Advanced Certification in Team Coaching (ACTC) Candidate Guide

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Welcome and Introduction

Introduction

We applaud your decision to pursue the ICF Advanced Certification in Team Coaching (ACTC) and look forward to supporting you along the way! By embarking on this journey, you are demonstrating your commitment to meeting the highest standards for professional and ethical practice in coaching, as well as your advanced knowledge, skill and competence in team coaching practice.

How to Use the Candidate Guide for ACTC Candidates

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

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

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

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

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

Purpose of the ICF Credentials

All ICF credentials are designed with a twofold purpose:

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

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

Value of the ICF Credentials

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

With the ACTC, team coaches prove they are competent and capable of providing the complex skills required for effective team coaching, including:

- Distinguishing team coaching from other team development modalities
- Managing the complex dynamics and patterns unique to teams
- Partnering with a variety of stakeholders to establish team coaching agreements
- Supporting teams in the development of effective communication and collaboration skills
- Partnering with teams to develop a sense of common identity and purpose
- Collaborating with teams to support conflict resolution
- Promoting a team's autonomy and long-term sustainability

Statement of Non-Discrimination

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

Eligibility for the ACTC

To Be Eligible to Apply for the ACTC

Applicants must hold an active ICF Credential at the Associate Certified Coach (ACC), Professional Certified Coach (PCC) or Master Certified Coach (MCC) level.

General Requirements for ACTC Applicants

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

- Complete 60+ hours of team coaching education (ICF accredited or non-accredited).
- Complete at least five (5) team coaching engagements within the last five (5) years.
- Complete at least five (5) hours of coaching supervision.
- Achieve a passing score on the ICF Team Coaching Certification Exam.
- Payment of required fees (see Application Fees Table).
- Not currently under or subject to investigation, sanctions, or remedial action by ICF for a violation of the ICF Code of Ethics.

ACTC Application Options

ACTC Application Paths

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

General Team Coaching Education

Apply using at least 60 hours of team coaching education from any education program that is not an ICF Advanced Accreditation in Team Coaching program.

ICF Accredited Team Coaching Certificate Completion

Apply with a certificate of completion from an ICF Advanced Accredited Team Coaching (AATC) educational program, which includes the required 60 hours of Team Coaching education and the five (5) hours of coaching supervision.

Prior Learning Through Team Coaching Experience

Apply using your prior team coaching experience (10 engagements with three completed five years prior to submitting application), 10 hours of coaching supervision, and at least 30 hours of team coaching education.

Application Option Table

	General Team Coaching Education	ICF Accredited Team Coaching Certificate Completion	Prior Learning Through Team Coaching Experience
Active ICF Credential	Must hold an active ACC, PCC or MCC in good standing		
Coach Specific Education	Applicants must document completion of at least 60 hours of team coaching education aligned with the ICF Team Coaching Competencies, ICF Core Competencies and ICF Code of Ethics*	Applicants who have completed ICF Advanced Accreditation in Team Coaching (AATC) education, will have received the required 60 hours of Team Coaching education	Completion of at least 30 hours of team coaching education
Client Coaching Experience	Applicants must complete at least five (5) team coaching engagements within the last five years**		10 engagements with three completed five years prior to submitting application
Coaching Supervisor	Completion of at least 5 hours of coaching supervision with an eligible supervisor	Applicants who have completed ICF Advanced Accreditation in Team Coaching (AATC) education, will have received the required 5 hours of coaching supervision with an eligible supervisor	Completion of at least 10 hours of coaching supervision with an eligible supervisor
Written Exam	Completion of the ACTC Exam with a passing score		

* At least 48 of the education hours must be aligned with the Team Coaching Competencies or the ICF Core Competencies applied in team coaching contexts. Team coaching education may be completed through one or more ICF-accredited or non-accredited providers.

** A team coaching engagement includes all activities and sessions completed as part of a team coaching agreement. Engagements may include other team development activities (team training, consulting, facilitation, team building, etc.), but must include team coaching sessions to be eligible.

Completing the Application

Completing the Online Application

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

To begin the credential application process, follow these steps:
- Go to the ACTC page of the **website**.
- Scroll down to the Create Application section.
- Select Option 1, 2, or 3, per your experience/education eligibility.

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

Engagements occurring within the five years preceding the application start date will be considered to fulfill the experience requirements. Candidates are advised to delay creating their application until all relevant engagements are completed. Engagements taking place after the application start date cannot be included in the count.

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

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

Application Audit

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

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

ICF Credential Refund Policy

Application fees are nonrefundable once an application is submitted. In the event of a medical or personal emergency, ICF will consider a refund minus a $50 administrative fee within 15 business days of the date of submission. Requests must include supporting documentation regarding the nature of the medical or personal emergency and will be reviewed on a case-by-case basis.

ICF retains sole and reasonable discretion in the granting of a refund under the Credential Refund Policy and may require the applicant to provide additional documentation to support their request.

Application Fees

ICF Member Pricing*

Application Path	Application Review and Exams	ICF Team Coaching Certification Exam Re-take *(if required)*	Re-certification *(every three years)*
General Team Coaching Education Prior Learning Through Team Coaching Experience	$250 USD	$105 USD	$100 USD
ICF Accredited Team Coaching Certificate Completion	$200 USD	$105 USD	$100 USD

ICF Non-Member Pricing

Application Path	Application Review and Exams	ICF Team Coaching Certification Exam Re-take *(if required)*	Re-certification *(every three years)*
General Team Coaching Education Prior Learning Through Team Coaching Experience	$350 USD	$105 USD	$150 USD
ICF Accredited Team Coaching Certificate Completion	$300 USD	$105 USD	$150 USD

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

ICF Team Coaching Certification Exam

Following the staff review and verification that all qualifications have been met (e.g., education, experience, coaching supervision), applicants are authorized to complete the ICF Team Coaching Certification Exam as a final step in the certification process.

About the ICF Team Coaching Certification Exam

The ICF Team Coaching Certification Exam measures team coaching competence, as defined by the ICF Team Coaching Competency Model (published December 2020). Passing this computer-based written exam is a requirement for candidates seeking the ICF Advanced Certification in Team Coaching (ACTC).

The ICF Team Coaching Certification exam consists of 62 questions developed and reviewed by team coaching experts and is designed to assess candidates' knowledge and ability to apply the ICF Team Coaching and Core Competencies in team coaching contexts.

The ICF Team Coaching Certification Exam content covers four broad domains: Foundation, Co-Creating the Relationship, Communicating Effectively, Cultivating Learning and Growth. Exam questions cover the four domains accordingly as outlined below.

Domain: Foundation
- 14.3% - Competency: Demonstrates Ethical Practice

Domain: Co-Creating the Relationship
- 14.3% - Competency: Establishes and Maintains Agreements
- 14.3% - Competency: Cultivates Trust and Safety
- 14.3% - Competency: Maintains Presence

Domain: Communicating Effectively
- 14.3% - Competency: Listens Actively
- 14.3% - Competency: Evokes Awareness

Domain: Cultivating Learning and Growth
- 14.3% Facilitates Client Growth

*Total equals more than 100% due to rounding

Exam Format and Delivery

Computer-Based Testing Delivery

The ICF Team Coaching Certification Exam is computer based. Testing takes place at testing centers selected and confirmed by the testing vendor (Pearson VUE) or through Pearson's OnVUE remote proctored testing service.

Exam Format

There are 62 items on the ICF Team Coaching Certification Exam. The total time allowed for completing the assessment is 2.5 hours, which is divided across four (4) sections. Sections 1 and 3 contain multiple-choice questions testing knowledge of topics that are foundational to the team coaching competencies. Sections 2 and 4 contain scenario-based questions testing judgment and decision-making in realistic team coaching situations and presented in a drag-and-drop item format.

