licensure.

There are two options to register for the NCE:

- Register online. To begin this process, visit [cce-global.org](http://cce-global.org) and choose the “ProCounselor” tab.
- Paper registration. To request a paper registration form instead, contact [paperreg@cce-global.org](mailto:paperreg@cce-global.org). This process may take an additional 4 weeks to process. A money order for the amount of the examination is the only acceptable form of payment with the paper registration.

## REGISTRATION EXPIRATION

If you fail to test within the authorized window after registering with CCE, you will forfeit the registration and all fees paid to take the examination.

## EXAMINATION REREGISTRATION

If you do not sit for the examination within the allotted window or are unsuccessful in your examination attempt, you may retake the examination after completing a 3-month (90-day) waiting period. You may reregister at any time. The examination fee is required each time you reregister for the examination.

*Special examination accommodations (SEA) must be requested each time you reregister for the examination—for state licensure or as part of your NCC application.*

## FEES AND REFUND POLICY

Online payments for state counselor licensure must be made by credit card (VISA, MasterCard, or American Express). A cashier’s check or money order, made payable to NBCC, must be included if using the paper registration form. Examination fees are not refundable nor transferable and are forfeited if the examination is not taken within the approved administration window.

## SCHEDULING AN EXAMINATION

After you have successfully registered with CCE via ProCounselor or paper registration and your registration has been processed, you will receive an authorization to test email from Pearson VUE with your candidate ID number. This email will arrive after the registration process is completed. You may either schedule an appointment for the examination online or by telephone. If registering by telephone, please be prepared for a possible long hold time for a live Pearson VUE customer service representative.

*You may only schedule an examination appointment with Pearson VUE after you have registered with CCE and received an authorization to test email.*

If you are taking the examination with approved special examination accommodations, you must schedule your examination appointment by telephone at 800-466-0450, option 3. See SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES on page 5 for more information.

### **To Schedule Online**

- Retrieve the candidate ID number from the authorization to test email received from Pearson VUE.
- Navigate to [home.pearsonvue.com/cce](http://home.pearsonvue.com/cce) and select “Create Account.”
- Follow step-by-step instructions to select the examination program and register for an examination.

### **To Schedule via Telephone** - you may experience extended hold times.

- Call Pearson VUE at 866-904-4432 to schedule an examination appointment.
- This toll-free number is answered from 7 am to 7 pm Central Time Monday through Friday.

When scheduling an examination appointment, be prepared to confirm a location (for in-person testing), communicate a preferred date and time for testing, and provide your client ID number. Pearson VUE uses this number only for identification purposes for maintaining candidate records. When you contact Pearson VUE to schedule an examination appointment, you will be notified of the time to report to the test center (for the in-person administration) or to report for testing (for the online administration).

After scheduling the examination appointment, you will receive a confirmation of examination registration email from Pearson VUE to confirm your scheduled appointment. It will include the registration ID, date, time, appointment length, test center location (if necessary), and approved special accommodation(s), if applicable.

## **EXAMINATION APPOINTMENT CHANGES**

You must reschedule an examination appointment by calling Pearson VUE at 866-904-4432 or 800-466-0450, option 3 if you have approved special accommodations. There will be a \$50 rescheduling fee. A new appointment may be rescheduled up to 24 hours before the currently scheduled examination appointment.

## **MISSED APPOINTMENTS AND CANCELLATIONS**

The examination registration and all fees paid to take the examination are forfeited when you:

1. Miss an appointment and do not reschedule at least 24 hours before the examination appointment.
2. Arrive more than 15 minutes late for the examination.
3. Violate any Pearson VUE or NBCC/CCE rule or disobey a directive from a Pearson VUE or OnVUE proctor or examination administrator.
4. Engage in any behavior(s) that can be deemed as cheating or unethical at any time during the registration process or examination administration.

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

## **PERSONAL EMERGENCY, INCLEMENT WEATHER, OR POWER FAILURE**

In the event a personal emergency arises on the day of the examination, you must call CCE at 336-482-2856. A decision for a retest after a thorough review will be considered on a case-by-case basis. In the event of inclement weather, Pearson VUE will determine whether circumstances warrant the cancellation and rescheduling of an examination appointment. An examination will usually be rescheduled if the test center personnel are unable to open the facility. If the power to a test center (or your home, if choosing the OnVUE option) is temporarily interrupted during an administration, the examination will restart at the last question you completed.

