

Supervision Vs. Mentoring Questions

Q: Do you have the distinction between supervision and mentor coaching written down and if so, could you please share this?

A: This is a great question! You can access this information here:

<https://coachfederation.org/coaching-supervision-4/>

Q: What is the difference between a Mentor Coach and a Performance Evaluation Reviewer?

A: Mentor Coaching is meant to be educational and provide professional assistance to the mentee in achieving and demonstrating the levels of coaching competency the individual needs. Mentor Coaching means that the individual is being coached on their coaching skills rather than on practice building, life balance or other topics unrelated to the development of an individual's coaching skills.

A Performance Evaluation Reviewer listens to an individual's coaching skills and determines if that individual is truly coaching at a desired credential level. They are evaluating the individual based on the ICF Core Competencies, definition of coaching and Code of Ethics. They generally provide written feedback. An individual can share feedback from the Performance Evaluation with their Mentor Coach to receive further mentor coaching services as needed.

Q: What are the requirements to be a Mentor Coach for ICF Credentialing?

A: Mentor Coaches must hold an ICF Credential to provide Mentor Coaching services for initial credentialing and/or credential renewal. Beginning July 31, 2018, Associate Certified Coaches will be required to renew their credential at least once before they are eligible to provide Mentor Coaching for ICF Credentialing or credential renewal.

To learn more about Mentor Coaching duties and competencies, review the following document: <https://coachfederation.org/app/uploads/2018/02/Mentor-Coaching-Duties-and-Competencies.docx>

Q: Has ICF considered requiring supervision for portfolio candidates?

A: ICF does not require coach supervision for credentialing candidates at this time, however credentialed coaches may use up to 10 hours of coaching supervision to fulfill Core Competency CCE requirements for renewal purposes.

Q: Could ICF provide recommended or good programs for us to train as supervisors?

A: As an accrediting body, ICF is not able to recommend one training program over

the other. We encourage you to explore the Training Program Search Service to see what programs are currently being offered in your area or virtually.

Here is the link to the Training Program Search Service:

<https://coachfederation.org/icf-credential/find-a-training-program>

PCC Marker Questions

Q: Where can we find the PCC Markers?

A: You can find the PCC Markers on the ICF website here:

<https://coachfederation.org/icf-credential/pcc-paths/>. Please scroll down the page and then click on the teal colored bar that says 'PCC Markers'.

Q: Where can we get the full schedule of PCC Marker training?

A: The ICF Training Group is still working on finalizing the 2018 schedule for PCC Marker Training. As soon as this schedule is finalized, we will publish it on coachfederation.org and communicate the dates to accredited training providers.

Q: How do we sign up to be added to the next PCC Markers training?

A: You can email us at support@coachfederation.org and we will be happy to add you to that list!

Q: Are ACSTH providers able to complete the PCC Markers training?

A: Yes, ACSTH providers may sign up for and participate in the PCC Markers training. Please know that ICF gives priority to those who serve as assessors within ACTP programs since they will eventually be required to adopt the PCC Markers as their own evaluation process. ICF also gives priority to those who speak languages other than English.

Q: Is there an ACC Assessor Training?

A: The ICF does not have an ACC Assessor training at this time. ICF requires individuals interested in serving as an ICF ACC Portfolio assessor to complete the PCC Markers training, which includes training on assessment practice, as well as the PCC Markers.

Q: What is the purpose of grading candidates based on a system of markers that the candidates have not been instructed on?

A: The PCC Markers are founded in and derived directly from the ICF Core Competencies. ICF-accredited programs must base at least 80 percent of their content on the ICF Core Competencies, definition of coaching and Code of Ethics. Individuals who have completed accredited training programs have demonstrated a higher pass rate on the Coach Knowledge Assessment and a greater overall success

rate in the credentialing process. By instructing students on the ICF Core Competencies, training programs are providing the knowledge base a coach needs to align with the PCC Markers.

Credentialing and Program Policy Change Questions

Q: Will training providers continue to receive advanced notice of any policy changes?