The time allowed for each section is as follows:

General Exam Instructions — 3 minutes

Section 1 Instructions — 2 minutes

Section 1 Knowledge Items (14) — 23 minutes

Section 2 Instructions — 3 minutes

Section 2 Situational Judgement Items (18)— 40 minutes

Break — 10 minutes

Section 3 Instructions — 1 minute

Section 3 Knowledge Items (13) — 23 minutes

Section 4 Instructions — 3 minutes

Section 4 Situational Judgement Items (17) — 40 minutes

Candidate Non-Disclosure Agreement

Before beginning the exam, all candidates will be required to complete the following Candidate Non-Disclosure Agreement. Candidates must agree to the statement before they will be allowed to access the exam items.

CANDIDATE NON-DISCLOSURE AGREEMENT

All test content is the property of the ICF and may not be copied or shared in any form without the express written permission of the ICF. This test is to be completed by the candidate without assistance from any other person.

By clicking on "YES, I AGREE", candidates are consenting to be bound by the terms and conditions of this agreement and state that they have read this agreement carefully and understand and accept the obligations which it imposes without reservation.

Exam Scoring

The passing score and all exam results on the ICF Team Coaching Certification Exam are reported as scaled scores. The range of possible scores is 200 to 600, with a passing score of 460.

Sample Exam Questions

ICF Credentials and Standards provides **sample questions** for the ICF Team Coaching Certification Exam to support candidates in preparing for the exam. These questions are designed to help candidates become familiar with the format of the exam questions and how they will be presented on the exam. Performance on sample questions is not indicative of performance on the ICF Team Coaching Certification Exam.

Exam Scheduling

Scheduling an Exam Appointment

Once an applicant's application has been reviewed and approved, ICF Credentials and Standards will notify the applicant via email that they have been approved as a candidate to complete the ICF Team Coaching Certification Exam. This notification will provide detailed instructions for scheduling an exam appointment with Pearson VUE, ICF's testing partner. Upon receipt of this notification, applicants have 60 days to schedule and complete the exam.

Applicants may choose to complete the exam at one of **Pearson VUE's 5,000 test centers** worldwide, or through Pearson OnVUE, a live, remote proctored testing service that allows candidates to test from the convenience of their home or office while being monitored by an online proctor.

Candidates are strongly encouraged to **review guidance** from Pearson VUE to support them in selecting the best test delivery option for them.

Pearson Online Exam Scheduling Platform

To select the test delivery format (in person at a Pearson VUE testing center or online through Pearson's OnVUE remote proctoring service) and schedule an appointment, approved candidates must follow the steps listed below:

1. Access your **ICF profile**.
2. Once in your profile, scroll down to locate "My Applications" found towards the bottom of your ICF profile page.
3. Click on the "Exam Information" link listed by your ICF ACTC application.

Upon clicking the Exam Information link, you will automatically be signed into the Pearson VUE platform to access the exam information, where you will first select the delivery method to take the exam and then schedule a time for your exam appointment.

To Select OnVUE Remote Proctoring Service – Schedule an appointment to take the exam remotely with Pearson's OnVUE system:

a) Select the OnVUE option to "take my exam from home or work" during registration.

b) Use the scheduling calendar to select your preferred date and time for your exam appointment.

NOTE: *Remote proctors will communicate with candidates in English only*. For more information about the requirements for testing via the Pearson OnVUE remote proctoring service, please review the **Pearson OnVUE Testing guide**. **To Select Pearson VUE Testing Center** - Schedule an appointment to take the exam in person at a Pearson VUE testing center:

a) Select At a test center during registration.

b) Enter your address to search for and select a Pearson VUE Test Center near you. Once selected, click "Next."

c) Schedule your exam appointment by selecting a day and time using the scheduling calendar.

d) Confirm your scheduled exam appointment.

Additional information on testing at a Pearson VUE test center, including a video on the testing experience and candidate FAQs, is available **on the Pearson VUE website**.

Once an exam appointment is scheduled, candidates will receive an email from Pearson VUE confirming their exam appointment date and time, a confirmation number, and registration ID number. This email will also include important information and instructions to prepare for the exam appointment, including acceptable forms of ID needed for the exam check-in process, when to arrive or login for their exam, and exam rules during testing. **Candidates must carefully read this information prior to the exam appointment.**

For more information and instruction on how to schedule/reschedule an appointment, please see the Pearson VUE Test Registration guides:

- **Mobile Guide**
- **Desktop Guide**

Rescheduling Policy

To reschedule an exam appointment, candidates must contact Pearson VUE or access their online Pearson VUE account at least 48 hours prior to the exam appointment. Failure to reschedule in time or failure to appear for an exam appointment will result in the forfeiture of exam fees, and candidates will be required to pay an exam retake fee of $105 USD to reschedule their exam.

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

Cancellation Policy

To cancel an exam appointment, candidates must contact Pearson VUE or access their online Pearson VUE account at least 48 hours prior to the exam appointment. Failure to cancel in time or failure to appear for an appointment will result in the forfeiture of exam fees, and candidates will be required to pay an exam retake fee of $105 USD to reschedule their exam.

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

Exam "No-Shows"

Exam "no shows" are candidates who fail to cancel or reschedule their exam appointment at least 48 hours prior to their exam time, who do not appear for the exam on the scheduled appointment date, or who arrive at the testing center for their remote-proctored testing session more than 15 minutes after their appointment time. No-show candidates forfeit all exam fees and are required to pay an exam retake fee of $105 USD to reschedule their exam.

Exam "No Shows" for Remote Testing

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

If a candidate has a third No Show attempt through remote-proctored testing, the No Show status will not be canceled, and the candidate will be subject to the ICF Retake Fee of $105 USD to reschedule their exam.

Legal Restrictions

As U.S.-based organizations, ICF Credentials and Standards and Pearson VUE are subject to and must comply with international trade sanctions laws and regulations imposed by the U.S. government (Office of Foreign Assets Control). These sanctions regulations prohibit ICF Credentials and Standards from providing certain products and services — including exam administration — to individuals or organizations in designated countries subject to comprehensive U.S. sanctions, or to individuals identified on the U.S. Treasury Office of Foreign Assets Control (OFAC) List of Specially Designated Nationals and Blocked Persons.

As such, ICF Credentials and Standards is currently prohibited by law to administer the ICF Team Coaching Certification in the following countries and regions subject to comprehensive U.S. sanctions: Cuba, Iran, North Korea, Russia, Sudan, Syria, and the Crimea, Donetsk, and Luhansk regions of Ukraine.

Additionally, Pearson VUE has suspended delivery of all testing services throughout Belarus, including in-person exam at test centers and online testing via OnVUE. Remote test delivery is also unavailable in China due to limited internet and connectivity issues. **NOTE:** *The list of countries may change based on OFAC requirements.*

Prepare for an Exam Appointment

To provide a fair and consistent testing experience for all ICF credential candidates, the ICF Team Coaching Certification Exam is administered in secure testing centers or remotely through Pearson OnVUE, a remote proctored test delivery service, in alignment with global standards for certification exam delivery.

Resources are available to help prepare for the exam process and for what to expect on exam day for candidates completing the exam at a Pearson VUE testing center or through Pearson VUE's OnVUE remote proctoring system are available.

- **What to Expect When Testing with Pearson VUE: Pearson Testing Centers (video)**
- **What to Expect When Testing with Pearson VUE: OnVUE Online Proctoring (video)**
- **Guide: Traveling the Online Testing Route – An all-inclusive guide to taking your exam online (PDF)**

Systems Test

For Remote Testing Only - Candidates must complete a systems test on the device you plan to use to take the exam **prior** to the exam appointment. The system test offers a dry run of the software used during the exam-day experience, to help ensure candidates have technology that will work on exam day. Candidates who have not completed the system test before their appointment will be forced to complete it before connecting with a greeter. Any candidate who fails the system test at that time can contact customer service for next steps.

Access the system test

What to Expect at a Pearson VUE Testing Center

On the day of the exam, candidates are asked to arrive at the designated Pearson VUE testing center at least 30 minutes prior to the scheduled appointment. Candidates who arrive late for an exam appointment will not be permitted to test and will forfeit exam fees.