Every attempt is made to administer an examination as scheduled; however, should an examination be canceled at a test center, all scheduled candidates will receive notification by email or telephone regarding rescheduling or reregistration procedures.

## TAKING THE EXAMINATION

Before learning about the examination process specifics for your chosen administration, please be aware of the following rules that apply to all candidates, whether you are testing at a Pearson VUE test center (in-person) or through the OnVUE platform (online).

### MISCONDUCT

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

- Creating a disturbance or being abusive or otherwise uncooperative.
- Displaying and/or using electronic communications equipment such as pagers, cell phones, PDAs, or smart watches.
- 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.
- Being observed with notes, books, or other aids.
- Participating in any data dump activities or other misuses of provided writing materials.
- Any other behavior deemed as misconduct or suspicious activity as reported by Pearson VUE examination administrators or proctors.

### COPYRIGHTED EXAMINATION QUESTIONS

All examination questions are the copyrighted property of NBCC. It is forbidden under federal copyright law to copy, reproduce, record, distribute, display, or share these examination questions by any means, in whole or in part. Those who do so may be subject to severe civil and criminal penalties. Prior to being granted access to any examination questions, all candidates are required to read and agree to a nondisclosure agreement (NDA).

## IN-PERSON EXAMINATION ADMINISTRATION (PEARSON VUE TEST CENTER)

The examination will be delivered by computer at a Pearson VUE test center. Advanced computer experience or typing skills are not needed. You will be required to select answer choices. On the day of the examination appointment, you should plan to arrive at the test center early. Prior to testing at the Pearson VUE test center, you are required to read and sign the [Pearson VUE Candidate Agreement](#) before you are allowed into the test center. The document outlines what test takers should do if they need help with the examination and other policies.

*If you arrive more than 15 minutes after the scheduled testing time, you will not be admitted and will forfeit your registration fee.*

**If you are taking an online examination administration, see page 10.**

## TEST CENTER LOCATIONS

Pearson VUE test 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 [home.pearsonvue.com](http://home.pearsonvue.com). Specific address information will also be provided once an examination appointment is made.

## IDENTIFICATION REQUIREMENTS

You must have two forms of identification, one must be a photo identification, to gain admission to the test 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. For specific information on identification requirements, please visit [home.pearsonvue.com/Policies/1S/English](http://home.pearsonvue.com/Policies/1S/English).

## SECURITY REQUIREMENTS

NBCC, CCE, and Pearson VUE maintain the highest degree of administration and security standards. The test 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, cell phones, or smart watches are allowed in the testing room.
- No calculators are permitted.
- No guests, visitors, or family members are allowed in the testing room or reception areas.
- No personal items, valuables, or weapons should be brought to the test center.
- A locker is provided for storing keys, wallets, and cell phones. Pearson VUE is not responsible for items left in the reception areas.

It is important to note that Pearson VUE may add other prohibited items and include other restrictions as needed.

## EXAMINATION RESTRICTIONS

- Writing materials will be provided during check-in.
- All writing materials must be returned to the proctor at the completion of testing or a score report will not be given. No documents or notes of any kind may be removed from the testing room.
- No questions concerning the content of the examination may be asked during the examination.
- Breaks may be taken during the examination; however, the examination clock will not stop during any voluntary breaks. You must follow proper Pearson VUE procedures when requesting a break.
- Eating, drinking, chewing gum or tobacco products, vaping, or smoking is not permitted in the test center.

## EXAMINATION PROCESS

You will be directed to a testing carrel after your identification has been confirmed. You will be monitored by video throughout the examination session.

A nondisclosure agreement (NDA) will appear on the screen and the terms of the agreement must be agreed to in order to proceed with the examination. You will have 5 minutes to agree to the NDA or the examination will terminate.

After agreeing to the terms of the NDA there will be a tutorial for the examination. You will have 10 minutes to review how to navigate and respond to the examination items. Following the examination instructions, you will begin the timed examination by pressing “Start.”