A: Yes! We heard you when you shared your desire for better communication. Not only do we have our quarterly newsletters and update calls, but ICF has now implemented a policy change communication plan. Beginning this year (2018), all policy changes will be announced annually in February. We hope that this makes it easier for you to plan any needed changes to your program and prevent any surprises in the middle of the calendar year. Further, training providers will continue to be among the first groups we notify about forthcoming policy changes, prior to any announcements to ICF Credential-holders and our general membership.

Q: You mentioned on the call that training providers were among the first to know about these changes. When are chapter leaders and other groups notified? When can we communicate these changes with others?

A: Training providers, Chapter Leaders, and Mentor Coaches on the ICF registry received the change communications via email first. About one week later, ICF Credential-holders were emailed about the changes, and the changes were posted to the ICF website under the Accreditation Updates page (<https://coachfederation.org/accredit-a-program/updates/>) and the Credentialing Updates page (<https://coachfederation.org/credential-updates/>). We shared the information with ICF Members who don't hold ICF Credentials in the first Member Update email following the announcement to Credential-holders. We will continue to discuss these changes on social media posts, blog posts and in our regular email newsletters that are sent out.

The policy change information is published on the ICF website and is public information. If you ever have any question about this, you can always reach out to us and we will be happy to help!

Q: Is ICF planning a more consistent policy consultation process? The concern is around program changes being implemented without the consultation of accredited programs. How will training providers selected for panels?

A: ICF values the input of the coaching community—including ICF Members, credentialed coaches and training programs—when considering policy changes. ICF staff regularly consults stakeholders regarding credentialing and accreditation policies, which informs recommendations that are presented to the ICF Global Board. (The Board also represents both the credentialed coach community and coach training programs.) The input and guidance of accredited coach training programs and credentialed coaches is critical to the policy-making process at ICF, and we will continue to consult with stakeholders in the future.

Q: For credential renewal, can we use 10 hours of mentor coaching AND 10 hours of supervision toward our renewal?

A: Yes, you may use up to 10 hours of mentor coaching and up to 10 hours of supervision toward the credential renewal process. If this is done, you will have accumulated 20 hours of Continuing Coach Education credits in the area of Core Competencies. To meet the remaining credential renewal requirements you will need 3 hours of ethics training (you can access ICF's complimentary ethics training here: <https://coachfederation.org/ethics-cce-course/>), at least 1 more hour of Core Competency training, and 16 hours of additional training that can either be focused in Core Competencies, Resource Development or a combination of the two.

Q: What about coaches whose ICF Credentials expired December 31, 2017, and are still working on submitting their documentation? Do these changes apply to them?

A: No, the credential renewal changes that have been announced will only be applicable to coaches whose ICF Credentials expire December 31, 2018, or later.

Q: How soon can someone renew their Associate Certified Coach credential, so they can be eligible to deliver mentor coaching again once the change goes into effect?

A: ICF does not currently allow for early renewal of credentials. For coaches whose credentials expire December 31, 2018, the renewal application will be available in or around April of 2018.

Q: I am a CCE provider, and the change to the ACC and PCC portfolio application process hurts my business. What is ICF going to do about this? Am I required to change my accreditation status?

A: As a training provider, you know how important it is to ensure that prospective coaches have access to the right type and level of training at the right moment in their career. This change is a further step in reframing Continuing Coach Education as advanced training for already-credentialed coaches. If you're offering what's best described as initial coach-specific training, the staff here in the Program Accreditation Department is ready to assist you in making the transition from being

a Continuing Coach Education provider to an Approved Coach Specific Training Hours (ACSTH) provider. If you're delivering more advanced training that's well-suited to trained coach practitioners, your status as a Continuing Coach Education provider will enable you to market your program to coaches who are renewing their ICF Credentials. Whether you choose to remain a Continuing Coach Education provider or upgrade to an Approved Coach Specific Training Hours provider, you will remain on the ICF Training Program Search Service have the option of posting your events and enrollment periods on the ICF Event Calendar.