For candidates completing the exam at a Pearson VUE test center, arriving 30 minutes early allows the candidate to sign in, present required identification, take a required check-in photo, and safely store any personal items in a locker before the designated start time of the exam.

Upon arrival, candidates will be asked to sign in at the testing center and provide two forms of identification. Candidates may also be asked to provide their exam confirmation. The test center administrator will provide candidates with a locker and key and request that any personal items are stored in the locker during the exam.

Before entering the testing room, candidates will be asked to empty and turn out their pockets, roll up their sleeves and remove eyeglasses for inspection. This is a requirement for all candidates testing at the test center and is designed to ensure the security of all exams being administered at the test center.

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

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

Upon completion of the exam, candidates may raise their hand to let the proctor know they are finished. Candidates will receive preliminary score reports prior to leaving the test center.

Exam Identification Requirements

Upon arrival at the exam appointment, all candidates must provide proof of identification with one form of original, valid identification. The primary identification should be an unexpired, original government-issued photo ID with a signature. The first and last name used to register for the exam must match exactly the first and last name on the ID that is presented on test day.

The following are acceptable forms of government-issued identification:
- Valid driver's license
- Valid military ID
- Valid passport
- Valid national identification card

Candidates may wish to bring a secondary form of identification to the exam appointment, in case there is an issue or concern with the primary identification.

All IDs should be issued by the country in which the candidate is testing. Alternatively, an International Travel Passport from the candidate's country of citizenship, along with a secondary ID may be used. To review Pearson VUE's full Identification Policy, please visit

Prohibited Items When Testing

Candidates are not allowed to bring any restricted items to the testing area. This includes, but is not limited to:
- Food / snacks / candy
- Beverages
- Coats
- Calculators
- Papers / books
- Cell phones or other smart devices
- Eyeglass cases
- Tape recorders
- Wallets
- Purse
- Jewelry other than wedding and engagements rings
- Coats or sweaters
- Any other personal items

Candidates taking an exam at a Pearson VUE testing center will be provided access to a locker where they may safely store any personal items during the exam.

Candidates requiring personal items in the testing room due to a medical condition, such as food, beverages, medication, or a monitoring device, must receive approval from ICF prior to scheduling the exam appointment. Please review the Exam Accommodations section of this guide for additional information on requesting and obtaining an Exam Accommodation approval.

What to Expect During a Remote Testing Appointment

Prior to The Exam

Candidates are required to complete a systems test on the device you plan to use to take the exam **prior** to the exam appointment. Candidates who have not completed the system test before their appointment will be required to complete it before connecting with a greeter. Any candidate who fails the system test at that time can contact customer service for next steps.

Access the system test

On The Day of The Exam

On the day of the exam, it is important for remote testing candidates to find a quiet, private space with a strong, reliable internet connection to complete the exam. No other individuals may pass through the candidate's testing space once the exam has begun.

One display screen is allowed when you take an exam. You must remove or disconnect all others. If you use a laptop with a second display screen, close your laptop so that only one screen is active. Use a hardwired connection to your router and disconnect from any VPNs. Where Wi-Fi is your only option, sit as close to your router as possible. Remind others not to download large files or stream video, because it can cause connection issues that prevent you from testing. If you use a laptop, plug it in to a power source. You will not be able to leave the webcam view to plug your laptop in when you start your exam.

Candidates should log in to the Pearson VUE platform 30 minutes prior to the exam appointment and click the Begin Exam button to start the check-in process. Candidates will be asked to run a final system check and shut down all other applications that may be running on the computer.

On Microsoft Windows, press **Ctrl+Alt+Del** to access the Task Manager and shut down running applications.

On a Mac, press **Command+Option+Esc** to access Force Quit.

Once all applications have been shut down, candidates will be able to run the OnVUE program manually either from the screen or the download folder.

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

Exam Identification Requirements

Prior to beginning the exam, candidates will be asked to take a photo of themselves, their ID, and the testing space. **The testing space must be clear and free of any materials.**

Make sure that the only items on your desk and at arm's reach are:
- The computer you will take your exam on.
- Items that have been pre-approved by your exam sponsor.
- Remove all other items from your desk and at arm's reach, such as:
- Books and notes.
- Paper and pens.
- Food and smoking products.
- All other electronics. Disconnect them if you cannot remove them.
- Clear all note boards and whiteboards in your room.
- Let others know that you must remain alone, quiet, and free from distraction.
- Make sure no one else can see what is on your screen, even at a distance.

Candidates must provide identification (ID) that meets the requirements outlined on this page.
- All IDs must be valid, government-issued originals (i.e., not a photocopy).
- ID must include the test-taker's name and a recent, recognizable photo.
- The first and last name on the ID must match the first and last name used to register for the exam.

The following are acceptable forms of government-issued identification:
- Valid driver's license
- Valid passport
- Valid national identification card

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

All IDs should be issued by the country in which the candidate is testing. Alternatively, an International Travel Passport from the candidate's country of citizenship, along with a secondary ID may be used. To review Pearson VUE's full Identification Policy, please visit **Pearson's Global ID Policy**.

A mobile phone can be used to take the required photos, however once the exam has begun, any mobile phones must be placed out of reach. Mobile phones should be placed on "silent" during the exam.

As a final step in the check-in process, candidates will be asked to agree to terms and conditions and verify the exam for which they are registered.

ONVUE Testing Security

Once the exam has started, the candidate must adhere to the following testing requirements. Failure to do so may result in the cancellation of the exam and forfeiture of the candidate's exam fees.

- **Candidates must remain within the designated testing space and in view of the webcam at all times during the exam, with the exception of the scheduled break.** Candidates may not cover or move the webcam at any time during the exam.
- Candidates may not communicate with anyone other than the exam proctor once the exam has begun. No one may enter or pass through the testing space during the exam.
- Candidates may not read the exam questions aloud, speak, cover their mouth, or hide their face during the exam.
- Candidates may adjust the text size of the exam questions at any time by selecting **CTRL+** to zoom in and **CTRL-** to zoom out. Any other special accommodation, however, must be requested and approved by ICF Credentials and Standards prior to the exam appointment.

Clothing and Accessories

You must be fully clothed throughout your exam. You may not wear the following during your exam: coats or jackets, or barrettes or hair clips larger than ¼ inch (½ centimeter) wide. While taking your exam, you may wear head scarves, hair wraps, billed caps (e.g., baseball caps), brimmed hats (e.g., fedoras), and religious apparel. Generally, all head coverings and hat types are allowed as long as your eyes remain visible to the proctor throughout the exam.

Testing Space and Prohibited Items

Choose and prepare your testing space. The place where you'll take your exam is one of your most crucial decisions. First and foremost, you must take your exam in an enclosed, private space that allows you to maintain a strong and stable internet connection.

An ideal testing space will allow you to close all doors to avoid interruptions, since no one else — including children, roommates, colleagues, etc. — may enter or pass through your testing space once you've started your exam.

We do not recommend testing in the following environments:
- Public places like libraries or coffee shops, where other people could easily enter your space and where you would use a shared Wi-Fi connection.
- Hotels, where Wi-Fi connections may be insufficient and don't allow for basic troubleshooting.
- Corporate offices, where firewalls, VPNs, or other security measures may block video streaming.

Within your testing space, your computer screen must be positioned to face you directly, and your background environment cannot jeopardize the integrity of the exam content. For example, your testing space must not allow anyone else to view your screen, so avoid testing near windows or glass partitions. Important: If your testing space allows any other people into the camera's view, you risk exam revocation.

Candidates completing an exam via Pearson's OnVUE system will be required to show that no prohibited materials are accessible within their testing space.

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

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

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

OnVUE Candidate Technical Requirements

Pearson strongly recommends using equipment that meets or exceeds the following recommended specifications. The minimum requirements will change periodically based on the needs of our exam sponsors.