You will have 3 hours and 45 minutes to complete this examination. The computer tracks the time you spend on the examination, and the examination terminates if the time allowed is exceeded. A digital clock indicates the time remaining to complete the examination.

Only one examination question is presented at a time. The question number appears in the upper right portion of the screen. Answer choices are identified as A, B, C, or D. You 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. Going back to review questions is permitted if needed. You are encouraged to provide an answer for every examination question before ending the examination because there is no penalty for guessing.

## ONLINE EXAMINATION ADMINISTRATION (ONVUE)

The examination will be delivered via computer. Advanced computer experience or typing skills to take the examination are not needed. You will be required to select answer choices. On the day of the examination appointment, you can check in up to 30 minutes before the examination, and up to 15 minutes after the scheduled appointment time. Prior to testing, you are required to read and sign the [Pearson VUE Candidate Agreement](#). The document outlines what test takers should do if they need help with the examination and other policies.

*If you check in more than 15 minutes after the scheduled testing time, you will not be allowed to test and will forfeit your registration fee.*

### IDENTIFICATION REQUIREMENTS

- You will be prompted to capture:
  - A photo of your currently valid government-issued ID
  - A real-time photo of yourself
- Note: The first and last name that you used to register for the examination must exactly match the first and last name on the government-issued ID that is presented on the day of the examination. If the identification that you submit does not pass the initial review, you may be asked to submit an alternative option. All required IDs must be issued by the country in which you are testing. If you do not have a qualifying ID issued from the country in which you are testing, a passport from your country of citizenship is required along with a secondary ID. If you have any questions or concerns about the ID requirements, please contact Pearson VUE customer service at [home.pearsonvue.com/nbcc/contact](http://home.pearsonvue.com/nbcc/contact).

You must have proper identification to test online. 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. For specific information regarding identification requirements, please visit [home.pearsonvue.com/Policies/1S/English](http://home.pearsonvue.com/Policies/1S/English).

## SECURITY REQUIREMENTS

- You will be required to capture four photos of your testing environment.
- Constant online proctoring/monitoring will be conducted by both artificial intelligence and a VUE-certified proctor via webcam and microphone throughout the examination.
- You must review all submitted information and follow-ups, as needed, with a Pearson VUE team member.

## TESTING SPACE REQUIREMENTS

Other individuals (including children) and pets (except service animals) are not allowed in the testing environment. We recommend, if possible, using a room that has a door with a lock to reduce the likelihood that an interruption will occur. You are not permitted to get up or leave your testing computer for any reason except for one 15-minute, prescheduled break. Interruptions (including contact with any person other than the examination proctor) will result in disqualification from the online administration of the NCE. In the event that this happens, you will have to schedule to take the examination at a Pearson VUE test center at a later date.

Additionally, you are not allowed to have textbooks, cell phones, smart watches, or other materials that may have test content information on your desk or within reach in the testing environment. This includes bulletin boards, white boards, or other items on the wall that may contain information relevant to the examination. The Pearson VUE employee may provide other directives regarding the examination environment. Failure to follow any directive from Pearson VUE staff will result in termination of the examination and forfeiture of the examination appointment and fee.

## EXAMINATION RESTRICTIONS

No questions concerning the content of the examination may be asked during the examination. A 15-minute break will be offered after the first 100 questions, but no additional time will be given to test. Eating, chewing gum, or smoking is not permitted during the examination. You may have water in a clear container on your testing surface during the examination.

## BREAK LIMITATIONS

You are not permitted to get up or leave your testing space for any reason except for one 15-minute, prescheduled break. This break will be provided after you complete the first 100 questions of the examination. After the break, you will not be permitted to return to the first 100 questions. If you leave your testing space at any time outside of this break, your examination will be terminated, and you will forfeit your examination appointment and fee.

## EXAMINATION PROCESS

We encourage you to review the OnVUE FAQ page: [home.pearsonvue.com/Clients/Dell/Online-proctored/OnVUE-Online-Proctored-Exams.aspx](https://home.pearsonvue.com/Clients/Dell/Online-proctored/OnVUE-Online-Proctored-Exams.aspx).

You will be instructed to show the proctor a full view of the testing area after your identification has been confirmed. Test takers will be monitored by video and audio throughout the examination session.

