



BULLETIN of  
INFORMATION

**2017** **Health & Wellness Coach**  
Certifying Examination

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## **IMPORTANT**

**The purpose of this bulletin is to provide you with essential information about the policies and procedures for sitting for the Health & Wellness Coach Certifying Examination. ICHWC and NBME require that all applicants read this entire bulletin.**

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# GENERAL INFORMATION

The International Consortium for Health & Wellness Coaching (ICHWC) and the National Board of Medical Examiners (NBME) work collaboratively to implement standards leading to certification as a health & wellness coach. The credential enables those certified to provide evidence of their expertise and quality as competent health & wellness coaches. Further, the credential allows stakeholders such as health care professionals, patients, employers, and educators to identify practitioners who have demonstrated the knowledge, skills, and abilities essential to effective health and wellness coaching.

ICHWC	NBME
Incorporated in 2017, ICHWC is an independent, not-for-profit organization that supports the worldwide advancement of the field of health and wellness coaching by implementing a standard supported by a certification examination and research.	Founded in 1915, NBME is an independent, not-for-profit organization whose mission is to protect the health of the public through state-of-the-art assessment of health professionals worldwide.

Health & wellness coaches are responsible for skills and tasks associated with:

- Activities that take place in the initial stages of the coaching process
- Developing and maintaining the health and wellness coaching relationship
- Activities that address the client’s evaluation and integration of progress
- The professional behavior of coaches

These responsibilities are typically within the job descriptions of health and wellness coaches. For more information about the [responsibilities of health and wellness coaches](#), visit: <http://www.ichwc.org/JTA.pdf>.

The credential will be granted in recognition of documented and verified work experience, education, and successful performance on the Health & Wellness Coach Certifying Examination (HWC Certifying Examination). Professionals who wish to obtain the credential must meet established eligibility criteria. For [eligibility requirements](#), see <http://www.ichwc.org/individuals/>. A comprehensive list of [recognized educational programs](#) is available at <http://www.ichwc.org/organizations/>.

# INTRODUCTION TO THE HEALTH & WELLNESS COACH CERTIFYING EXAMINATION (HWCCE)

This bulletin is intended for individuals who plan to sit for the HWC Certifying Examination.

## EXAMINATION COMMITTEES AND TEST MATERIALS

The objective of the HWC Certifying Examination is to provide a measure of foundational knowledge, skills, tasks, and abilities essential to the practice of health and wellness coaching. Test items are developed by nationally recognized subject matter experts who are experienced as practitioners and educators in the field. Examination content draws on the results of a 2014 job task analysis and broadly represents the principles of health and wellness coaching, teaching, and practice.

## CONTENT CATEGORIES

The following topics are included in the assessment:

- Coaching Structure
- Coaching Process: Coaching Relationship/Communication/Techniques
- Health & Wellness
- Ethics/Legal (including [Code of Ethics](#))

For additional information about the content outline for the HWC Certifying Examination, see [http://www.nbme.org/pdf/hwc/HWCCE\\_content\\_outline.pdf](http://www.nbme.org/pdf/hwc/HWCCE_content_outline.pdf)

## TEST DELIVERY, FORMAT, AND LENGTH

The HWC Certifying Examination is administered using computer-based delivery via a network of NBME-approved Prometric test centers across the United States, its territories, and worldwide. To [locate a Prometric test center](#), see <https://www.prometric.com/en-us/for-test-takers/pages/locate-a-test-center.aspx>.

