



**BULLETIN OF INFORMATION**

# **Health & Wellness Coach Certifying Examination**

**2022-2023**

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*The Health & Wellness Coach Certifying Examination is a joint program of the National Board for Health & Wellness Coaching and NBME.*



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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. NBHWC and NBME require that all applicants read the entire bulletin that is in effect at the time of their test administration.

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# General Information



The Health & Wellness Coach Certifying Examination is a joint program of NBME and the National Board for Health & Wellness Coaching (NBHWC).

The National Board for Health & Wellness Coaching (NBHWC) and 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.

## NBHWC

Incorporated in 2017, NBHWC 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.

## NBME®

NBME helps health professionals across the care continuum enhance and demonstrate their knowledge—both in school and while practicing. We offer a portfolio of products that include assessment tools for every stage of the medical school journey, high-quality licensing exams, and a range of products and services for health professionals and educators.

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: [Job Task Analysis](#).

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. [Click here](#) for a comprehensive list of exam application requirements.

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

This bulletin is intended for individuals who plan to sit for the HWCCE.

## EXAMINATION COMMITTEES AND TEST MATERIALS

The objective of the HWCCE 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 [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 HWCCE 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/test-takers/search/hwccp> and choose “Locate a Test Center”.

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:

- 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.
- All test material is subject to rigorous review by subject matter experts for content and clarity.
- Examination items are evaluated using established statistical procedures consistent with best practices to ensure high quality test results.
- 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 in a future exam administration window. Please see the Policy on Retakes and Multiple Attempts section for more information. Reviewing the scoring feedback and using this information as guidance for future self-development is strongly recommended.

1. Candidates who pass the examination and are otherwise eligible will be deemed National Board Certified Health & Wellness Coaches (NBC-HWC), and will receive an electronic certificate from the National Board for Health & Wellness Coaching within 8 weeks of receiving exam results.
2. NBC-HWCs will need to renew their certification by submitting an annual recertification fee of \$75 and by providing evidence of 36 hours of continuing coaching education over a 3-year period.

## EXAMINATION PROCESS AND DEADLINES 2022

1		Due dates for Fall 2022 examination
2	Meet all eligibility requirements to sit for the HWC Certifying Examination	Deadline: August 3, 2022 (5:00 pm EDT)
3	<ul style="list-style-type: none"> <li>• Create candidate account on <a href="http://www.MyNBME.org">www.MyNBME.org</a></li> <li>• Complete and submit online registration application; pay eligibility application registration fee; indicate if test accommodations will be requested</li> <li>• Upload supporting eligibility application documents into <a href="http://www.MyNBME.org">www.MyNBME.org</a></li> <li>• If you are an individual with a disability under the Americans with Disabilities Act (ADA) and require test accommodations to access the HWC Certifying Examination, visit the Resources page at <a href="https://www.nbme.org/examinees/health-wellness-coach-certifying-exam">https://www.nbme.org/examinees/health-wellness-coach-certifying-exam</a> for information on how to document a disability and follow the instructions on the Request for Test Accommodations form</li> </ul>	May 16, 2022 (12:01 am EDT) through August 3, 2022 (5:00 pm EDT)
4	If you requested test accommodations, upload your completed Request for Test Accommodations form and all supporting documentation into your Accommodation Case at <a href="http://www.MyNBME.org">www.MyNBME.org</a>	Deadline: August 3, 2022
5	Receive application eligibility decision(s) by e-mail, generally within 15 to 30 days after application submission. If application is confirmed, Prometric scheduling permit will be generated within approximately 5 days. <b><i>If you requested Test Accommodations, your scheduling permit will be on hold until a decision has been reached.</i></b>	15-30 days after application process is completed
6	Eligible candidates receive Prometric scheduling permits via email, along with instructions for accessing permits via the <a href="http://www.MyNBME.org">www.MyNBME.org</a> online system.	Approximately 1 week after registration/eligibility application process/test accommodation review is completed
7	Use Prometric scheduling permit to schedule test day appointment at <a href="https://www.prometric.com/test-takers/search/hwccp">https://www.prometric.com/test-takers/search/hwccp</a> . 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: June 1, 2022 through September 15, 2022
8	Sit for the HWC Certifying Examination	October 20 – November 11, 2022
9	Retrieve your score report through the online system	Approximately 8 weeks after close of test window