A nondisclosure agreement (NDA) will appear on the screen and the terms of the agreement must be agreed to in order to proceed with the examination. You will have 5 minutes to agree to the NDA or the examination will terminate.

After agreeing to the terms of the NDA there will be a tutorial for the examination. You will have 10 minutes to review how to navigate and respond to the examination items. Following the examination instructions, you will begin the timed examination by pressing "Start."

You will have 3 hours and 45 minutes to complete this examination. The computer tracks the time you spend on the examination, and the examination terminates if the time allowed is exceeded. A digital clock indicates the time remaining to complete the examination.

Only one examination question is presented at a time. The question number appears in the upper right portion of the screen. Answer choices are identified as A, B, C, or D. You 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. Going back to review questions is permitted if needed. You are encouraged to provide an answer for every examination question before ending the examination because there is no penalty for guessing.

## FOLLOWING THE EXAMINATION

You will be asked to complete a short evaluation of your examination experience after completing the examination. You will then be instructed to report to the examination proctor to receive your unofficial score report, which includes your photograph.

Within 30 days after the end of the administration window for the month, CCE will report official scores to each test taker's licensing organization after verifying that individual test takers have abided by testing policies and procedures during the administration of the examination.

You can order an official score verification report to be sent to third parties (such as licensure boards) by printing, completing, and mailing or faxing the [Score Verification Request for State Licensure Examinees Form](#) with your payment to NBCC/CCE. Scores are reported in written form only and not over the telephone, by email, or by fax.

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 test taker engaged in misconduct, wrongfully sat for the examination, or violated the regulations of the respective organizations.

## 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 examination 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 Subject Matter Expert 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 test taker's ability to pass the examination depends on the knowledge and skill of the test taker and not on the performance of other test takers.

The passing score and score you receive on the version of the examination administered will be provided as a score report. Passing scores may vary slightly for each version of the examination. To ensure fairness to all test takers, 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 ensure 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.

## **SCORE VERIFICATION**

You may request a score verification for yourself or a third party by submitting a completed Score Verification Request form and payment. This form is available at [cce-global.org/Assets/StateLicensureCandidates\\_score-verification-form.pdf](http://cce-global.org/Assets/StateLicensureCandidates_score-verification-form.pdf).

## **SCORES CANCELED 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 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 are discovered.

If you pass the examination, your official score will be forwarded to your state licensure board within 30 days of the end of the testing cycle. You should contact your state board for the next steps for licensure.

If you do not pass the examination, you may take the examination once every three months. You can reregister by submitting a new examination registration with the appropriate fee.

You may submit comments about the examination content, which will be shared with the NCE Subject Matter Expert Committee.

## **APPEALING EXAMINATION RESULTS**

For complete information regarding appeals of failed examination attempts, please read the Examination Appeals Policy located on the NBCC website at [http://nbcc.org/Assets/Policies/NBCC\\_CCE\\_Examination\\_Appeals\\_Policy.pdf](http://nbcc.org/Assets/Policies/NBCC_CCE_Examination_Appeals_Policy.pdf).

## **FAILING TO REPORT FOR AN EXAMINATION**

If you fail to report for an examination appointment, you will forfeit the registration and all fees paid to take the examination. A separate registration and fee are required to reregister for an examination.

## **CONFIDENTIALITY**

Information about your testing and examination results are confidential. Studies and reports concerning test takers will not contain personally identifiable information unless authorized by the test taker.

# Appendix A

## Job Analysis and Content Outline

The most recent job analysis was finalized in June 2019, with the content outline drafted and approved by the NCE Subject Matter Expert (SME) Committee.

The committee’s responsibilities included, but were not limited to, identifying components of the profession and related job tasks, crafting survey items, and reviewing the format of the instrument to measure those components and tasks. Development of the job analysis survey was completed at the Center for Credentialing & Education (CCE) over the course of one calendar year (May 2016–July 2017). The committee also evaluated the examination content for alignment with the eight CACREP content areas following the creation of the content outline to provide valuable information to examinees.

The table below represents the six domains (work behaviors) and the percent and number of scored items on the NCE for each of the domains.