The 4½-hour test session for each examination includes:

- A 15-minute tutorial
- 150 questions in a multiple-choice format
- 2 sections, 1 hour and 52 minutes each
- A maximum of 15 minutes of total break time available for use between the test sections
- A 15-minute post-test survey

## SCORING AND SCORE REPORTING

Scoring for the HWC Certifying Examination is designed to ensure that all certification holders have demonstrated a minimum level of knowledge consistent with conducting safe and effective health and wellness coaching. This minimum level is based in part on the results of an item-by-item study of the

examination by a panel of health and wellness coaching experts. Steps taken to support reliable and valid testing measures used in the assessment of candidates include:

1. Test items in the certifying exam are developed by experts in health and wellness coaching in consultation with editors experienced in high-stakes assessments of health professionals.
2. All test material is subject to rigorous review by subject matter experts for content and clarity.
3. Examination items are evaluated using established statistical procedures consistent with best practices to ensure high quality test results.
4. The passing score accounts for a level of expertise established in a standard setting study by a panel of health and wellness coaching experts.

Candidates who do not pass the examination may retake it at a later date (see the Policy on Retakes and Multiple Attempts on page 11). Reviewing the scoring feedback and using this information as guidance for future self-development is strongly recommended.

Certified health and wellness coaches will need to renew their certification every three years by submitting a recertification fee and by providing evidence of the following over a three-year period:

1. 45 hours of continuing coaching education; and
2. A written log of 100 coaching sessions, of at least 20 minutes in duration, with at least 75% of the sessions devoted to coaching facilitation rather than education.



## EXAMINATION PROCESS AND DEADLINES

		Due dates for September 2017 examination
1	Meet all eligibility requirements to sit for the HWC Certifying Examination	Prior to creating candidate account and completing examination registration by <del>April 15, 2017</del> <b>Deadline extension to May 15, 2017</b>
2	<ul style="list-style-type: none"> <li>- <a href="https://www.my.nbme.org/Default.aspx">Create candidate account</a> on <a href="https://www.my.nbme.org/Default.aspx">https://www.my.nbme.org/Default.aspx</a></li> <li>- Complete and submit online registration application; pay eligibility application registration fee; indicate if test accommodation will be requested</li> <li>- E-mail Eligibility Cover Sheet and supporting eligibility application documents to <a href="mailto:eligibility@ichwc.org">eligibility@ichwc.org</a></li> <li>- If you are a disabled individual covered under the Americans with Disabilities Act (ADA) and require test accommodations to access the HWC Certifying Examination, visit <a href="http://www.nbme.org/HWC">http://www.nbme.org/HWC</a> for information on how to document a disability and follow the instructions on the Request for Test Accommodations form</li> </ul>	February 6 to <del>April 15, 2017</del> <b>Deadline extension to May 15, 2017</b>
3	Receive application eligibility decision(s) by e-mail, generally within 30 to 60 days after application submission. If application is confirmed, Prometric scheduling permit will be generated within approximately 5 days.	March 1 to <del>May 1, 2017</del> <b>June 1, 2017</b>
4	Eligible candidates retrieve Prometric scheduling permit through online system	Approximately 1 week after registration/eligibility application process is completed
5	Use Prometric scheduling permit to schedule test day appointment. If a test accommodation has been approved, directions will be provided for scheduling a test day appointment with the approved accommodation.	Following receipt of scheduling permit/ March 1 through June 15, 2017
6	Sit for the HWC Certifying Examination	September 2-16, 2017
7	Retrieve your score report through the online system	Approximately 8 weeks after close of test window

There are various requirements that make up each step, and these are explained in the remaining sections of this bulletin. Requirements also may be found on the ICHWC website at <http://www.ichwc.org>. Candidates are advised to visit this website and become familiar with the information.

For the most current [information on deadlines for eligibility application and examination registration](#) as well as the dates of the examination window, see <http://www.ichwc.org/individuals/>.

## ELIGIBILITY

To be eligible for the HWC Certifying Examination, professionals must meet the following requirements for demonstrating education and experience in the field.