## EXAMINATION PROCESS AND DEADLINES - SPRING 2023 ADMINISTRATION

1		Due dates for First 2023 examination
2	Meet all eligibility requirements to sit for the HWC Certifying Examination	Deadline: January 9, 2023 (5:00 pm EST)
3	<ul style="list-style-type: none"> <li>• Create candidate account on <a href="http://www.MyNBME.org">www.MyNBME.org</a></li> <li>• Complete and submit online registration application; pay eligibility application registration fee; indicate if test accommodations will be requested</li> <li>• Upload supporting eligibility application documents into <a href="http://www.MyNBME.org">www.MyNBME.org</a></li> <li>• If you are an individual with a disability under the Americans with Disabilities Act (ADA) and require test accommodations to access the HWC Certifying Examination, visit the Resources page at <a href="https://www.nbme.org/examinees/health-wellness-coach-certifying-exam">https://www.nbme.org/examinees/health-wellness-coach-certifying-exam</a> for information on how to document a disability and follow the instructions on the Request for Test Accommodations form</li> </ul>	December 1, 2022 (12:01 am EST) through January 9, 2023 (5:00 pm EST)
4	If you requested test accommodations, upload your completed Request for Test Accommodations form and all supporting documentation into your Accommodation Case at <a href="http://www.MyNBME.org">www.MyNBME.org</a>	Deadline: January 9, 2023
5	Receive application eligibility decision(s) by e-mail, generally within 15 to 30 days after application submission. If application is confirmed, Prometric scheduling permit will be generated within approximately 5 days. <b><i>If you requested Test Accommodations, your scheduling permit will be on hold until a decision has been reached.</i></b>	15-30 days after application process is completed
6	Eligible candidates receive Prometric scheduling permits via email, along with instructions for accessing permits via the <a href="http://www.MyNBME.org">www.MyNBME.org</a> online system.	Approximately 1 week after registration/eligibility application process/test accommodation review is completed
7	Use Prometric scheduling permit to schedule test day appointment at <a href="https://www.prometric.com/test-takers/search/hwccp">https://www.prometric.com/test-takers/search/hwccp</a> . 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: December 15, 2022 through March 7, 2023
8	Sit for the HWC Certifying Examination	March 6 – March 22, 2023
9	Retrieve your score report through the online system	Approximately 8 weeks after close of test window

## EXAMINATION PROCESS AND DEADLINES - SUMMER 2023 ADMINISTRATION

1		Due dates for Second 2023 examination
2	Meet all eligibility requirements to sit for the HWC Certifying Examination	Deadline: May 11, 2023 (5:00 pm EDT)
3	<ul style="list-style-type: none"> <li>• Create candidate account on <a href="http://www.MyNBME.org">www.MyNBME.org</a></li> <li>• Complete and submit online registration application; pay eligibility application registration fee; indicate if test accommodations will be requested</li> <li>• Upload supporting eligibility application documents into <a href="http://www.MyNBME.org">www.MyNBME.org</a></li> <li>• If you are an individual with a disability under the Americans with Disabilities Act (ADA) and require test accommodations to access the HWC Certifying Examination, visit the Resources page at <a href="https://www.nbme.org/examinees/health-wellness-coach-certifying-exam">https://www.nbme.org/examinees/health-wellness-coach-certifying-exam</a> for information on how to document a disability and follow the instructions on the Request for Test Accommodations form</li> </ul>	April 17, 2023 (12:01 am EDT) through May 11, 2023 (5:00 pm EDT)
4	If you requested test accommodations, upload your completed Request for Test Accommodations form and all supporting documentation into your Accommodation Case at <a href="http://www.MyNBME.org">www.MyNBME.org</a>	Deadline: May 11, 2023
5	Receive application eligibility decision(s) by e-mail, generally within 15 to 30 days after application submission. If application is confirmed, Prometric scheduling permit will be generated within approximately 5 days. <b><i>If you requested Test Accommodations, your scheduling permit will be on hold until a decision has been reached.</i></b>	15-30 days after application process is completed
6	Eligible candidates receive Prometric scheduling permits via email, along with instructions for accessing permits via the <a href="http://www.MyNBME.org">www.MyNBME.org</a> online system.	Approximately 1 week after registration/eligibility application process/test accommodation review is completed
7	Use Prometric scheduling permit to schedule test day appointment at <a href="https://www.prometric.com/test-takers/search/hwccp">https://www.prometric.com/test-takers/search/hwccp</a> . 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: April 27, 2023 through July 6, 2023
8	Sit for the HWC Certifying Examination	July 10 – July 26, 2023
9	Retrieve your score report through the online system	Approximately 8 weeks after close of test window