Domain	Percent of Items	Number of Scored Items
Professional Practice and Ethics	12	19
Intake, Assessment, and Diagnosis	12	19
Areas of Clinical Focus	29	47
Treatment Planning	9	14
Counseling Skills and Interventions	30	48
Core Counseling Attributes	8	13
<b>Total</b>	<b>100</b>	<b>160</b>

Below are the six empirically validated work behaviors of knowledge, skills, and tasks.

1. **Professional Practice and Ethics** – This section encompasses counselors’ knowledge, skills, and abilities related to maintaining proper administrative and clinical protocols.
  - A. access your (the counselor) competency to work with a specific client
  - B. understand statistical concepts and methods in research
  - C. practice legal and ethical counseling
  - D. clarify counselor–client roles
  - E. discuss client’s rights and responsibilities
  - F. discuss limits of confidentiality
  - G. explain counselor agency policies
  - H. review payment, fees, and insurance benefits
  - I. explain counseling processes, procedures, risks, and benefits
  - J. explain uses and limits of social media

- K. inform clients about the legal aspects of counseling
- L. obtain informed consent
- M. discuss confidentiality as it applies to electronic communication
- N. establish group rules, expectations, and termination criteria
- O. assess competency to provide informed consent
- P. monitor the therapeutic relationship and build trust as needed
- Q. review client records
- R. provide adequate accommodations for clients with disabilities
- S. provide information to third parties
- T. provide referral sources if counseling services are inadequate/ inappropriate
- U. advocate for professional and client issues
- V. seek supervision/consultation
- W. create and maintain documentation appropriate for each aspect of the counseling process
- X. awareness and practice of self-care

2. **Intake, Assessment, and Diagnosis** – This section encompasses counselors’ knowledge, skills, and abilities to effectively conduct client intake, assessment, and diagnosis.

- A. conduct a biopsychosocial interview
- B. conduct a diagnostic interview
- C. conduct cultural formulation interview
- D. conduct an initial interview
- E. determine diagnosis
- F. perform a Mental Status Exam (MSE)
- G. consider co-occurring diagnoses
- H. determine level of care needed
- I. determine the appropriate modality of treatment
- J. assess the presenting problem and level of distress
- K. evaluate an individual’s level of mental health functioning
- L. screen clients for appropriate services
- M. select, use, and interpret appropriate assessment instruments
- N. use formal and informal observations
- O. assess for trauma
- P. assess substance use
- Q. obtain client self-reports
- R. evaluate interactional dynamics
- S. conduct ongoing assessment for at-risk behaviors (i.e., suicide, homicide, self/other injury, and relationship violence)
- T. use pre-test and post-test measures to assess outcomes
- U. evaluate counseling effectiveness

3. **Areas of Clinical Focus** – This section encompasses counselors’ knowledge and skills related to areas of clients’ concern(s).

- A. adjustment related to physical loss/injury/medical condition
- B. aging/geriatric concerns
- C. behavioral problems

D. bullying  
E. caregiving concerns  
F. cultural adjustments  
G. end-of-life issues  
H. fear and panic  
I. financial issues  
J. gender identity development  
K. grief/loss  
L. hopelessness/depression  
M. loneliness/attachment  
N. hyper/hypo mental focus  
O. intellectual functioning issues  
P. insomnia/sleep issues  
Q. maladaptive eating behaviors  
R. remarriage/recommitment  
S. developmental processes/tasks/issues  
T. obsessive thoughts/behaviors  
U. occupation and career development  
V. physical issues related to anxiety  
W. physical issues related to depression  
X. physical/emotional issues related to trauma  
Y. process addictions (pornography, gambling)  
Z. racism/discrimination/oppression  
AA. religious values conflict  
AB. retirement concerns  
AC. ruminating and/or intrusive thoughts  
AD. separation from primary care givers  
AE. sexual functioning concerns  
AF. sleeping habits  
AG. spiritual/existential concerns  
AH. stress management  
AI. substance use/addiction issues  
AJ. suicidal thoughts/behaviors  
AK. terminal illness issues  
AL. visual/auditory hallucinations  
AM. worry and anxiety  
AN. adoption issues  
AO. blended family issues  
AP. child abuse-related concerns  
AQ. child development issues  
AR. dating/relationship problems  
AS. divorce  
AT. family abuse/violence (e.g., physical, sexual, emotional)  
AU. interpersonal partner violence concerns  
AV. marital/partner communication problems