Please know that changing your accreditation status with ICF is completely optional.

Q: If someone submitted training through the portfolio path for their ACC credential and are now submitting for their PCC credential following July 31, 2018, using the exact same training that was approved previously, does the applicant need to supply all documentation again?

A: Yes. The applicant will need to submit all required materials for the PCC credential. To protect applicant and client information, ICF does not keep the documents that were submitted on previous applications. ICF does have a historical record of your previously submitted training. We will use that information in support of your current credentialing application and the training that has been submitted. Any previously approved training programs or portions of training programs will be accepted towards subsequent credentials. All curriculum and supporting documentation will still need to be submitted with the application.

Q: Could already-credentialed coaches use CCE credits to advance their credentials?

A: Beginning July 31, 2018, ACC and PCC applicants submitting through the Portfolio application process will be required to submit proof that they have completed a comprehensive coach training program that includes the ICF definition of coaching, Code of Ethics and Core Competencies, and is organized in a scope and sequence that encourages the growth of the coach. It is possible that CCE credits can be submitted toward initial credentials, but it is not guaranteed to be accepted if they do not meet these new requirements. ICF is currently developing more detailed guidance to support coaches submitting portfolio applications, which will be published on the ICF website.

Q: What are the requirements for the MCC credential as they relate to initial training and the client log requirements?

A: Training requirements for the MCC credential will not be changing at this time. Applicants will need to show that they have completed at least 200 hours of coach-specific training. Beginning July 31, 2018, MCC applicants will be required to

accumulate all 2,500 client coaching experience hours after the start of their coach-specific training.

Q: Can I fill in the application for the ACC credential without the audio recording or should that be provided with the application?

A: The audio recording must be provided at the time the application is submitted. You will not be able to submit the application if the file is missing.

Q: Is the new policy requirement for ACC coaches to go through one renewal cycle before they are eligible to mentor coach, only for the ICF Mentor Coach Registry?

A: No, this requirement applies to all ACC coaches who provide mentor coaching services whether they are on the Mentor Coach Registry or not.

Q: If an applicant submits the ACC credential application after July 31, 2018, will mentor coaching received prior to July 31, 2018, from a fellow ACC coach who has not gone through one renewal cycle still be valid?

A: Mentor coaching hours provided before July 31, 2018, by an ACC credentialed mentor coach who has not completed a full credential cycle will still be counted toward the required 10 hours of mentor coaching for ACC candidates. However, any new mentor coaching hours that occur after July 31, 2018 must be delivered by a mentor coach who meets the new requirement. This same allowance will be granted to those applying for renewal of their ACC credentials that are expiring in 2018.

Q: We are an ACSTH with more than 60 hours of training. What do we tell our graduates and students currently enrolled in the program who would like to go for their ACC credentials but were under the understanding they would not need to provide an audio recording?

A: Let us first say that we hear you and we understand that the return to this requirement may be frustrating for training providers and credentialing applicants alike. Our goal is to ensure the credibility of the coaching profession. The ICF Global Board considered many different perspectives and felt this change was needed to close a gap in our credentialing program and to continue to represent the gold standard for the coaching profession.

Q: I am an ACSTH provider and I have a cohort that is in the middle of their training. Do I need to require them to submit an audio recording?

A: No. We've changed the requirements for individual credentialing candidates, but not for training programs themselves. It will be the responsibility of the ACC applicant to provide a recording and transcript to ICF as part of their individual credential application.

Q: For the ACC ACSTH requirement for the audio recording, who will evaluate those recordings? ICF or the training provider?

A: ICF will assess recordings submitted through the ACC ACSTH application track.

Q: After July 31, 2018, for the ACC ACSTH application process, how will I know if I need to submit an English-translated transcript of my recording?