Please Note*: An Internet connection disruption can suspend the test session,*

resulting in a failed exam. By registering for a remote proctored exam, candidates assume all risk associated with their internet connectivity.

Operating System

Windows 11 & 10 (64-bit) – (excluding 'S Mode') macOS 10.15 and above – (excluding beta versions) **Note:** macOS, starting with Mojave, now requires permission from the user to allow any hardware access to an application, which includes OnVUE (proctorapp). Candidates should be prompted to allow this application.

Note: Windows Operating Systems must pass Genuine Windows Validation. · Windows 8/8.1, Windows 7, Windows Vista, and Windows XP are not supported for exam delivery · Linux/Unix and Chrome based Operating Systems are not supported.

Firewall

Corporate firewalls (including VPNs) or proxies often cause this delivery method to fail. We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery. Please take your exam in a setting without a corporate firewall.

RAM

Minimum - OS specified Minimum RAM

Recommended - 4 GB RAM or more

Display

If using an external monitor, you must close your laptop and use an external keyboard, mouse, and webcam. Multiple monitors are forbidden. Touch screens are strictly forbidden.

Supported Internet Browsers

The newest versions of Microsoft Edge, Safari, Chrome, and Firefox, for web registrations or downloading the secure browser.

Internet Connection

For optimal performance, a reliable and stable connection speed of 6 Mbps down and 3 Mbps up is required. We recommend testing on a wired network as opposed to a wireless network. If testing from home, ask others within the household to avoid internet use during your exam session.

Webcam

The webcam may be internal or external. The webcam must be forward-facing and at eye level to ensure your head and shoulders are visible within the webcam. The webcam must remain in front of you and cannot be placed at an angle.

Webcam must have a minimum resolution of 640x480 @ 10 fps. Note: Mobile phones are strictly prohibited as a webcam for exam delivery. Note: Mac OS users may need to allow OnVUE within their System Preferences: Security & Privacy: Privacy settings for camera.

Sound & Microphone

Verify the audio and microphone are not muted. Note: Mac OS users may need to allow OnVUE within their System Preferences: Security & Privacy: Privacy settings for microphone.

Browser Settings

Internet Cookies must be enabled.

Device

All tablets are strictly prohibited, unless they have a physical keyboard and meet the operating system requirements mentioned earlier.

Power

Make sure you are connected to a power source before starting your exam to avoid draining your battery during the exam.

Mobile Phone

You may have the option to use your mobile phone to complete the check-in process. The mobile must meet the following requirements:

- Android (7+, Chrome) or IOS (12+, Safari) operating systems
- A functioning camera with a stable internet connection (mobile phone is only used for completing admission steps, and must not be used during the exam)

Once you have completed the check-in steps, please place your mobile phone out of your arms reach where it is not accessible to you during the exam. As a reminder, phones are a prohibited item and should not be within your reach or visible to you while sitting in front of your computer.

Languages

The ICF Team Coaching Certification Exam is available in English. In addition, language aids are offered in select languages. An exam with language aids features both the original exam item (English) as well as the same item in the language of translation.

Candidates completing the ICF Credentialing Exam with language aids will see the exam instructions and all navigation buttons of the exam are in the language of translation. Each item is presented in the original English form, along with a Translation button that allows the candidate to view the same item and response options in the language of translation.

A list of available ICF Team Coaching Certification Exam language aids is **available here**.

Exam Language Support

Candidates completing the ICF Team Coaching Certification Exam in English as a secondary language will receive an automatic time extension of 60 minutes if exam language aids are not offered in their primary language AND the candidate resides in a non-English speaking country.

Requests for Bilingual Translation Dictionary

Candidates whose primary language is not English may request to use a hard-copy bilingual translation dictionary to support them in taking the exam. Web-based translation dictionaries, software, and smart device applications are not permitted.

The candidate must provide a bilingual translation dictionary that consists only of translations (no definitions may be included) and that is free of any markings or handwritten notes. For exam security purposes, the dictionary provided will be subject to visual inspection by a Pearson VUE proctor during the candidate's exam appointment at a testing center or via remote proctor service. Candidates approved to use a bilingual translation dictionary will also be eligible for extended exam time, not to exceed one hour. This service is provided at no additional charge to the candidate.

To request the use of a bilingual translation dictionary, candidates should complete the **ICF Exam Language Support Request Form** and submit it to **support@coachingfederation.org** (including "ICF Exam Language Support Request Form" in the subject line) prior to scheduling an exam appointment. ICF is not able to add a language support service to an existing exam appointment.

Requests for Translation Support

Candidates may also submit an **ICF Exam Language Support Request Form** request to the Pearson Translation Support Service to complete the ICF Team Coaching Certification Exam. This service, provided by Pearson VUE, allows a candidate to complete the exam with translation assistance from a Pearson-approved translator. Candidates requesting this service will be charged a fee by Pearson VUE of up to $1,500 USD to support the translator's services and related expenses.

To request the use of a translator, candidates should complete the **ICF Exam Language Support Request Form** and submit it to **support@coachingfederation.org** (including "ICF Exam Language Support Request Form" in the subject line) prior to scheduling an exam appointment. ICF is not able to add a language support service to an existing exam appointment.

Exam Accommodations

Reasonable Exam Accommodations for Candidates with Disabilities

The mission of ICF Credentials and Standards is to provide credentialing and certification services that recognize the professional competence of qualified coaches to promote the delivery of safe, ethical, and quality coaching services to the public. As part of this mission, we are committed to ensuring ICF exams are accessible for all qualified candidates. At the same time, ICF is committed to ensuring that the security, integrity and validity of its exams are not compromised.

A disability is defined as any impairment that, in interaction with a barrier, hinders a person's full and equal participation. The purpose of exam accommodations is to remove barriers so that the individual with a disability may participate equally.

Individuals with a documented disability or other qualifying condition that impairs their ability to access an ICF exam may request reasonable accommodation. Candidates may also be approved for exam accommodations for documented, qualifying medical or physical conditions that may be temporary, such as injury, impairment following surgery, or pregnancy.

Exam accommodations are adaptations that help ensure an exam measures what it is intended to assess. The purpose of exam accommodations is to provide candidates with full access to the exam, not to ensure completion of the exam or improve candidate performance. Accommodations cannot be made to the actual content of the exam.

Exam accommodations are individualized, considered and approved on a case-by-case basis, and dependent on the nature of the disability or medical condition and the documentation provided. To be considered a qualifying disability, the limitations of the impairment must significantly restrict the individual's major life activities as compared to the abilities of the average person. Non-specific diagnoses such as an individual learning style, learning difference, computer phobias, and test difficulty or test anxiety by themselves do not constitute a disability.

ICF does not require a diagnosis. It does, however, require evidence that a candidate's disability has a significant impact on their ability to access the exam.

Items listed on the **Pearson VUE Approved Comfort Aids** list are pre-approved for exam candidates and do not require submission of the ICF Exam Accommodations Request Form. These items are allowed during testing, however Pearson VUE test center staff or online proctors will ask to visually inspect approved comfort aid items on exam day.

All other testing accommodations should be requested at the time of application submission. During the application process, you'll have the option to indicate whether you intend to request exam accommodations. Candidates who indicate a need for special arrangements to take the exam will receive detailed instructions on how to submit the ICF **Exam Accommodations Request Form**, along with the required supporting documentation.

All requests for exam accommodations are strictly confidential. ICF and an independent exam accommodations expert will review exam accommodation requests and supporting documentation. Only information pertaining to the candidate's approved accommodation will be shared with testing delivery partners for the purpose of preparing for the candidate's exam appointment.

Common exam accommodations include, but are not limited to:
- Extended time for testing (1 hour, 1.5 time or double time)
- Frequent or unscheduled breaks
- Access to auxiliary items (food, medication, medical devices)
- Adjustable workstation (available at testing centers only)
- Sit/stand workstation (available at testing centers only)
- Zoom text
- Separate testing room (available at testing centers only)
- Provision of a reader and/or scribe
- Special arrangements for nursing mothers

Approved accommodations for candidates with disabilities or qualifying medical conditions are provided at no cost to the candidate.