AW. parenting/co-parenting conflicts

AX. emotional dysregulation

4. **Treatment Planning** – This section encompasses counselors’ knowledge, skills, and abilities to develop an effective course of treatment.
  - A. collaborate with client to establish treatment goals and objectives
  - B. establish short- and long-term counseling goals consistent with clients’ diagnoses
  - C. identify barriers affecting client goal attainment
  - D. identify strengths that improve the likelihood of goal attainment
  - E. refer to different levels of treatment (e.g., outpatient, inpatient, residential)
  - F. refer to others for concurrent treatment
  - G. guide treatment planning
  - H. discuss termination process and issues
  - I. discuss transitions in group membership
  - J. follow-up after discharge
  - K. use assessment instrument results to facilitate client decision-making
  - L. review and revise the treatment plan
  - M. engage clients in review of progress toward treatment goals
  - N. collaborate with other providers and client support systems (documentation and report writing)
  - O. discuss with clients the integration and maintenance of therapeutic progress
  - P. educate client to the value of treatment plan compliance
  
5. **Counseling Skills and Interventions** – This section encompasses counselors’ knowledge, skills, and abilities to conduct effective counseling.
  - A. align intervention with client’s developmental level
  - B. align intervention with counseling modality (individual, couple, family, or group)
  - C. align intervention with client population (e.g., veterans, minorities, disenfranchised, disabled)
  - D. implement individual counseling in relation to a plan of treatment
  - E. establish therapeutic alliance
  - F. apply theory-based counseling intervention(s)
  - G. address addiction issues
  - H. address cultural considerations
  - I. address family composition and cultural considerations
  - J. evaluate and explain systemic patterns of interaction
  - K. explore family member interaction
  - L. explore religious and spiritual values
  - M. guide clients in the development of skills or strategies for dealing with their problems
  - N. help clients develop support systems
  - O. help facilitate clients’ motivation to make the changes they desire
  - P. improve interactional patterns
  - Q. provide crisis intervention
  - R. educate client about transference and defense mechanisms
  - S. facilitate trust and safety
  - T. build communication skills
  - U. develop conflict resolution strategies

- V. develop safety plans
- W. facilitate systemic change
- X. provide distance counseling or telemental health
- Y. provide education resources (e.g., stress management, assertiveness training, divorce adjustment)
- Z. provide psychoeducation for client
- AA. summarize
- AB. reframe/redirect
- AC. facilitate empathic responses
- AD. use self-disclosure
- AE. use constructive confrontation
- AF. facilitate awareness of here-and-now interactions
- AG. facilitate resolution of interpersonal conflict
- AH. use linking and blocking in a group context
- AI. management of leader–member dynamics
- AJ. model giving and receiving of feedback
- AK. address impact of extended families
- AL. contain and manage intense feelings
- AM. explore the influence of family of origin patterns and themes
- AN. address the impact of social support network
- AO. use “structured” activities
- AP. promote and encourage interactions among group members
- AQ. promote and encourage interactions with the group leader
- AR. use psychoeducation as a part of the group process
- AS. explain phases in the group process
- AT. identify and discuss group themes and patterns
- AU. create intervention based on the stage of group development
- AV. challenge harmful group member behaviors
- AW. address the potential interaction of members outside of the group

6. **Core Counseling Attributes** – This section encompasses behaviors, traits, and dispositions of effective counselors.