## EXAMINATION PROCESS AND DEADLINES - FALL 2023 ADMINISTRATION

1		Due dates for Third 2023 examination
2	Meet all eligibility requirements to sit for the HWC Certifying Examination	Deadline: September 14, 2023 (5:00 pm EDT)
3	<ul style="list-style-type: none"> <li>• Create candidate account on <a href="http://www.MyNBME.org">www.MyNBME.org</a></li> <li>• Complete and submit online registration application; pay eligibility application registration fee; indicate if test accommodations will be requested</li> <li>• Upload supporting eligibility application documents into <a href="http://www.MyNBME.org">www.MyNBME.org</a></li> <li>• If you are an individual with a disability under the Americans with Disabilities Act (ADA) and require test accommodations to access the HWC Certifying Examination, visit the Resources page at <a href="https://www.nbme.org/examinees/health-wellness-coach-certifying-exam">https://www.nbme.org/examinees/health-wellness-coach-certifying-exam</a> for information on how to document a disability and follow the instructions on the Request for Test Accommodations form</li> </ul>	August 14, 2023 (12:01 am EDT) through September 14, 2023 (5:00 pm EDT)
4	If you requested test accommodations, upload your completed Request for Test Accommodations form and all supporting documentation into your Accommodation Case at <a href="http://www.MyNBME.org">www.MyNBME.org</a>	Deadline: September 14, 2023
5	Receive application eligibility decision(s) by e-mail, generally within 15 to 30 days after application submission. If application is confirmed, Prometric scheduling permit will be generated within approximately 5 days. <b><i>If you requested Test Accommodations, your scheduling permit will be on hold until a decision has been reached.</i></b>	15-30 days after application process is completed
6	Eligible candidates receive Prometric scheduling permits via email, along with instructions for accessing permits via the <a href="http://www.MyNBME.org">www.MyNBME.org</a> online system.	Approximately 1 week after registration/eligibility application process/test accommodation review is completed
7	Use Prometric scheduling permit to schedule test day appointment at <a href="https://www.prometric.com/test-takers/search/hwccp">https://www.prometric.com/test-takers/search/hwccp</a> . 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: August 29, 2023 through November 6, 2023
8	Sit for the HWC Certifying Examination	November 6 – November 30, 2023
9	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 NBHWC website at [www.NBHWC.org](http://www.NBHWC.org). Candidates are advised to visit this website and become familiar with the information.

## 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
Education	<ol style="list-style-type: none"> <li>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.</li> </ol>	<ol style="list-style-type: none"> <li>1. Download and complete the <b><u>NBHWC Education Attestation Form</u></b></li> </ol> <p>If audited, transcripts for the associate degree (or higher) will be required. The transcript must be in English.</p>
	<ol style="list-style-type: none"> <li>2. Applicants must complete an NBHWC Approved Training &amp; Education Program and provide proof of completion from the Approved Program. Further details are available at <a href="http://www.NBHWC.org">www.NBHWC.org</a>.</li> </ol>	<ol style="list-style-type: none"> <li>2. Candidates will be required to provide verification from the approved program they completed.</li> </ol>
Experience	<p>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. Candidates can be paid or conduct the sessions pro bono.</p> <p>Start dates for coaching logs vary by program. Candidates should contact their training program directly to ensure proper start dates on the log.</p>	<p>Download and complete the <b><u>NBHWC 50-Session Coaching Log</u></b></p>

Candidates are responsible for determining if they are eligible to sit for the examination before applying and providing NBHWC with eligibility documentation as described. 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 NBHWC/NBME to independently verify your credentials including education, completion of an NBHWC Approved Training & Education Program, and coaching log.

## ELIGIBILITY VERIFICATION

You will be required to digitize and supply PDF copies of your credential documents for both the education and experience requirements in English.

Please access [www.MyNBME.org](http://www.MyNBME.org) to upload the requested documentation in a digitized PDF format.



## ELIGIBILITY PERIOD

Once the HWC Certifying Examination program verifies your eligibility, you will receive an email with your Prometric scheduling permit, a link to access your scheduling permit online, and instructions for scheduling a test appointment at Prometric within the examination window. Your eligibility status expires once the test window is closed. If you elect to sit for a future administration of the HWC Certifying Examination, you will need to reapply, pay the required fees, and submit all required documentation.