Certain exam accommodations may only be available in a Pearson VUE testing center. Accommodation requests may require up to 30 days to process, although many requests will be processed within 10 days.

Requesting an Exam Accommodation

As a part of the ACC online application, individuals will indicate if they need to request accommodations. Once the application is submitted, the applicant will receive an email with information and directions to upload the required documentation.

Next, you'll complete the exam accommodations request form and submit the necessary documentation. While a diagnosis is not required, you must provide evidence of your disability and how it affects your access to the exam. This could include examples from daily life activities like work or school where accommodations are already in place.

Upon submission, ICF Credentials and Standards and an independent exam accommodations expert will review the requested accommodation and required supplementary documentation. ICF Credentials and Standards will notify the candidate of the decision regarding the requested accommodation(s), including specific accommodations approved (e.g., additional exam time, use of a reader, etc.) and information for next steps.

Confirmation of an accommodation request decision must be received before a candidate schedules their exam appointment. **ICF Credentials and Standards is not able to add accommodations to an existing exam appointment.**

If an exam accommodation request is not approved in full, candidates may appeal the decision one time per year. Appeals must include the specific reason for the appeal and additional documentation beyond what was included in the original exam accommodation request.

ICF Credentials and Standards and its testing partner, Pearson VUE, will make reasonable efforts to provide the requested accommodations to candidates who demonstrate a documented disability, provided the accommodations do not alter or jeopardize exam integrity and security. If the need for an accommodation arises after the submission of the application, the applicant should contact **examaccommodations@coachingfederation.org** and request the ICF exam accommodations form.

Supporting Documentation for Exam Accommodation Requests

To help us understand and address your specific needs, we require documentation that demonstrates how your condition impacts your ability to access the exam.

A formal diagnosis is not required, however we do need evidence that shows how your disability or condition significantly affects your ability to access the exam under standard conditions. Providing documentation helps us ensure that the accommodations we approve are appropriate.

Instead of emphasizing your diagnosis or symptoms, the documentation should clearly address:

- Your current functional limitations in daily activities or major life activities (beyond just test-taking).
- How these limitations interact with specific barriers in the testing environment.
- The types of accommodations that have effectively improved access and reduced these barriers in other settings.

We don't require extensive medical or psychological reports, but if you choose to submit such materials, they must meet our guidelines.

While not required, a personal statement from you can provide valuable insight. You might explain how your disability affects your functioning in major life activities or activities of daily living (work, home, school, etc.), and how you expect these limitations might impact your ability to take an ICF exam under standard conditions.

Depending on your needs, you can choose from two streamlined documentation processes. Both processes include avenues for providing documentation that can usually be obtained at no cost to you.

Short Request Process: For Minimal Accommodation Needs

If your accommodation needs are more minimal, the Short Request Process might be right for you. Simply provide documentation from professionals who know you well or organizations familiar with your needs.

Using this process, you can request:
- Up to an extra 45 minutes of testing time
- Use of diabetes testing and management supplies
- Other accommodations that do not involve timing modification, a separate testing room, or use of electronic devices or software.

Standard Request Process: For More Extensive Accommodation Needs

For complex or specialized accommodation requests, the Standard Request Process asks you to provide additional documentation so that we fully understand your access needs.

Through this process, you can request any combination of the following:
- More than 45 minutes of testing time
- A separate testing room
- Other unique accommodations, such as additional timing modifications, adaptive devices, or assistive technology.

For more information about the Short and Standard Request Processes and required documentation for each, please review the ICF Exam Accommodations Documentation Guide.

After the Examination

Exam Scoring

The passing score and all exam results on the ICF Team Coaching Certification Exam are reported as scaled scores. The range of possible scores is 200 to 600, with a passing score of 460. Candidates receive preliminary results immediately after the exam is completed; confirmation of the results is sent within seven (7) business days.

Use of Designation

After passing the ICF Team Coaching Certification Exam and earning the Advanced Certification in Team Coaching, candidates may use the ACTC designation as a professional credential after their names, on resumes, curriculum vitae, employment and other professional records, and on websites and social media platforms. Only current and valid ACTC holders may use the ACTC logo on materials for or promoting the credential-holder. The ACTC certification may not be used by individuals who do not renew after the certification expiration date.

Retake Policy

Candidates who do not achieve a passing score for the ICF Team Coaching Certification Exam may retake the exam. Each exam retake is subject to the ICF exam retake fee of $105 USD.

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

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

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

Release of Info / Privacy Policy

ICF Credentials and Standards treats candidate exam results as confidential. Exam results are provided directly to candidates and will not be disclosed to anyone other than the candidate without written permission from the candidate, unless required by law enforcement.

Renewing Your Credential

Renewal Requirements and Application

To maintain your ACTC, you must maintain an active ICF Credential (ACC, PCC, or MCC) and complete 20 Continuing Coach Education (CCE) units in team coaching practice every three years. A minimum of 16 CCEs must be directly applicable to the ICF Team Coaching Competencies. The total required 20 CCE units may also be submitted toward the renewal of the prerequisite ICF Credential, allowing the candidate to count the 20 CCE credits toward both renewals.

Up to 10 hours of Coaching Supervision may be used to fulfill CCE requirements for renewal of the ACTC.

Timelines for Credential Renewal

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

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

A coach can renew a lapsed ACTC for up to one year following the expiration date by submitting a renewal application and an additional 1.2 CCE units for each month the ACTC credential is lapsed.

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

Appeals

Purpose of the Appeals Process

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

Appeal Submissions

Appeal requests are submitted by credential applicants, candidates, or credential-holders using the **Credential Appeal Submission Form** within 30 calendar days of receiving an adverse determination. Appeals may only be submitted by the individual who received the adverse determination. Appeals will not be accepted via email or postal mail. Appellants should review all sections of the form, determine the reason(s) for their appeal request, and complete the most relevant section(s) of the form. Appellants must provide evidence supporting the reason for the appeal and the nature of request, including all reasons why the action or decision should be changed.

By submitting the appeal form, the appellant is authorizing ICF Credentials and Standards to conduct an investigation, gather information, and make a determination regarding the appeal request.

Reasons for Appeals

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

An appeal based on:

      1. Eligibility requirements.

      2. Performance Evaluation procedures*.

      3. ICF Credentialing Exam results**.

      4. ICF Credentialing Exam procedures**.

      5. Credential renewal requirements.

      6. Reasons not included in other form sections.

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

Request A Rescore of The Recording(s)

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

Request A Retake

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

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

Credential candidates must read and follow policies and procedures for the ICF exams as included on the ICF website. Appeals based on the following reasons are not considered grounds for appeal and will not be considered by the Appeals Committee:

- The examinee's lack of knowledge or understanding of the test administration policies or procedures.
- The examinee's failure to follow examination administration instructions and procedures.
- The examinee's mental state during the exam, including nervousness or anxiety.
- Personal circumstances of the examinee that may have affected the examinee's completion of the exam.
- Examinee errors or omissions related to understanding exam items, or understanding or recording answers, except those caused by circumstances outside the examinee's control.
- Computer-related or technical problems.
- Reasonable and commonly occurring sounds and noises in the testing center or room.
- Late arrival for the test administration appointment or not showing up for the exam administration appointment.
- The validity of the content of the exam.
- The passing score of the exam established by ICF and the process used to determine the passing score.

Review of Appeal Requests

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

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

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

1. **Procedural appeals** - are cases where a clear policy, rule, or standard exists. Procedural appeals allow applicants to contest an adverse decision made in conflict or misalignment with an existing policy, rule, or standard. Appeals contesting the content of existing policies, rules or standards, and resulting adverse decision for the applicant, will not be considered.

Examples of Procedural type appeals may include disputes regarding:
- Pre-requisite credentials.
- Required number of hours of education, experience, or mentor coaching.
- Exam administration procedures.

