



Institute for  
Credentialing Excellence  
Community. Competence. Credibility.



# I.C.E. Certified Credentialing Professional (ICE-CCP) Handbook

Edition #2  
Expires 11/2022

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I.C.E. reserves the right to make changes to this handbook.

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# Introduction

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## Background

I.C.E. began exploring the need and market for certification for credentialing professionals more than ten years before launching the program. The first job analysis of credentialing professionals was completed by I.C.E. with the assistance of several industry partners in 2008-2009. Based on this analysis, I.C.E. developed and released the Certificate for Credentialing Specialist Program in 2014. While the certificate program is valued by those who have completed it and other stakeholders, market research completed for I.C.E. in 2018-2019 indicated a certification that provides a designation was desired to recognize competence, add value to the profession, provide a clear career path and ultimately benefit individuals and organizations.

## Contributors

I.C.E. is grateful to the industry partners that provided in-kind services to support initial certification program development.

- [ASAE](#)
- [Heuristic Solutions](#)
- [Lineup](#)
- [Measure Learning](#)
- [Pearson VUE](#)
- [Professional Testing Corporation](#)
- [PSI Services](#)
- [Scantron](#)
- [SeaCrest](#)

I.C.E.'s ongoing test development and delivery partner is Measure Learning. Heuristic Solutions will provide the certification management system.

## Value of Certification

A high-quality certification validates an individual's knowledge, skills, and abilities in a defined profession, occupation, skill, or role. Certified individuals in the workforce reduce risk and enhance consumer protection and public safety and welfare. In addition, these certifications allow employers and other stakeholders to identify individuals with the competencies needed to perform a role or task.

Certification holders may benefit from:

- Increased recognition by peers and respect of colleagues in the profession
- Improved opportunities for employability and advancement
- Greater confidence in their professional competence
- Increased professional trust from employers or the public
- Increased autonomy in the workplace
- Better compensation and career longevity

Consumers may benefit from:

- Objective, independent, third-party evaluation and assessment of professional competence
- Commitment to public safety and welfare and/or consumer protection
- Accountability through ethical conduct standards and/or a disciplinary process

- Recertification requirements for continued or enhanced competence

Employers may benefit from:

- Qualified individuals for employment or advancement
- Recertification requirements for continued or enhanced competence
- Commitment to public safety and welfare and/or consumer protection
- Reduced risk of errors, accidents and/or legal liability
- Reduced employee turnover and increased job satisfaction
- Justification for potential compensation differential

## ICE-CCP Purpose and Scope

Holders of the I.C.E. Certified Credentialing Professional (ICE-CCP) certification have demonstrated competence in professional credentialing, including in governance and resources, credentialing program operations, and assessment development and validation. Even if the certified credentialing professionals focus on specific functions in their day-to-day activities, they have demonstrated knowledge across all credentialing activities and understand the interplay among functions.

## About the I.C.E. Certification Services Council

The [Certification Services Council \(CSC\)](#) is a standing committee of I.C.E. The CSC is empowered by the I.C.E. Board of Directors and Bylaws to provide oversight and governance for the ICE-CCP certification program and to establish policies related to the certification program as defined in the CSC Charter. The CSC is solely responsible for all essential decisions related to the development, administration, and ongoing maintenance of the certification program.

The CSC does not develop, approve, recommend, or endorse certificate programs, courses of study, education, or training leading to certification. The CSC does not require that candidates for certification complete education or training programs offered by I.C.E.

# Applying for Certification

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## Eligibility Requirements

Candidates must meet ONE of the following requirements at the time of application in order to take the ICE-CCP examination.

- A. At least three (3) years of full-time employment/independent contractor experience (or the equivalent of 6,000 hours if less than full-time) as a credentialing professional in the professional certification or licensing fields in one or more of the domains covered by the examination (Governance and Resources, Credentialing Program Operations, or Assessment Development and Validation).

**OR**

- B. At least two (2) years of full-time employment/independent contractor experience (or equivalent of 4,000 hours if less than full-time) as a credentialing professional in the professional certification or licensing fields in one or more of the domains covered by the examination (Governance and Resources, Credentialing Program Operations, or Assessment Development and Validation) AND one (1) or more of the following relevant qualifications:

- I.C.E. Credentialing Specialist Certificate
- Certified Association Executive (CAE) certification
- Masters or Doctoral degree from an accredited academic institution in a highly related discipline that would qualify one for employment in the credentialing field (such as Psychometrics, Educational Measurement, Industrial/Organizational Psychology, and Nonprofit Management).