## 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 at <a href="http://www.MyNBME.org">www.MyNBME.org</a> .
2	Upon purchasing the exam and submitting your application, you will receive an order confirmation e-mail.
3	Compile and digitize supporting documentation to confirm your education and experience and upload the information online at <a href="http://www.MyNBME.org">www.MyNBME.org</a> .
4	You will be notified by e-mail, generally within 30 to 60 business days of uploading all supporting documentation, if you meet the eligibility requirements for the HWC Certifying Examination.
5	<p>If requesting test accommodations, complete and upload an accommodations request form and supporting documentation at <a href="http://www.MyNBME.org">www.MyNBME.org</a> by the established deadline (See Test Accommodations section of this Bulletin.) Your request form and all supporting documentation should be submitted through your Accommodation Case in MyNBME. Information about test accommodations and what supporting documentation may be needed can be found under the Resources link at <a href="https://www.nbme.org/examinees/health-wellness-coach-certifying-exam">https://www.nbme.org/examinees/health-wellness-coach-certifying-exam</a></p> <p>Allow 60 business days for processing of your request for accommodations. Processing cannot begin until Disability Services receives your signed Request for Test Accommodations Form and ALL supporting documentation.</p>

Once your eligibility has been verified, you will receive an e-mail with your Prometric scheduling permit attached and instructions for accessing your permit online. The permit contains instructions for scheduling your exam. You are advised to schedule a test day appointment as soon as possible. Please note that if you request test accommodations, your scheduling permit will be placed on hold until a decision about your request has been made. Once you receive a decision letter, an email with your Prometric scheduling permit will then be sent to you.

**The name under which you register must exactly match the name listed on your valid unexpired 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
Fee Amount For 2022	\$100	\$350	\$450
Fee Amount For 2023	\$100	\$400	\$500
Refundable?	No	Yes – See <a href="#">Fee Policy</a> for more information	

### PAYMENT METHODS

Accepted credit cards: Visa, MasterCard and AMEX.

***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. Fees listed above do not include taxes, if 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 the date in the “Deadline for Refund” column below:

Administration	Exam Dates	Deadline for Refund
2022	October 20 – November 11, 2022	11:59 PM ET on October 10, 2022
2023	March 7 – March 18, 2023	11:59 PM ET on February 25, 2023
2023	July 6 – July 19, 2023	11:59 PM ET on June 26, 2023
2023	November 6 – November 30, 2023	11:59 PM ET on October 25, 2023

NBHCW and NBME do not reimburse for any expenses incurred by examinees in preparation for taking the HWCCE, even if the exam is canceled. This includes but is not limited to travel expenses to sit for the exam, lodging, mileage, lost wages, and other expenses.

**If you are unable to sit for the exam, please follow the steps below to cancel.**

- Please review the [cancellation policy](#) to determine if you are eligible for a refund.
- Follow the steps below to request a cancellation. Requests for cancellation must be received prior to the published deadline. Requests received after the deadline are not eligible for refund.
  - Login at [www.mynbme.org](http://www.mynbme.org)
  - Find your exam on the “Home” page or “My Exams” page and click on the “Registration ID”
  - Scroll down to the “Get Help Now” section and click “Create a Case”
  - Enter a subject and description of your request
  - Click “Save”
- **Registrations cannot be transferred to another exam window.**

**Please note:**

**\* It is necessary to cancel your exam appointment with Prometric prior to the date in the “Deadline for Refund” column above. This is a separate process from cancelling your exam application.**

## 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.

## 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 complete 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 who do not earn a passing score 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 be required to obtain additional training from an NBHWC Approved Program prior to being deemed eligible to take the exam again. Please contact NBHWC with questions on this policy.

## TEST ACCOMMODATIONS

The HWC Certifying Examination program provides reasonable and appropriate accommodations in accordance with the ADA for individuals with a documented disability whose supporting documentation demonstrates a need for 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 an individual with a disability 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 Resources tab posted on <https://www.nbme.org/examinees/health-wellness-coach-certifying-exam>.