Eligibility	Requirement	Documentation
<b>Education</b>	<p>1) Associate degree or higher in any field. For those who do not have a degree, the standard is 4,000 hours of work experience in any field.</p> <p>2) Applicants who have completed an Approved Transition Program must either provide a certificate of completion from the Approved Transition Program and, if required, a Certificate of Completion of the “additional requirement” (noted with an asterisk at <a href="http://www.ichwc.org">http://www.ichwc.org</a> or documentation of completion from an Approved Transition Program; this should be provided to ICHWC directly from the Approved Transition Program. In the event you are unable to provide a Certificate of Completion, the Health &amp; Wellness Coach Certifying Examination program will contact your health and wellness coach training program to determine program completion and eligibility. Further details are available on the Credentials/Individuals page at <a href="http://www.ichwc.org/individuals/">http://www.ichwc.org/individuals/</a>.</p> <p>3) Applicants who have NOT completed an Approved Transition Program must a) provide documentation of 1,000 hours of health and wellness coaching experience, and b) complete and provide documentation of three private mentor coaching sessions.</p>	Candidates will be required to provide a copy of their degree or transcript in the event they are audited. The diploma, certificate, or unofficial transcript must be in English.
<b>Experience</b>	A written log of 50 health and wellness coaching sessions of at least 20 minutes; at least 75% of each session must be devoted to coaching facilitation and not education. Sessions with friends, family members, or classmates do not qualify.	Download and complete the <a href="#">HWC 50-Session Coaching Log</a>



Candidates can be paid or conduct the sessions pro bono. The log must include coded identity, date and time, session number (e.g., 1, 2, 3, etc.), and coaching topics. Candidates may begin recording their HWC sessions in their log after they have completed an ICHWC Approved Transition Program and/or after they have completed the practical skills assessment provided by their training program. If you have questions, please contact your program directly.

Candidates must determine if they are eligible to sit for the examination before applying and then provide ICHWC with eligibility documentation as described. All documentation must be digitized and submitted together with the [Examinee Eligibility cover sheet](http://www.nbme.org/HWC) (located at <http://www.nbme.org/HWC> under the “Downloads” tab). As part of the application process, candidates will be required to attest to the accuracy of the information provided and agree to be bound by the terms and conditions of this bulletin. By submitting an application form and eligibility documents, you consent to allow the ICHWC/NBME to independently verify your credentials including education, completion of an ICHWC-Approved HWC Training Program, and coaching log.

## ELIGIBILITY PERIOD

Once the HWC Certifying Examination program verifies your eligibility, you will receive an email with instructions on accessing your scheduling permit and scheduling a test appointment at Prometric within the September 2-16, 2017 examination window. Your eligibility status expires once the September 2017 test window is closed. If you elect to sit for a future administration of the HWC Certifying Examination, you will need to reapply and pay a new examination registration fee.

## ELIGIBILITY VERIFICATION

You will be required to digitize and supply information for verification of eligibility:

- Eligibility Cover Sheet
- Copies of your credential documents for both the education and experience requirements in English that include the information listed on the eligibility cover sheet

***Please submit the requested documentation in a digitized format to [eligibility@ichwc.org](mailto:eligibility@ichwc.org).***

***All eligibility documentation must be submitted by ~~April~~ **May 15, 2017**.***

If you are unable to send documents by e-mail, contact [eligibility@ichwc.org](mailto:eligibility@ichwc.org) for information.

## ELIGIBILITY AUDIT PROCESS

By submitting an application, you agree to cooperate with the terms of an audit process to confirm your eligibility. The HWC Certifying Examination reserves the right to contact sources as needed to verify information provided in an eligibility application. Additional documentation may be required related to information included in the application and eligibility cover sheet, including academic, continuing education, licensing, and employment records.

## APPLYING FOR THE TEST AND SCHEDULING YOUR TEST DATE

### STEPS IN THE APPLICATION PROCESS

1. To start your eligibility application for the exam, access your [candidate account](#) in the NBME Customer Account Portal (NCAP) at <https://www.my.nbme.org/Default.aspx>.
2. Your examination registration generates an e-mail confirming your registration and providing instructions for submitting your eligibility application and, if applicable, instructions for requesting a test accommodation.
3. Download and complete the Eligibility Cover Sheet.
4. Compile and digitize supporting documentation to confirm your education and experience and submit the information along with the cover sheet online to [eligibility@ichwc.org](mailto:eligibility@ichwc.org).
5. If requesting test accommodations, you must complete and submit an accommodations application with supporting documentation. (See Test Accommodations section of this Bulletin.)
6. You will be notified by e-mail, generally within 30 to 60 business days, if you meet the eligibility requirements for the HWC Certifying Examination.
7. Once your eligibility has been verified, you will receive an e-mail with instructions regarding how to access your Prometric scheduling permit and how to schedule your exam. You are advised to schedule a test day appointment as soon as possible.