- A. awareness of self and impact on clients
- B. genuineness
- C. congruence
- D. demonstrate knowledge of and sensitivity to gender orientation and gender issues
- E. demonstrate knowledge of and sensitivity to multicultural issues
- F. demonstrate conflict tolerance and resolution
- G. empathic attunement
- H. empathic responding
- I. foster the emergence of group therapeutic factors
- J. non-judgmental stance
- K. positive regard
- L. respect and acceptance for diversity
- M. use foundational listening, attending, and reflecting skills

**Below are the eight CACREP curriculum educational standards.**

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

## **Appendix B**

### **NCE Sample Examination Questions**

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

1. How would a counselor apply cognitive behavioral theory?
  - a. Challenge irrational thoughts.
  - b. Identify repressed feelings.
  - c. Establish defense mechanisms.
  - d. Identify stages of change.
2. How would a counselor build a therapeutic alliance with a client?
  - a. Offer solutions for client problems.
  - b. Determine treatment goals.
  - c. Provide a release of information.
  - d. Give an empathetic response.
3. What is the purpose of using basic attending skills?
  - a. To gain the trust of the client.
  - b. To reinforce the client behavior change.
  - c. To decrease the client's irrational thoughts.
  - d. To link client experiences in a group session.
4. When do group counselors expect members to express genuine thoughts and feelings?
  - a. the initial stage
  - b. the transition stage
  - c. the contemplation stage
  - d. the working stage
5. Which of the following work behaviors are counselors ethically required to follow?
  - a. Give free counseling services to 25% of minority clients.
  - b. Provide 10% off of services for clients with children.
  - c. Devote a portion of services for which there is little or no payment.
  - d. Charge clients with higher income more and those with lower income less.

6. What term represents the process in which a counselor and client create a plan to help the client change?
- A. screening
  - B. informed consent
  - C. free association
  - D. goal setting

**ANSWER KEY**

- 1. A
- 2. D
- 3. A
- 4. D
- 5. C
- 6. D



## Pearson VUE Candidate Rules Agreement

Please review and sign the following test rules agreement. Contact the TA if you have any questions. The term TA will be used in this document to mean test administrator, invigilator, and proctor.

1. **No** personal items, including but not limited to mobile phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats (and other non-religious head coverings), bags, coats, jackets, eyeglass cases, pens, or pencils, are allowed in the testing room. **No** barrettes or hair clips that are larger than 1/4-inch (1/2-cm) wide and headbands or hairbands that are larger than 1/2-inch (1 cm) wide are allowed in the testing room. **No** jewelry that is removable and larger than 1/4-inch (1/2-cm) wide is allowed in the testing room. **No** books and/or notes are allowed in the testing room unless authorized by the test program sponsor for your use during the test. You must store all personal items in a secure area as indicated by the TA or return them to your vehicle. If you refuse to store your personal items, you will be unable to test, and you will lose your test fee. All electronic devices must be turned off before storing them in the designated secure area.
2. You will be asked to empty your pockets for the purpose of allowing the TA to verify that nothing is in them. If you have hair that covers your ears, you may be asked to show them for the purpose of allowing the TA to verify that no Bluetooth devices are present. The TA may also ask you to roll up your sleeves to verify that you have no writing on your arms. Before you enter the testing room, you will be asked to pat yourself down (for example: arms, legs, and waistline) to show there is nothing hidden on your body. The test center is not responsible for lost, stolen, or misplaced personal items. **Studying IS NOT allowed in the test center.**
3. Some test program sponsors require TAs to collect a digital photograph and/or digital signature and may digitally authenticate your ID. This is done to verify each candidate's identity and to protect the security and integrity of the test. If required, the TA will obtain this information from you before you enter the testing room. You understand that if there are discrepancies during the check-in process you may be prohibited from entering the testing room, you may not be allowed to reschedule your test appointment, and you may forfeit your test application fee.

The identification requirements used during the check-in process are defined by the test sponsor, and the TA has no flexibility to add, delete, or alter this process. Upon entering and being seated in the testing room, the TA will provide you with those materials authorized by the test program sponsor for your use during the test to make notes or calculations on, and you will be provided any other material as specified by the test program sponsor. **You may not remove any of these materials from the testing room or begin writing on your note board until your test has been started.** If you need new or additional materials during the test, you must raise your hand. You must return all items and materials to the TA immediately following the test.

4. The TA will log you into your assigned workstation. You will verify that you are taking the intended test that you registered to take. Unless otherwise instructed, you must remain in your assigned seat until escorted out of the testing room by a TA.