1. Review the *Comprehensive Packet of Information* which includes the Guidelines for requesting test accommodations as well as the Guidelines for Certain Disorders, the Test Accommodations Request Form, the Certification of Prior Test Accommodations Form, and a list of Personal Item Exceptions.
2. Initiate the request for accommodations at the same time you complete your exam registration by checking 'yes' on the test accommodations box. Then, upload a completed and signed Request for Test Accommodations form and supporting documentation into your Accommodation Case at [www.MyNBME.org](http://www.MyNBME.org). Requests cannot be considered without supporting documentation. You will not be able to schedule an examination appointment until your request and all 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 [access@nbme.org](mailto:access@nbme.org).
3. 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. Please email [access@nbme.org](mailto:access@nbme.org) with any questions about this process.

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

# 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 at any time, including 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.
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 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, 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 and signature, 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

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;**
- 2. your first and last names on the scheduling permit do not exactly match the names on your identification.**
- 3. you do not bring a copy of your permit (electronic or paper)**

## 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.
- Your picture will be taken.
- 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. Religious headwear is subject to visual inspection only; removal is not required.
- You must sign the test center log.
- Before you enter the test room, test center staff will provide you with two 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 note board (e.g., your hand or other body part, scrap paper, etc).** The 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 24-hours 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. If you reschedule or cancel your appointment or change your test center location within 31 days, you must pay a fee to Prometric at the time you make

the change. Kindly refer to your Confirmation Notice for specific fee information. 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.

Exam applications are non transferable. If you do not sit for the examination within the window for which you were approved, you will need to reapply to sit for a future exam administration. Fees are non refundable and non transferable.

**NOTE:** *NBHWC 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. The scoring process is not expedited or accelerated for any individual or group.

### REPORTING TO THIRD PARTIES

To avoid misinterpretation and to protect your privacy, neither NBHWC nor NBME provides scores or outcomes by telephone, e-mail, or fax to anyone.

### USE OF EXAMINATION DATA

To ensure the integrity, security, fairness, and effectiveness of the HWC Certifying Examination, NBME and/or NBHWC analyze data submitted by you and on your behalf in conjunction with the Examination. The examination data submitted by you and on your behalf in connection with the Examination may be used by NBME and/or NBHWC for conducting research and for other purposes consistent with their respective Privacy Notices.

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 and demographic information) from the HWC Certifying Examination may be used by the HWC Certifying Examination program, or made available to third parties, for research intended for publication. In all instances, the data will be confidential and individual examinees will not be identified in any publication. If, at any time, you decide you would like to opt out from your examination data being used for research intended for publication, please indicate your preference by emailing [support@nbme.org](mailto:support@nbme.org). Note that even if you do not wish your examination data to be used for research intended for publication, the HWC Certifying Examination program may continue to use Examination data to ensure the integrity, security, and fairness of our exams.

### 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.

## 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 to score the exams, 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.

## 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 NBHWC 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 NBHWC and NBME, you are in violation of the rights of the owners. Every legal means available to protect NBHWC/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

NBHWC 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 form located at [www.nbme.org/contact/default.aspx](http://www.nbme.org/contact/default.aspx) and selecting **Services for Health Professionals** from the list 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, see [the NBHWC website](#) or contact:

National Board for Health & Wellness Coaching

Telephone: 866-535-7929

E-mail: [eligibility@nbhwc.org](mailto:eligibility@nbhwc.org)

To check on the status of your eligibility application, log in to [www.MyNBME.org](http://www.MyNBME.org) and access the registration from the My Exams page to review your Eligibility Case.

## TEST ADMINISTRATION INQUIRIES

For questions and concerns about your exam administration:

NBME

Attn: Test Administration Services

E-mail: [TestAdminServices@nbme.org](mailto:TestAdminServices@nbme.org)

## TEST ACCOMMODATION INQUIRIES

For information about the test accommodations process, or about your approved test accommodations:

NBME

Attn: Disability Services

Telephone: (215) 590-9700

Email: [access@nbme.org](mailto:access@nbme.org)

# Stay In Touch With NBHWC

## Website

[www.nbhwc.org](http://www.nbhwc.org)

## Facebook

<https://www.facebook.com/nbhwc>

## Private Facebook Page

<https://www.facebook.com/groups/180640202553113>

## Instagram

<https://www.instagram.com/nbhwc/>

## LinkedIn

<https://www.linkedin.com/company/nbhwc/>

## Hashtags

#NBHWC #NBCHWC #boardcertifiedhealthcoach



## Contact Information

Email: [info@nbhwc.org](mailto:info@nbhwc.org)

Phone: 866-535-7929 ext 1