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

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

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

The Appeals Committee will be presented with all Judgement type appeals and will:
- Meet to consider information presented.
- Gather and request additional information as needed.
- Make a determination.
- Prepare a written report that is forwarded to the vice president of ICF Credentials and Standards.

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

While Procedural appeals will be decided by designated CS staff, the Appeals committee will receive a report of all appeals submissions and the resulting determination. Information from this report may be used by the Appeals committee to inform changes to the appeals process and workflow.

Appeals Process Timelines

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

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

Following the preliminary review period, review may take up to 45 business days for staff or the Appeals Committee to thoroughly review, consider, and make a determination regarding the appeal.

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

Documentation and Reporting

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

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

There shall be no discriminatory action against the appellant.

Other Policy Information for ACTC Candidates

The ICF Definition of Team Coaching

ICF defines team coaching as partnering in a co-creative and reflective process with a team on its dynamics and relationships in a way that inspires them to maximize their abilities and potential in order to reach their common purpose and shared goals.

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

The ICF Team Coaching Competencies

Team coaching empowers teams to work toward continued high performance and ongoing development, requiring innovation, flexibility, adaptability and goal alignment – all traits that coaching helps support. To define and guide this growing discipline, ICF Credentials and Standards developed the **Team Coaching Competency** along with the ICF Core Competencies for coaching, sets the standard for team coaching practice and serves as serves as the foundation for the ICF Advanced Certification in Team Coaching (ACTC).

The ICF Code of Ethics

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

Please review the Code of Ethics in Appendix B.

ICF Credentials and Standards Policies and Procedures

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

Scope of the ICF Credentials

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

Secure Storage of Confidential Information

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

Rationale for Eligibility Requirements

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

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

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

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

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

ICF Membership Not Required

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

Prohibition of Grandfathering

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

Reciprocity

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

Verification of Credential Status

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

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

Use of Credential Mark/Logo/Badge

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

Acceptable Usage

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

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

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

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

Use of the credential name, designation, acronym, logo, badge, or mark is exclusively limited to professional use on materials promoting the approved credential-holder, including:
- Promotional and marketing literature, brochures, pamphlets, business cards or folders.
- Advertisements of any type or nature.
- Websites.
- Print, digital, or photographic media.

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

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

Violations of Usage

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

Changes to the ICF Credentialing Program

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

Appendix A: Links to Useful Information

Client Coaching Experience page

Ethical Standards and the Code of Ethics

International Coaching Federation (ICF) home page

ICF Team Coaching Competencies

ICF Core Competencies

ICF Team Coaching Certification Exam page

ICF Advanced Certification in Team Coaching

Credential Renewal Application: Sample

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

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

Appendix B: ICF Code of Ethics (2025)

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

PURPOSE
ICF CORE VALUES AND ETHICAL PRINCIPLES
COMMITMENTS FOR ALL WITHIN THE ICF ECOSYSTEM
ETHICAL STANDARDS FOR ICF PROFESSIONALS
THE PLEDGE OF ETHICS

PURPOSE

The International Coaching Federation (ICF) is the world's leading coaching association.

The ICF is made up of six family organizations (FOs). Together, they form the ICF Ecosystem. The FOs are: ICF Professional Coaches, ICF Credentials and Standards, ICF Coaching Education, ICF Foundation, ICF Coaching in Organizations, and the ICF Thought Leadership Institute. The ICF Global Board provides strategic direction for and coordination of the complete ICF ecosystem.

Based on its mission and responsibility, ICF provides a code of ethics setting out ethical standards of professional conduct required to be adhered to by all within the ICF Ecosystem, whether acting as ICF professionals (see definition) or in any other capacity. The roles and responsibilities governed by the ICF Code of Ethics include ICF professionals, ICF staff (see definition), volunteers, members of ICF boards, leaders of ICF Communities of Practice, and members of ICF global committees, task forces, and core teams (whether they are ICF professionals or not).

The ICF Code of Ethics incorporates the core values of the International Coaching Federation (ICF Core Values) as a foundation to understanding the ICF Code of Ethics, ethical principles, and ethical standards of conduct.

The ICF Code of Ethics serves to uphold the integrity of ICF and the global coaching profession by:
- Setting standards of conduct consistent with ICF core values and ethical principles.
- Guiding ethical reflection, education, and decision-making.
- Adjudicating and preserving ICF ethical standards through the ICF Ethical Conduct Review (ECR) process.
- Providing the basis for ICF ethics training in ICF accredited programs.

This Code of Ethics is intended to assist those persons subject to the Code by directing them to the ethical factors, values, and principles that need to be taken into consideration whenever they need to engage in ethical reasoning and ethical decision-making.

The ICF Code of Ethics applies when people represent themselves as belonging within the ICF ecosystem and/or ICF professionals in their professional interactions.

The challenge of working ethically means that those within the ICF ecosystem will inevitably encounter situations that require responses to unexpected issues, resolution of dilemmas, and solutions to problems.

People within the ICF ecosystem strive to be ethical, even when doing so involves acting courageously and making difficult decisions that uphold the "DO GOOD" principle when it comes to their stakeholders.

Part 4 of the Code articulates the ethical obligations of ICF professionals who are acting in their different roles as coach, coach supervisor, mentor coach, trainer, and student coach-in- training.

The ICF Independent Review Board serves to uphold this Code of Ethics through the Ethical Conduct Review (ECR) process, which is applicable to all ICF professionals.

ICF mandates that all credentialed ICF professionals have continuous ethical education and training. Furthermore, ICF accredited coaching education programs are required to provide ethics training as ICF considers ethics to be the foundational element of the coaching profession.

The ICF Code applies to all individuals or entities falling within the ICF ecosystem. No individual or entity falling within the ICF ecosystem may opt out of any section or part of the Code, nor are they permitted to delete, modify, or amend any provisions within the Code.

ICF CORE VALUES AND ETHICAL PRINCIPLES

The Code of Ethics provides guidelines for implementing the core values and ethical principles and shows how they are put into practice. All values and principles are equally important, support one another, and are aspirational. All within the ICF ecosystem are expected to honor the core values and align with the principles in all their professional interactions.

The core values and the related ethical principles are listed on the ICF website and are reiterated below. (See https://coachingfederation.org/about/values/)

Professionalism: A commitment to a coaching mindset and professional quality that encompasses responsibility, respect, integrity, competence, and excellence.

I demonstrate professionalism by:

- Ensuring my professional conduct is consistently aligned with the value of humanity and the coaching mindset competency in all my professional interactions.
- Being true and accurate in my statements.
- Committing to my life-long professional learning and personal development.
- Supporting the ongoing personal and professional development of my clients, students, and ICF professionals.
- Delivering on my commitments.
- Being aware of ethical dilemmas and issues and responding with adherence to the ICF Code of Ethics.
- Adding to the knowledge base and sharing expertise and skills as described in the ICF Core Competencies.
- Being resilient and confident when faced with challenges.
- Behaving with respect and transparency in all business dealings related to coaching.
- Making clear and accurate representations in all my professional interactions in relation to coaching.
- Committing to honesty, courage, consistency of action, ethical practice, and the highest standards for ICF and the coaching profession.

Collaboration: A commitment to developing social connection and community building.

I work collaboratively by:

- Making commitments and progress towards promoting professional coaching through fostering joint creativity and resourcefulness.
- Partnering with others, both within and across multiple social-identity groups.
- Being mindful and intentional in my own participation while working in any collective effort.
- Cooperating with other ICF professionals working with client(s) and sponsor(s).
- Partnering and communicating with related professions, associations, and people in other coaching organizations and professions.

Humanity: A commitment to being humane, kind, compassionate, and respectful towards others.