The successful candidate will demonstrate knowledge across the three domains covered on the examination.

### Rationale for Eligibility Requirements

These eligibility criteria were recommended by the 2020-2021 Job Analysis Panel and confirmed by the Steering Committee, a group of subject-matter experts (SMEs) responsible for the initial development of the ICE-CCP. The panel determined that three years of full-time work experience as a credentialing professional would generally be needed to gain a sufficient level of knowledge across the three domains in the content outline defined by the panel and validated by the job analysis survey. The panel also recommended that an advanced degree in a highly related discipline, attainment of the I.C.E. Credentialing Specialist Certificate, or CAE certification establishes knowledge that can substitute for one year of experience.

### Applying for Certification

Applicants for ICE-CCP are required to complete and submit the official electronic application, meet established deadlines, pay all fees, and provide information required to demonstrate eligibility for certification.

### Submitting an Application

Applicants must apply for the ICE-CCP examination online at [www.credentialingexcellence.org/ICE-CCP-Registration](http://www.credentialingexcellence.org/ICE-CCP-Registration). If they do not already have an I.C.E. profile in the system, they will be prompted to create one. Applicants with a disability who require assistance in completing the application should contact I.C.E. at [certification@credentialingexcellence.org](mailto:certification@credentialingexcellence.org).

Applicants are required to attest that all of the information provided in the online application is complete and truthful. If an applicant has falsified or omitted any material information in the application, sanctions may result, including invalidation of examination score or revocation of certification or eligibility for certification.

I.C.E. staff will review all applications and will directly contact applicants to provide any information identified as missing in the application. All applications are subject to audit and verification. Applications cannot be approved until the audit is satisfactorily concluded.

Failure to respond by the deadline to a request for more information or an audit inquiry will result in the applicant's eligibility being denied; in such cases, the examination fee will be refunded, but the application review fee is non-refundable.

### Application Due Dates for 2022

The ICE-CCP is offered in two annual testing periods, or windows, one in the Spring/Summer and one in the Fall/Winter.

The deadline for registering for the June ICE-CCP examination is **May 20, 2022**.

The June examination must be taken between **June 22 – June 29, 2022**.

The deadline for registering for the November ICE-CCP examination is **September 16, 2022**.

The November examination must be taken between **October 31 – November 9, 2022**.

### Certification Fees

**Certification fees are required to be paid in advance** at the time of application submission. The certification fee, charged as one payment, includes two parts, an application review fee and an examination administration fee. If an applicant is determined not to meet the eligibility requirements, the examination administration portion of the fee will be refunded. The application review portion of the fee is 75 USD and is non-refundable.

Examination applications remain valid for 12 months after approval. Once a candidate's application is approved, they may test within either of the two testing windows offered within the 12-month time frame. If a candidate fails to achieve a passing score in the first testing window, a reduced fee will apply for retesting during the second testing window within the 12-month period.

### 2022 Fee Schedule

<b>I.C.E. Members</b>	<b>500 USD</b>
<b>Nonmembers</b>	<b>750 USD</b>
<b>Retest fee (within 12 months of application approval)</b>	<b>250 USD</b>

### Payment Methods

Payment for the ICE-CCP examination is made online by credit card at the time of application. Visa, Mastercard or American Express are accepted. Questions regarding group payment or other questions regarding the payment processes can be directed to [certification@credentialingexcellence.org](mailto:certification@credentialingexcellence.org).

### Scheduling an Examination

Approximately three weeks before the testing window opens an email will be sent out from Meazure Learning ([testingsupport@meazurelearning.com](mailto:testingsupport@meazurelearning.com)) to candidates who have submitted the complete application and the certification fee with instructions on how to schedule their examination. Candidates have approximately one week from the date of the email notification to schedule the examination. This is referred to as the "scheduling window". Once the examination has been scheduled, a confirmation email listing the date and time of the examination will be sent via email. **The email will also contain instructions on how to prepare for a live remote proctoring (LRP) session.** Candidates are encouraged to check their "junk" or "spam" email folders to ensure they receive all email notifications.