***The name under which you register must exactly match the name listed on your government-issued identification that you will present on the day of your test.***

## FEES

Sitting for the examination requires payment of the Processing and Examination Registration Fees noted below. Payment must be made online with a credit card.

	Processing Fee	Examination Registration Fee	Total Fee
<b>Fee Amount</b>	<del>\$100</del> <b>\$75</b> (Fee discounted during first two administration windows)	<del>\$350</del> <b>\$275</b> (Fee discounted during first two administration windows)	<del>\$450</del> <b>\$350</b>
<b>Refundable?</b>	No	Yes – See <a href="#">“Fee Policy”</a> and <a href="#">“Cancelling or Rescheduling Your Examination”</a>	

## PAYMENT METHODS

Accepted credit cards: Visa and MasterCard.

**Do not send cash, checks, or money orders.**

Fees are stated in U.S. dollars. If payment is not received in full, for any reason, the application process will not continue. Taxes must be included where applicable. Fees subject to change. See website for up-to-date information.

## FEE POLICY

Processing Fee: The Processing Fee is nonrefundable.

Examination Registration Fee: The Examination Registration Fee will be refunded under the following circumstances:

- 1) the candidate applies but does not meet eligibility requirements;
- 2) an eligible candidate never schedules a test day appointment with Prometric;
- 3) an eligible candidate schedules a test day appointment with Prometric and cancels the appointment on or before 11:59 PM on Friday, August 25, 2017, and does not reschedule.

The Examination Registration Fee will not be refunded if:

- 1) an eligible candidate schedules a test day appointment and initiates the test session;
- 2) an eligible candidate schedules a test day appointment and cancels the appointment on or after 12:01 AM on Saturday, August 26, 2017;
- 3) an eligible candidate schedules a test day appointment and does not cancel the appointment (i.e., is a “no-show”).

## EXAMINEES REQUESTING TEST ACCOMMODATIONS

The HWC Certifying Examination program provides reasonable accommodations for examinees with disabilities covered under the ADA. If you wish to apply for test accommodations, please see the [Test Accommodations](#) section of this bulletin for more information.

If you require a medical device or personal item during the examination, a list of [pre-approved personal items](#) can be found at <https://www.prometric.com/en-us/for-test-takers/prepare-for-test-day/documents/Permissible-items.pdf>.

If you have a medical condition that requires use of an item that does not appear on the list of preapproved items, follow the directions for requesting a test accommodation only. See the Test Accommodations section for detailed instructions.

## RESULTS OF APPLICATION REVIEW

You will be notified by e-mail regarding the outcome of your eligibility review within 30 to 60 business days of the application submission.

## CHANGE IN ELIGIBILITY STATUS

If you sit for a certifying exam for which you are subsequently determined to be ineligible, results for that examination may not be reported or, if previously reported, may be cancelled. In this circumstance, examination fees will not be refunded.

## POLICY ON RETAKES AND MULTIPLE ATTEMPTS

A candidate who has earned a passing score is not eligible to retake the examination.

Candidates can take the HWC Certifying Examination a maximum of three times, including incomplete attempts. All attempts at the examination are counted toward the limit, regardless of when the examinations were taken. For each attempt, you will need to reapply and pay the full processing and registration fees. If you have not passed the examination after three attempts, you will no longer be eligible to sit for the certifying examination.

# TEST ACCOMMODATIONS

The HWC Certifying Examination program provides reasonable and appropriate accommodations in accordance with the ADA for individuals with a documented disability who demonstrate a need for accommodations. There are no additional costs for test accommodations.