I demonstrate humanity by:

- Accepting that, as humans, I am not meant to be perfect, and with a coaching mindset, expressing imperfections is an opportunity for me to spread a

culture of openness and self-acceptance.
- Knowing I always have more to learn and being open to other points of view.
- Creating authentic relationships that support honesty, transparency, and clarity.
- Continuously seeking and developing self-awareness.
- Being willing to acknowledge and own my mistakes.
- Accepting responsibility for my actions and learning from them.
- Being modest about my achievements.
- Avoiding any behaviors or communication that suggest superiority in any way.
- Committing to inclusivity, dignity, self-worth, and human rights.

Equity: A commitment to using a coaching mindset to explore and understand the needs of others so I can practice equitable processes at all times that create equality for all.

I am equitable by:
- Recognizing and respecting all identity groups and their contributions.
- Treating everyone with the same dignity and sense of fairness.
- Bringing awareness to systemic patterns of conscious and unconscious biases in myself and in others.
- Exploring to understand and bring awareness to social diversity, systemic equality, and systemic oppression, and how they show up in the coaching profession.
- Maintaining equality and partnership in all my coach-client, trainer-student, mentor- coach, and supervisor-coach relationships.

COMMITMENTS FOR ALL WITHIN THE ICF ECOSYSTEM

The values are aspirational and a robust guide for ethical reasoning and decision-making. All within the ICF ecosystem are expected to honor and uphold these values in all their professional interactions.

We:
- Mindfully perform our duties with integrity and accountability by thinking globally, being courageous in our thoughts, actions, and speech, being aware of our impact, and bearing the responsibility of any consequences.
- Commit to excellence through continued personal, professional, and ethical development.
- Remain alert to cultural filters and demonstrate respect for cultures different from our own through open conversations about cross-cultural and multicultural differences.
- Maintain awareness of relationships and how they are influenced by factors

including biases, power dynamics, and forms of systemic oppression, and actively address these factors through continuing education and open conversations.

- Cultivate our ethical growth and maturity through continuous self-reflection and increased self-awareness. If an ethical dilemma arises, we will pursue assistance where needed to resolve the matter.
- Respectfully attempt to communicate our concerns with others if we become aware of unethical conduct by them, and if necessary, seek ethical guidance for next steps.
- Communicate with those who need to be informed of the ethical responsibilities established by this Code by providing access to this Code of Ethics.
- Accept that behaving ethically means going beyond what is written in the Code of Ethics.

ETHICAL STANDARDS FOR ICF PROFESSIONALS

Meeting these ICF ethical standards of conduct is the first of the ICF core coaching competencies (ICF Core Competencies): "Demonstrates Ethical Practice: understands and consistently applies coaching ethics and standards."

The following ethical standards are applied to the professional activities of ICF Professionals – regardless of an existing formal coaching relationship (see definitions) or not. These ethical standards are divided into five sections:

1) Agreements for Client and/or Sponsor Engagement.
2) Confidentiality and Legal Compliance.
3) Professional Conduct and Conflicts of Interest.
4) Commitment to Delivering Consistent Value.
5) Professional Integrity and Accountability.

Section 1:

Agreements for Client and/or Sponsor Engagement

As an ICF Professional, I:

1.1 Communicate (before coaching begins) with coaching client(s), sponsor(s), and/or other involved parties that the coach is in a direct relationship with to explain the nature of coaching and to co-create a coaching agreement regarding roles, responsibilities, confidentiality, financial arrangements, and other aspects of the coaching engagement.

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

Section 2:

Confidentiality and Legal Compliance

As an ICF Professional, I:

2.1 Maintain the strictest level of confidentiality with all parties involved, regardless of the role I am fulfilling.

2.2 Have a clear agreement about what information is exchanged and how it is exchanged among all parties involved during all coaching engagements.

2.3 Have a clear agreement with client(s), sponsor(s), and other involved parties about what confidential information may need to be disclosed to the appropriate authorities, e.g., illegal activity, required by law, valid court order or subpoena; or imminent/likely risk of danger to self or to others.

2.4 Maintain, store, and dispose of any records, including electronic files and communications, in a manner that promotes confidentiality, security, and privacy, and complies with applicable laws and agreements.

2.5 Fulfill my ethical and legal obligations to my coaching client(s), sponsor(s), colleagues, and to the public at large directly and through any technology systems I may utilize (i.e. technology-assisted coaching tools, databases, platforms, software, and artificial intelligence).

2.6 Am responsible for my support personnel's adherence to the relevant standards of the Code of Ethics.

2.7 Maintain the privacy of ICF professionals and use of their contact information (email addresses, telephone numbers, and so on) only as authorized by ICF or the ICF professional.

2.8 Comply with copyright laws and recognize and honor the contributions and intellectual property of others, only claiming ownership of my own material.

Section 3:

Professional Conduct and Conflicts of Interest

As an ICF Professional, I:

3.1 Am aware of and discuss with all involved parties the implications of having multiple agreements and relationships, and the potential for conflicts of interest.

3.2 Manage conflicts of interest and potential conflicts of interest with coaching client(s) and sponsor(s) through self-reflection, coaching agreement(s), and ongoing dialogue. This includes addressing organizational roles, responsibilities, relationships, records, confidentiality, and other reporting requirements.

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

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

3.5 Maintain fairness by being aware of my biases and addressing them so that I do not discriminate toward others based on race, color, gender identity, sexual orientation, socio-economic status, age, spiritual practice, ability, and other groups, classes, and categories of human differences.

3.6 Am mindful of the level of intimacy in the coaching relationship. I do not participate in any sexual or romantic relationship with client(s) or sponsor(s). If I detect a shift in the relationship, I take appropriate action to address the issue or cancel the coaching engagement.

3.7 Understand that ICF professionals often serve in multiple professional roles based on prior training and/or experience (i.e. mentor, therapist, HR specialist, assessor), and it is my responsibility to disclose to the client when I am acting in a capacity other than the role of an ICF professional.

3.8 Disclose to Client(s) the information of compensation and benefits that have been paid/received or will be paid/received for referrals.

Section 4:

Commitment to Delivering Consistent Value

As an ICF Professional, I:

4.1 Am aware of and, in partnership with my client, actively manage any power or status differential between us that may be caused by cultural, relational, psychological, or contextual issues.

4.2 Recognize my personal limitations or circumstances that may impair my coaching performance or professional commitments. I will seek support if necessary, including relevant professional guidance. This may require suspending or terminating my coaching relationship(s).

4.3 Remain alert to indications that there might be a shift in the value received from the coaching relationship and discuss this with the client. If appropriate, explore changes in the coaching relationship and/or the potential for a different coach, professional, or resource.

Section 5:

Professional Integrity and Accountability

As an ICF Professional, I:

5.1 Accurately identify my coaching qualifications and work within the boundaries of my level of coaching competency, expertise, experience, training, certifications, and my ICF credential.

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

5.3 Adhere to the philosophy of "doing good" versus "avoiding bad," recognizing the

impact of my professional conduct on my clients, stakeholders, the coaching profession, and society.

I understand that ICF may, at its discretion and according to the ECR process, hold me accountable for violations of the ICF Code of Ethics. I further agree that my accountability to ICF may include sanctions for any violation, such as mandatory additional coach education, mentoring, supervision, or loss of my ICF membership and/ or ICF credentials.

THE PLEDGE OF ETHICS:

While fulfilling any role within the ICF ecosystem, I promise to uphold my ethical obligations by adhering to the ICF Code of Ethics in all my professional interactions. I commit to doing my best to represent the integrity and professional reputation of coaching and the ICF.