5. Once you have entered the testing room, you may not communicate with other candidates. Any disruptive, threatening, or fraudulent behavior in the testing room may be grounds for terminating your test, invalidating your test results, or disqualifying you from taking the test at a future date.
6. You understand that eating, drinking, chewing gum, smoking, and/or making noise that creates a disturbance for other candidates is prohibited during the test.
7. To ensure a high level of security throughout the testing experience, you will be monitored at all times. Both audio and video may be recorded.
8. Break policies are established by the test program sponsor. Some tests may include scheduled breaks and, if so allowed, instructions will appear on the computer screen at the appropriate time. It is important to note that whether or not the test time stops depends on the test program sponsor's policy. If you take an **unscheduled break** at any other time or if you take a break during a test in which the test program sponsor has not scheduled a break, the test time will not stop. The TA will set your workstation to the break mode, and you must take your ID with you when you leave the room. The TA will check your ID before escorting you back to your seat and will then resume your test.
9. If you are taking **any break, you MUST receive permission from the TA PRIOR to accessing personal items that have been stored** (except for comfort aids, medication, and food, which you may access without permission). Unless specifically permitted by the test program sponsor, personal items that cannot be accessed during any break include but are not limited to mobile phones, test notes, and study guides.
10. You must leave the testing room for all breaks. **If you want to leave the test center building during any breaks, verify with the TA whether your test program sponsor permits you to leave the building.**
11. You must follow all of the appropriate check-in and check-out processes as defined by your test program sponsor. This may include the need to show identification when leaving and re-entering the testing room. Before re-entering, you will be asked to pat yourself down again (for example: arms, legs, and waistline) to show there is nothing hidden on your body. Unless otherwise instructed, the TA will escort you to your assigned workstation and resume the test for you so that you may continue with your test.
12. If you experience any problems or distractions or if you have other questions or concerns, you must raise your hand, and the TA will assist you. The TA cannot answer questions related to test content. If you have concerns about a test question or image, make a note of the item (question) number, if available, in order for the item to be reviewed.
13. After you finish the test, you may be asked to complete an optional on-screen evaluation.
14. Unless otherwise instructed, after you have completed the test you must raise your hand, and the TA will come to your workstation and verify that your test session has ended properly. Depending on the type of test taken, the test program sponsor may display your test score on the computer screen after you have completed the test; or you may be provided with a printed score report; or you may be provided with a confirmation notice indicating that you have completed the test program sponsor's test. If printed information is to be provided to you, you must present your ID again to the TA and return any and all materials supplied to you prior to the beginning of your test. You must not leave any materials at your testing workstation after you have completed your test.

15. You may not remove copies of test questions or test answers from the testing center, and you may not share or discuss with anyone all or any of the test questions or test answers you saw or viewed during the taking of the test. If you do not abide by these rules, if you tamper with the computer, or if you are suspected of cheating, appropriate action will be taken, including the possibility of the test program sponsor taking action against you.

**Your Privacy:** Your test results will be encrypted and transmitted to Pearson VUE and the test sponsor. The test center does not retain any information other than when and where your test was taken. The Pearson VUE Privacy and Cookies Policy provides additional information, which you can obtain by visiting the Pearson VUE website at [www.pearsonvue.com](http://www.pearsonvue.com) or by contacting the Pearson VUE call center.

**By signing below or providing a digital signature:**

- I give Pearson VUE my explicit consent to retain and transmit my personal data and test responses to Pearson VUE located in the U.S. and to the test sponsor (either of which may be outside of the country in which I am testing).
- I understand the information provided above and agree to follow these rules in addition to any other program rules I may have agreed to during my registration for this test.
- I understand that if I do not follow the rules or I am suspected of cheating or tampering with the computer this will be reported to Pearson VUE and the test sponsor, and I acknowledge and understand that my test may be invalidated, and the sponsor may take other action such as decertifying me, and I will not be refunded my test fee.

Name (Please print): \_\_\_\_\_ Date: \_\_\_\_\_

Signature \_\_\_\_\_ Exam: \_\_\_\_\_

A Non-Disclosure Agreement or other security statement may be presented to you before the test begins. If so presented, you must read, acknowledge, and agree to the terms and conditions of such document within the specified time limit, if applicable, in order to begin your test. Should you not agree, you will not be permitted to proceed with taking the test and you may forfeit your test fee. If you select “DECLINE,” your test session will immediately end.

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Version 2.1 / April 2019