Test accommodations include but are not limited to the following:

- Extended testing time
- Enlarged text and graphics
- Permission for use of assistive devices

If you are a disabled individual covered under the ADA and require test accommodations for the HWC Certifying Examination, information and instructions on how to document a need for accommodations are available in the *Health & Wellness Coach Certifying Examination Test Accommodations - Overview and Instructions* posted on <http://www.nbme.org/HWC>. Initiate the request for accommodations at the same time you complete your exam registration by submitting a completed and signed *Request for Test Accommodations* form and supporting documentation to the address listed on the request form. Requests cannot be considered without supporting documentation. You will not be able to schedule an examination appointment until your request and supporting documentation have been reviewed and you have received a decision regarding your request. Additional inquiries about the request process can be e-mailed to [dsclients@nbme.org](mailto:dsclients@nbme.org).

Test accommodations may not be added to a previously scheduled examination appointment. If you have scheduled a standard examination and subsequently request and are approved for test accommodations, you must cancel the original appointment and reschedule. There are no exceptions to this policy.

All documentation submitted in support of a request for accommodations is confidential. No information concerning a request for accommodations is released without a written request from the candidate.

While presumably the use of accommodations in the test activity will enable the individual to better demonstrate his/her knowledge mastery, accommodations are not a guarantee of improved performance, test completion, or a passing score.

# EXAMINATION DAY

## TESTING REGULATIONS AND RULES OF CONDUCT

The administration of the HWC Certifying Examination is monitored by test center administrators (TCAs)/proctors. TCAs/proctors are required to report any violations of test administration rules. You must follow instructions from TCAs/proctors throughout the testing session. TCAs/proctors are not authorized to answer questions regarding registration, examination content or format, testing software, scoring, or retesting.

### **RULES OF CONDUCT**

When you apply to sit for the HWC Certifying Examination, you are agreeing to the following:

1. You are the person named on the exam registration form and the scheduling permit.
2. You will not seek, provide, or obtain any form of unauthorized assistance during the examination or during breaks.
3. You will not have prohibited materials, including study materials, notes, papers, or electronic devices of any kind in your possession while you are in the secured areas of the testing center.
4. You will place personal belongings in a locker, cubicle, or other designated storage area before you enter the testing room. Refer to Personal Belongings in the Testing Room on page 14.
5. You will leave your testing station for breaks only when the break screen is visible on your monitor.
6. You may use a telephone or other communication device only when outside the secured testing area and during a scheduled break. You may not use these devices for any purpose related to test content.
7. You will not remove test content from the testing room by any means.
8. You will maintain the confidentiality of the materials. You will not reproduce or attempt to reproduce examination materials in whole or in part through any means, including but not limited to recording or memorization. Also, you will not provide information relating to examination content to individuals, including those who may be sitting for the examination. This includes postings on the Internet regarding examination content and/or answers.
9. During the test session, you will not write on anything other than the laminated note boards provided for this purpose.



## IMPORTANT

**If you violate these Rules of Conduct, you may be directed to leave the test area before completing your examination. Also, if there is evidence of violation of any test administration rule, including these Rules of Conduct, the HWC Certifying Examination program reserves the right to take all action—including but not limited to barring you from future testing and/or withholding or cancelling your scores—for failure to comply with test administration regulations or the test administrator's directions. If your scores are cancelled, they will not be reported and test fees will not be refunded. Reports of examinee misconduct will be investigated thoroughly and offenders may be prosecuted to the full extent of the law.**

### PERSONAL BELONGINGS IN THE TESTING ROOM

Unauthorized personal items are prohibited in the secured testing area. If you bring personal items to the test site, you must place them in the designated storage area; electronic devices must be turned off before they are stored. All authorized personal items are subject to inspection.