A: ICF staff keeps the website up to date with the current languages that are supported by our assessor team. To find out if your language is supported, please click here: <https://coachfederation.org/performance-evaluations/>. (Please note that this page contains tabbed content. To ensure that you're reading the correct information for your credentialing path, please select your preferred path at the top of the content. The "active" tab will show up in gold type, while the inactive tabs will be teal.)

Other Questions

Q: To have a training program accredited with ICF, do we need to have a PhD design it?

A: Who you decide to partner with to develop the materials and curriculum for your training program is completely up to you and your training organization. ICF does not have any requirements regarding the designer of the training materials. ICF does have specific requirements for the deliverers of the content once it is created. Each accreditation level has different requirements. Please review those below:

<https://coachfederation.org/accredit-a-program/actp-accreditation/>

<https://coachfederation.org/accredit-a-program/acsth-accreditation/>

<https://coachfederation.org/accredit-a-program/continuing-coach-education/>

Q: Will there be a limit on the number of students per instructor for accredited programs?

A: This is a great question! At this time, ICF does not have a requirement regarding instructor to student ratios. We allow the training organization to have control over the resources required to operate their organization and delivery of their programs.

Q: Some training organizations put an expiration date on their training credits when they are awarded to students. Does ICF endorse this? If so, how long?

A: The choice to put an expiry date on training hours is completely up to the training organization and is not a requirement or policy established by ICF. If/when our credentialing department receives training certificates from applicants with an expiry date on the certificate, we still allow the training hours to be counted toward the applicant's training requirements if the training was accredited with ICF at the

time the applicant completed the program, or if the applicant has submitted sufficient evidence through the portfolio application process to approve the training toward their credentialing application.

Q: Are mentor coaches within ACTPs required to join the ICF Mentor Coach Registry?

A: No, ICF does not require them to join the ICF Mentor Coach Registry to perform their role. It is completely optional.

Q: ACTPs are required to have a Director of Training. Does that individual need to hold an ICF Credential?

A: If the training organization is located within the United States or Canada, the Director of Training must hold either the MCC or PCC credential. If the training organization is located outside of the United States or Canada, the Director of Training is not required to hold an ICF Credential at the time the application is submitted. They will be required to obtain an ICF Credential by the first full renewal of the training program. If that Director of Training is fulfilling another role within the program that also requires an ICF Credential, the grace period they receive as a Director of Training does not also apply for their role as a faculty member.

Q: Could ACTPs provide assessments at an ACC level as well as at the PCC level? Must ACTPs only provide assessment at the PCC level?

A: ICF's position is that ACTP providers are meant to provide training and skill assessments at a PCC credential level. The ACC ACTP credential application path exists for graduates of ACTPs who do not have enough client coaching experience hours or are not financially ready to apply for the PCC credential.

Q: In the case of ACSTH Accreditation, the requirement is for five observed coaching sessions. How is this split? Meaning, if a student comes to the program and they only complete a quarter of the program, is it sufficient to only provide them with two observed coaching sessions since they have not completed the full program?

A: This is a question that has been raised many times by other training providers. The purpose of the Observed Coaching Sessions is to provide feedback to the student throughout the program. The observed sessions should be spread throughout the training program so students have the opportunity to learn the content, practice, be observed, receive feedback and keep repeating that process as they progress through the program.

There are many reasons why a student may not complete a full training program. If a student leaves a training program and the training provider awards partial completion for that student, ideally they have received some number of

observations by that point in time. ICF does not have a set requirement for the number of observed sessions that need to occur for partial completion because no two situations will be exactly the same.

Q: Are there any changes to the Director of Training for ACSTH programs?

A: Not at this time. Currently, ICF does not require ACSTH providers to have a director of training.

Q: For a CCE Program Accreditation Renewal, do we need to follow the same way as a new program process?

A: Currently, ICF doesn't have a renewal process for CCE programs. If the training organization would like to receive approval for the program again, the organization will need to submit a new application for CCE approval and submit all required documentation. ICF will then review the application against the current CCE standards and provide approval based on the application and documentation submitted.

You can access the CCE application and application requirements here:

<https://coachfederation.org/accredit-a-program/continuing-coach-education/>.