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**Be sure that your computer and the location where you intend to take the examination meet the requirements specified in your confirmation email BEFORE examination day. If they do not meet the requirements, you will not be able to complete the test, and you will not receive a refund.**

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### Cancellation Policy

In the event a candidate cancels the scheduled examination or fails to report at the scheduled time, no fees will be refunded. Candidates whose application is still in active status will have the ability to test

during the following testing window (if at least 72 hours' notice is not provided, a cancellation fee may apply, unless the cancellation is due to a documented medical emergency). I.C.E. may require documentation of the candidate's reason for cancellation.

### Rescheduling due to extenuating circumstances

If for a reason beyond the candidate's control, the candidate cannot meet a scheduled examination time, the examination may be rescheduled for another time during the testing window for that examination period, if sufficient notice is provided, availability exists, and verifiable documentation of the extenuating circumstance is provided. To reschedule an examination, please contact [testingsupport@meazurelearning.com](mailto:testingsupport@meazurelearning.com) as soon as possible **before the close of the testing window**.

## Testing Accommodations for Candidates with Disabilities

The Institute for Credentialing Excellence (I.C.E.) complies with the Americans with Disabilities Act (ADA) and is committed to providing necessary testing accommodations for examinees with documented disabilities, consistent with the requirements of the law. Accommodations may also be approved for examinees with documented qualifying medical conditions that may be temporary or are not otherwise covered by the ADA, such as pregnancy or a temporary impairment following surgery, including conditions that require the use of medical devices or medication during the examination. I.C.E. will also provide testing accommodations for candidates testing in other jurisdictions, to the extent required by applicable laws in those jurisdictions.

An individual is not considered to have a disability requiring accommodation if the limitations arising from the individual's impairment do not significantly restrict the individual's major life activities when compared with the abilities of the average person. Non-specific diagnoses such as individual learning styles, learning differences, academic problems, computer phobias, slow reading, and test difficulty or test anxiety in and of themselves do not constitute a disability or impairment.

**The decision as to whether a medical condition that is not covered by the ADA is a "qualifying medical condition" for purposes of an ICE-CCP examination accommodation is at the sole discretion of I.C.E.**

Accommodations are provided on an individual basis and depend on the nature of the disability or medical condition and documentation provided. I.C.E. will make reasonable efforts to provide the requested accommodations to examinees provided the functional impairment has been demonstrated through adequate documentation, and the accommodations do not fundamentally alter the measurement of the skills or knowledge the examination is intended to test, do not jeopardize examination integrity and security, are compatible with the nature and purpose of the examination or assessment program, and do not result in an undue burden to I.C.E. Accommodations cannot be made to the actual content of the examination. A range of available accommodations are considered to assist examinees with disabilities or qualifying medical conditions.

### Examination Accommodations

I.C.E. examination applicants may request accommodations for the examination by completing a Request for Accommodation form upon application submission or at least 30 days in advance of the testing date and submitting the required supporting documentation. The Request for Accommodation form authorizes I.C.E. to verify the supporting documentation provided to I.C.E. The form is available online at <https://www.credentialingexcellence.org/ICE-CCP-Registration>.

All requests for examination accommodations are strictly confidential, and documentation submitted in support of the request is used solely for the purpose of evaluating the request. Failure to provide I.C.E.

with adequate supporting documentation in a timely manner will cause a delay in the review process and the applicant's ability to schedule and take the examination.

An examinee may request more than one accommodation; however, supporting documentation is required for each requested accommodation.

Examinees cannot schedule their ICE-CCP examination, nor can the examination be administered until the process described above has been completed.

### Common Accommodations

I.C.E. will base the accommodations on the requests and required documentation received. Common accommodations include extended time for testing (1.5 time or double time), frequent or additional breaks, access to auxiliary items (food, medication, or medical devices), or provision of a reader and/or scribe. Candidates will not be charged any additional fees for approved accommodations.

### Required Supporting Documentation

Adequate supporting documentation from a qualified medical professional certifying to the applicant's disability or qualifying medical condition, with specific identification of the requested accommodation and the medical basis for the request, must be submitted to I.C.E., either directly from the medical professional or by the applicant. I.C.E. will verify the authenticity of any submissions sent by the applicant. A qualified professional is someone with the credentials, training, and expertise to diagnose the reported disability or qualifying medical condition. The primary relationship of the attesting professional to the individual must be that of a treating medical professional to a patient; there must be no familial, intimate, supervisory or other close relationship between the qualified professional and the individual requesting the accommodation(s).