Prohibited personal items include but are not limited to the following:

- Cell phones
- iPads/tablets
- Paging devices
- iPods/media players
- Calculators
- Recording/filming devices
- Fitness and tracking monitors
- Any device with transmitting or receiving capabilities (e.g., Bluetooth)
- Reference materials (books, notes, papers)
- Watches with alarms, or computer or memory capability
- Backpacks, briefcases, luggage, purses or wallets
- Beverages or food of any type
- Coats, outer jackets, or non-religious headwear
- Jewelry, except for wedding and engagement rings

## ADMISSION TO THE TEST

### CHECK-IN PROCEDURES

You should arrive at the test site approximately 30 minutes prior to the scheduled testing appointment. If you arrive after your scheduled appointment time, you may not be admitted. If you arrive more than 30 minutes after your scheduled appointment time, you will not be admitted.

#### PROMETRIC TEST CENTER EXAMINATION

When you arrive at the test center, you must present your **scheduling permit on paper or electronically** and a valid, unexpired form of government-issued identification with your photograph, as described on your scheduling permit.

Your identification document (ID) must include **both** your signature and photograph. Both first and last names, as they appear on the roster generated from your exam registration form, must match the names on your form(s) of identification exactly. The names on your ID must appear in the Latin alphabet (i.e., English language letters).

Acceptable forms of unexpired, government-issued identification include:

- Passport
- Driver's license with photograph
- National identity card
- Military ID

If your government-issued ID does not display a photograph or a signature, a secondary form of ID may be used. This secondary ID must include both your first and last names and a photograph and/or signature (whichever is missing from the government-issued ID).

Acceptable forms of secondary ID include:

- Valid employee ID
- Valid credit card with signature
- Valid bank (ATM) card

The identification documents must be originals and must be legible and in good condition. The documents cannot be bent, frayed, taped, cracked, or otherwise damaged in any way.

***You will not be admitted to the testing session if 1) you do not bring acceptable identification to the exam administration and 2) your first and last names on the scheduling permit do not exactly match the names on your identification.***

## SECURITY PROCEDURES

### PROMETRIC TEST CENTER EXAMINATION

- During check-in, you will be scanned with a metal detector (walk-through or wand) and asked to empty and turn your pockets inside out before entering the testing room to confirm that you have no prohibited items. You will be asked to repeat this process each time you return to the test room after a break.
- You will be required to remove eyeglasses for visual inspection by the test center administrators. These inspections will take a few seconds and will be done at check-in and upon return from breaks.
- Jewelry, except for wedding and engagement rings, is prohibited.
- Hair accessories are subject to inspection. You should not wear ornate clips, combs, barrettes, headbands, and other hair accessories. Any examinees wearing any of these items may be prohibited from wearing them in the testing room, and asked to store such items in their locker.
- You must sign the test center log.
- Before you enter the test room, test center staff will provide you with two laminated note boards and markers to use for making notes and/or calculations during the testing session. They can be used only at your assigned testing station, and only after you have entered the Candidate Information Number (CIN) listed on your scheduling permit to start your test session.

If you need additional space for making notes, you should notify test center staff. The TCA will collect the “filled” note board and replace it with a new one. **Do NOT write on anything other than the laminated note board (e.g., your hand or other body part, scrap paper, etc).** The laminated note boards will be collected at the end of the testing session.

## BREAK TIME

### SCHEDULED BREAK

There is a scheduled 15-minute break between the two test sections in the HWC Certifying Examination. A “Break” screen will appear when you have completed the first section or if the timing has elapsed for the first test section. If you do not wish to take a break, or if you take less than the time allowed for the break, you can select the “Next” button, which appears on the “Break” screen, to continue to the second section. If you take a break that is longer than the time allowed, the clock for the second section will begin. If you take less than the allotted time to complete the first test section, additional time WILL NOT be added to the second test section.

### UNSCHEDULED BREAKS

You are not allowed to take a break during a test section. However, if it becomes necessary to do so (e.g., for a personal emergency), you should click the “Pause” button. Your testing time will continue to elapse while you are on an unscheduled break. You will be directed to select “Cancel” on the screen when you return and are ready to resume testing. The TCAs are instructed to file a report regarding anyone who leaves the testing room during a test section.