Q: Is training for assessments (MBTI, Birkman) accepted as continuing education?

A: This is a common question that we receive. It is also a complex question to answer. Overall, it will depend on the training that is being delivered. If the training is specifically about the assessment (how to complete the assessment, what the assessment is, what it does, how to complete the feedback), this is generally considered Resource Development. Resource Development is usable toward ICF Credential renewal on a limited basis.

It is possible for assessment programs to receive some Core Competency credits for their programs; however, there must be sufficient evidence that the program is coach-specific in nature, related to the ICF Core Competencies and teaching the students skills that are applicable to the client coaching relationship. If enough evidence is provided, it is likely that we will award a combination of Core Competency credits and Resource Development credits for the program.

Keep in mind that this is generalized, and it will all depend on what is submitted to ICF for review.

Q: Regarding credential renewal, can an ACC credential-holder mentor another ACC credential-holder?

A: Yes, they are able to mentor other ACC credential-holders. Beginning July 31, 2018, ACC coaches will be required to renew their credential at least once for those

hours to be eligible to fulfill the mentor coaching requirements for the ACC credential application or renewal.

Q: When a mentor listens to a recording to the coaching session, does that count toward the 10 hours of required mentor coaching?

A: This is a great question! Since Mentor Coaching is meant to be coaching on the individual's coaching skills, the time in which the mentor coach is listening and preparing for the mentor coaching does not count toward the 10 hours since the preparation is not direct mentoring time between the Mentor Coach and the mentee.

Q: Is there a recency requirement for the 10 hours of Mentor Coaching?

A: No. However, it is important to know that the 10 hours of Mentor Coaching must be received over a minimum of three months.

Q: Is there a place where we can hear an example of a PCC-level recording?

A: At this time, ICF does not have an example of a PCC-level recording. We have a comparison document that outlines the skill levels needed for each credential level. You can access that document here:

<https://coachfederation.org/app/uploads/2017/12/ICFCompetenciesLevelsTable.pdf>

Q: What is the definition of "start of coach training" as it relates to the client coaching log for the credentialing process?

A: Currently, ICF requires that ACC and PCC credentialing applicants accumulate their client coaching log hours after the start of their coach-specific training. Beginning July 31, 2018, MCC credentialing applicants will also be required to accumulate their client coaching log hours after the start of their coach-specific training.

The start of their training can be when the individual took their first workshop or training to be a coach. For a program to be counted toward the start of a coach's training experience, the training must be coach-specific in nature and it must account for at least 30 hours of training. If a credentialing applicant uses one training to mark the start of their client log and different training to meet the training requirement for the application, the applicant will be required to submit training completion certificates or letters from both courses. If any of the training is non-approved training the applicant will need to apply for the credential using the portfolio application process. ICF staff will review any non-approved training on a case-by-case basis.

Q: Can students count coaching completed within the training program as part of their required client coaching hours?

A: If the coaching experience that was completed within the training program was counted as part of the training hours that appear on the student's certificate and they have received credit for those experience hours toward their training, then those cannot also count toward their client coaching logs. If the coaching experience is completed separate from the training environment and is not counted as part of the training hours the student receives on their certificate, then it is possible that this training can be counted toward their client coaching log.

Q: Do hours spent mentor coaching others count toward coaching hours for the client coaching log?

A: No, mentor coaching or coaching supervision is not accepted as client coaching experience. To review other details regarding client coaching experience, please review our experience page here: <https://coachfederation.org/experience-requirements/>

Q: Where can I find out how completing research applies to credential renewal?

A: You can find information regarding accepted sources of Continuing Coach Education by visiting the Professional Development portion of our website here: <https://coachfederation.org/icf-credential/professional-development/>.

If you ever have questions regarding what can and cannot be counted, the ICF Credentialing Department is here to support you! Please contact the Credentialing Department by email at support@coachfederation.org or by phone at 1.888.423.3131 (toll-free) or +1.859.219.3580.