KEY DEFINITIONS OF TERMS USED IN THE CODE

- "Artificial Intelligence" – any algorithm or machine-based technology that enables computers and other digital devices to simulate human intelligence and problem- solving skills. (See Standard 2.5)
- "Client" – the individual, team, or group member being coached, the coach being coached, mentored, or supervised, or the coach in training. (See Standards 1.1, 2.3, 2.5, 3.2, 3.6, 3.7, 3.8, 4.1, 4.3)
- "Coaching" – partnering with clients in a thought-provoking and creative process that inspires them to recognize and maximize their personal and professional potential. (See Part 4)
- "Coaching Agreement" – a formal document established between an ICF professional and the client(s)/sponsor(s) that outlines the terms, expectations, and conditions of their coaching relationship. It typically includes details such as the goals of the coaching, the duration and frequency of sessions, confidentiality policies, payment terms, cancellation policies, and the responsibilities of both the coach and the client. (See Standards 1.1, 1.2, 2.2, 2.3, 3.1, 3.2)
- "Coaching Engagement" – the structured interaction between an ICF professional and the client(s)/sponsor(s). This engagement encompasses the entire coaching process, including the initial assessment, goal setting, regular coaching sessions, progress tracking, and evaluation of outcomes. (See Standards 1.1, 2.2, 3.6)
- "Coaching Relationship" – a relationship that is established by the ICF professional and the client(s)/sponsor(s) under an agreement that defines the responsibilities and expectations of each party. (See Standards 1.2, 3.1, 3.2, 3.3, 3.6, 4.2, 4.3)
- "Coach Supervisor" – an experienced coach who engages in reflective dialogue and a collaborative process with a coach (or group of coaches) for personal,

professional, and ethical development and learning. (See Parts 1 & 2)

- "Code" – ICF Code of Ethics; this document, which includes the purpose, core values & ethical principles, commitments, standards, key definitions, glossary, and pledge.

- "Confidentiality" – the protection of any information obtained in or around the coaching relationship unless there is a legal reason or requirement, a threat of harm, or written consent to release is given by the client. (See Standards 1.1, 2.1, 2.3, 2.4, 3.2)

- "Conflict of Interest" – a situation in which an ICF professional is involved in multiple interests where serving one interest could work against or conflict with another. This could be financial, personal, intrinsic, professional, or a perceived conflict with a client, prospective client, or sponsor. (See Standards 3.1, 3.2, 3.3)

- "Core Competencies" – specific skills of professional coaches. (See Parts 1 & 2)

- "Equality" – a situation in which all people experience inclusion and access to resources and opportunity, regardless of their race, ethnicity, national origin, color, gender, sexual orientation, gender identity, age, religion, immigration status, mental or physical disability, and other areas of human difference. (See Part 2 and Standard 3.5)

- "ICF Accredited Coaching Education" – a program offered by an educational institution that has gone through a rigorous review process by the ICF and demonstrates that its curriculum aligns with the ICF definition of coaching, ICF Core Competencies, and ICF Code of Ethics. (See Part 1 and Standard 5.1)

- "ICF Credential" – a professional certification indicating a person has met specific standards and requirements designed to develop and refine their coaching skills. ICF credential designations include Associate Certified Coach (ACC), Professional Certified Coach (PCC), and Master Certified Coach (MCC). (See Part 1 and Standard 5.1)

- "ICF Ecosystem" – ICF is made up of six family organizations (FOs). Together they form the ICF ecosystem. The FOs are: ICF Professional Coaches, ICF Credentials and Standards, ICF Coaching Education, ICF Foundation, ICF Coaching in Organizations, and the ICF Thought Leadership Institute, all under the umbrella of the ICF Global Board of Directors. (See Part 1)

- "ICF Professional" – individuals who represent themselves as an ICF member and/or ICF credential-holder, in roles including, but not limited to, coach, coach supervisor, mentor coach, coach trainer, coach in training, board member, volunteer, or leader. (See Parts 1, 2, & 4 and Standards 2.7, 5.2)

- "ICF Staff" – any person who is employed or contracted by ICF, or any management company contracted by ICF, to provide management and administrative services for ICF. (See Part 1)

- "Intellectual Property" – creations of the mind that are legally recognized as the property of their creator or owner. Intellectual property rights grant the creator or owner exclusive rights to use, produce, and distribute their creations, which are protected under laws against unauthorized use or

infringement. (See Standard 2.6)

- "Legal" – Compliance with the law(s) of the country where the Coach practices. (See Part 4 and Standards 2.2, 2.5)

- "Mentor Coach" – an experienced coach who provides a collaborative learning process (mentor coaching) through which feedback is provided to another coach based on observed or recorded coaching sessions, to further develop their unique coaching style and skills in alignment with the ICF Core Competencies. (See Parts 1 & 2 and Standard 3.7)

- "Sponsor" – the entity (including its representatives) or individual paying for and/or arranging or defining the coaching services to be provided. This includes those having parental responsibility for minors. (See Part 2 and Standards 1.1, 2.3, 2.5, 3.2, 3.6)

- "Support Personnel" – the people who work for ICF professionals and who have access to information about clients and/or coaches. (e.g. administrative assistants, marketing, accounting, etc.) (See Standard 2.6)

- "Systemic Equality" – gender equality, race equality, and other forms of equality that are institutionalized in the norms, language, images, beliefs, ethics, core values, policies, structures, laws, practices, and cultures of communities, organizations, professional associations, nations, and society. (See Part 2 and Standard 3.5)

- "Systemic Oppression" – Systemic racism, colorism, sexism, and other forms of systemic inequality that are embedded in the norms, beliefs, language, images, ethics, core values, policies, structures, laws, practices, and cultures of communities, organizations, professional associations, nations, and society and that perpetuate widespread prejudicial and harmful treatment of people with marginalized identities and reward and benefit people with privileged identities. (See Parts 2 & 3)

GLOSSARY OF OTHER TERMS

- "Coaching Platform" – a coaching platform uses digital technology to enable an integrated and seamless coaching journey between coaches and clients at a large scale.

- "Coaching Platform Provider" – an organization utilizing a coaching platform developed on their own or by a platform developer and branded as their own coaching technology platform.

- "Coaching Provider" – a for-profit or nonprofit organization providing professional coaching services including but not limited to a corporation, limited liability company (LLC), nonprofit, or partnership.

- "Coaching Supervision" – a dynamic and reflective process of collaboration, guidance, and support through which coaches develop their personal, professional, and ethical capacity and maturity.

- "DEIB" – Diversity, Equity, Inclusion, Belonging: the combination of key concepts that support a range of similarities and differences, fair access and treatment, being welcoming, feeling a part of a group, and fairness.

- "Diversity" – race, color, caste, ethnicity, gender identity, sexual orientation, rank, socio-economic status, age, spiritual practice, national origin, ability, and other groups, classes, and categories of human differences, such as personality characteristics, appearance, communication styles, and leadership styles.

- "Equity" – actions that provide access to resources and opportunities and establish norms, actions, policies, infrastructure, and culture so that everyone can realize their full potential.

- "Inclusion" – action that includes and fully supports people from marginalized as well as privileged groups; by creating and maintaining processes, infrastructure, and culture; so their inclusion goes beyond assimilation and differentiation to integrating them in the life and work of the organization in a way that they participate in decision-making about what the organization's work is, and how the work gets done.

- "Belonging" – sustained sense of connectedness and involvement with the organization and its work by marginalized and privileged members of an organization, based on their experience that their presence, contributions, and inherent worth are truly valued and affirmed as demonstrated by the ongoing actions of the organization.

- "External Coach" – a coach, hired from outside of an organization who is neither a part time nor full time employee of an organization, to coach employees of the organization.

- "Group Coaching" – coaching a group of individuals who have similar goals or interests, serving each to move forward in their progress, where the coach and other group members offer support and inspiration on individual abilities and potential.

- "ICF Assessor" – a credentialed coach that has successfully completed ICF assessor training; ICF assessors review and assess the recorded coaching sessions for ACC, PCC, or MCC candidates.

- "ICF Certified" - indicates ICF credentialed and applies only to those with an ICF credential such as ACC, PCC, or MCC.

- "Internal Coach" - an individual who is employed within an organization and coaches either part-time or full-time the employees of that organization.

- "Team Coaching" – partnering in a co-creative and reflective process with a team and its dynamics and relationships in a way that inspires them to maximize their abilities and potential in order to reach their common purpose and shared goals.