Each time you leave the testing room, you are required to sign the test center log and present your ID upon your return.

## STARTING AND COMPLETING THE TEST

The test session ends when you have started and exited all sections or the total test time expires. Once you begin the test session, you cannot cancel or reschedule that examination. If you experience a computer issue during the test, notify the TCA immediately. The testing software is designed to restart the test at the point that it was interrupted.

In the rare event that a technical problem occurs that does not permit you to complete your examination, you should send a written description of the incident to the NBME at [TestAdminServices@nbme.org](mailto:TestAdminServices@nbme.org). Your notification must be received within 10 business days of your testing date or it may not be possible to fully investigate your concerns. Your correspondence should include your name, your Candidate ID#, the examination name (Health & Wellness Coach Certifying Examination), date of examination, and a detailed description of the difficulty experienced. Please allow at least 15 business days for your report to be investigated and evaluated. You will receive written notification of the investigation results.

## CANCELLING OR RESCHEDULING YOUR EXAMINATION

To avoid an appointment change fee, you must change your appointment (e.g., reschedule, cancel, change test center location) 31 or more days **before** (but not including) your scheduled test date.

Prometric will charge a fee to a candidate who is unable to keep a testing appointment and opts to reschedule. The rescheduled test appointment must fall within the testing window and availability of a seat is not guaranteed. From 6 to 30 days before a candidate's scheduled test appointment date, the fee to change or reschedule the appointment is \$30. Within 5 or fewer days before a candidate's scheduled test appointment date, the fee to change or reschedule the appointment is \$47. All deadlines are calculated using Eastern Time in the United States. Detailed information is provided in the confirmation notice you will receive via e-mail after scheduling.

If you do not sit for the September 2017 examination, your eligibility will lapse. You may reapply by submitting a new application and fee. Fees are nonrefundable and nontransferable.

[Please see the HWC Certifying Examination web page for additional information about cancelling and/or rescheduling your examination.](#)

**NOTE:** *ICHWC and NBME make every effort to process your registration information and to ensure the examination is prepared, administered, and scored properly. In the unlikely event that an error occurs in the preparation, processing, administration, or scoring of your HWC Certifying Examination or in the reporting of your HWC Certifying Examination scores, NBME will make reasonable efforts to correct the error, if possible, or permit you either to retest at no additional fee or to receive a refund of the examination fee. These are the exclusive remedies available to examinees for errors in the registration process; in preparing, processing, or administering exams; or in determining and reporting scores.*

# SCORING AND SCORE REPORTING

## SCORE REPORTING

Results of the HWC Certifying Examination are anticipated to be available in approximately eight weeks after the close of the test window. However, release of results may take longer for various reasons. In selecting your test date and inquiring about results, you should allow at least eight weeks to receive notification that your score report is available. When your score is available, you will receive an e-mail notification with instructions for retrieving your score report online.

## EXAMINATION DATA

When you create your candidate account and register for the HWC Certifying Examination, you must indicate whether or not your examination data (including performance information) from the HWC Certifying Examination may be used by the HWC Certifying Examination program or made available to third parties for research. Data used for such purposes will be confidential and individual examinees will not be identified in any publication.

## INCOMPLETE SCORES

In order to receive a score, you must open every section of the examination. If you do not open every section, your examination will not be scored.

To avoid misinterpretation and to protect your privacy, neither ICHWC nor NBME provides scores or outcomes by telephone, e-mail, or fax to anyone. Additionally, the scoring process is not expedited or accelerated for any individual or group.

## SCORE VERIFICATION

A change in your score or in your pass/fail outcome based on score verification is an extremely remote possibility. A rigorous process is used, including a double-scoring process involving independent scoring systems, to ensure accurate results. However, score verification will be performed if you submit a request and service fee. The process to submit a score verification request will be outlined when you receive your score feedback report. The score reported to you will be verified against official records.

## SCORE VALIDITY

The performance of examinees is monitored and may be analyzed to detect inconsistencies that raise questions about the validity of scores. The HWC Certifying Examination program reserves the right to cancel scores that are at or above the passing level if the HWC Certifying Examination program has a good faith basis for questioning whether they represent a valid measure of knowledge or competence as sampled by the examination. If there are questions related to the validity of your score, your score report may be delayed, or any further reporting or verification of such scores may be withheld, pending completion of further review and/or investigation. You will have an opportunity to provide information you consider relevant.

After review and analysis of all available information, scores will be classified as valid and will be reported, or scores will be cancelled and will not appear on your record. If scores are cancelled, you will be advised of the options for retaking the examination.

## **ANOMALOUS PERFORMANCE**

Anomalous performance and/or unusual testing history may impact your access to the HWC Certifying Examination. If your performance raises concerns about your readiness to test or your motivation to pass, the HWC Certifying Examination program reserves the right to restrict your future access to its examinations and/or impose conditions upon future access. Do not test if you are not able or not ready on your scheduled test date.

# SECURITY AND INTEGRITY OF THE HWC CERTIFYING EXAMINATION

## **EXAMINEE RESPONSIBILITIES**

The examination materials used in the HWC Certifying Examination are the confidential, copyrighted property of ICHWC and NBME. If you reproduce and/or distribute examination materials, by any means including but not limited to reconstruction through memorization, without the express written consent of ICHWC and NBME, you are in violation of the rights of the owners. Every legal means available to protect ICHWC/NBME examination materials and secure redress against those who violate copyright law may be pursued. The HWC Certifying Examination program reserves the right to take all action — including but not limited to barring you from future testing and/or withholding or cancelling your scores — for failure to comply with test administration regulations or the test administrator's directions. If your scores are cancelled, they will not be reported and your examination fees will not be refunded. Reports of examinee misconduct will be investigated thoroughly and offenders may be prosecuted to the full extent of the law.

The confidentiality of examination content must be maintained at all times. You are prohibited from communicating, publishing, reproducing, or transmitting any part of your exam, in any form, or by any means, oral or written, for any purpose.

## **COMMUNICATING ABOUT A SECURITY CONCERN**

ICHWC and NBME encourage you to provide information concerning any activity of which you are aware that may compromise the security and integrity of the HWC Certifying Examination. Please contact NBME by accessing the “[Contact the NBME](#)” form located at <http://www.nbme.org/contact/default.aspx> and selecting HWC Certifying Examination (HWCCE) from the dropdown menu to report such information.



# COMMUNICATING WITH THE HWC CERTIFYING EXAMINATION PROGRAM

## GENERAL INQUIRIES AND ELIGIBILITY APPLICATION INFORMATION

For information about the HWC Certifying Examination program, including how to apply for the examination, obtain application materials, receive information on the status of your eligibility application, or appeal an eligibility or pass/fail decision, see <http://www.ichwc.org/individuals/> or contact:

**Attention: HWC Certifying Examination**

International Consortium for Health & Wellness Coaching  
PO Box 16307  
San Diego, CA 92176  
Telephone: 866-535-7929  
E-mail: [info@ichwc.org](mailto:info@ichwc.org)

## EXAMINATION REGISTRATION INQUIRIES

For information on how to create a candidate account and register for the HWC Certifying Examination, contact:

**Attention: HWC Registration**

National Board of Medical Examiners  
3750 Market Street  
Philadelphia, PA 19104-3102  
Telephone: 215-495-6000  
E-mail: [support@nbme.org](mailto:support@nbme.org)

## TEST ADMINISTRATION INQUIRIES

For questions and concerns about your exam administration, contact:

**Attention: Test Administration Services**

National Board of Medical Examiners  
3750 Market Street  
Philadelphia, PA 19104-3102  
E-mail: [TestAdminServices@nbme.org](mailto:TestAdminServices@nbme.org)