#### The documentation must:

1. Be on **letterhead**, typed in **English**, **dated** and **signed** and include the **name, title, and professional credentials** of the qualified medical professional.
2. Contain contact information including **address, telephone number, and/or e-mail address** of each professional providing documentation.
3. Include the **date of assessment** upon which each professional's report is based.
4. Include a **detailed description of the medical, psychological, educational, and/or cognitive functioning tests that were conducted**, the results of those tests and a comprehensive interpretation of the results.
5. The name of the **specific disability or medical condition** and a description of the **specific impact on daily life activities and day-to-day functional limitations to major life activities**, including a history of the impact of the disability on academic functioning if the condition is a learning disability or attention deficit/hyperactivity disorder (ADD or ADHD).
6. The specific examination accommodations that are recommended and how each will compensate for those limitations and reduce the impact of identified limitations.

I.C.E. reserves the right to request further verification, if necessary, of the evaluating professional's credentials and expertise relevant to the diagnosis, to verify the authenticity of the supporting documentation, and to seek clarification of the information provided by the evaluating professional.

In addition to the referenced required supporting documentation above, if the applicant has received prior examination accommodations in an educational setting or for other standardized examinations, documentation of these should be submitted to I.C.E.

### Review of Requested Accommodations

I.C.E. will consider requests for examination accommodations following receipt of an examination application and all required documentation in support of the request. While documentation of prior approved accommodation(s) in an educational or academic institution or other testing organizations will be considered, an applicant's prior receipt of academic or testing accommodations does not in and of itself guarantee approval of the requested accommodation(s). The applicant will be sent a notification of I.C.E.'s decision regarding the requested accommodation(s).

If accommodations have been approved, the notification will be in the form of a *Testing Accommodations Agreement* indicating the accommodation(s) that has/have been approved. **The applicant must sign the Agreement and return it to I.C.E. by the date indicated within the Agreement. The application for an applicant requesting examination accommodations will not be complete until the signed agreement is received by I.C.E.**

## Content Coverage on the Examination

The ICE-CCP examination consists of 155 multiple-choice questions. The examination questions cover the topic areas detailed in the examination content outline included below\*. The examination is offered in English only.

### Examination Content Outline

Content Areas		
<b>1</b>	Governance and Resources	32%
<b>1A</b>	Governance and Leadership	
<b>1A1</b>	Organizational Strategy	
<b>1A2</b>	Organizational Governance (e.g., bylaws, governing documents, legal-entity status)	
<b>1A3</b>	Credentialing Program Policies and Procedures	
<b>1A4</b>	Legal and Ethical Requirements	
<b>1B</b>	Risk and Resource Management	
<b>1B1</b>	Risk Management	
<b>1B2</b>	Credentialing Personnel Management	
<b>1B3</b>	Financial Resource Management	
<b>1B4</b>	Stakeholder Analysis and Engagement	
<b>1C</b>	Credentialing Program Design	
<b>1C1</b>	Value Proposition of Credential	
<b>1C2</b>	Credentialing Requirements (e.g., eligibility, assessment requirements, reciprocity)	
<b>1C3</b>	Maintenance-of-Credential Requirements	
	Credentialing Program Operations	37%
<b>2A</b>	Test Delivery	
<b>2A1</b>	Test Administration (e.g., retakes, scheduling, accommodations)	
<b>2A2</b>	Test Delivery Methods (e.g., modality, proctoring)	

<b>2A3</b>	Test Security	
<b>2B</b>	Stakeholder Management	
<b>2B1</b>	Communications and Marketing	
<b>2B2</b>	Information Management (e.g., data privacy, LMS/CMS/AMS)	
<b>2B3</b>	SME/Volunteer Management (e.g., recruitment, training, NDA)	
<b>2C</b>	Candidate Management	
<b>2C1</b>	Credentialing Applications Processing (e.g., eligibility, credential award)	
<b>2C2</b>	Maintenance of Credential Processing (e.g., continuing competency)	
<b>2C3</b>	Appeals and Complaints Processing	
<b>2D</b>	Performance and Quality	
<b>2D1</b>	Quality and Process Improvement	
<b>2D2</b>	Service-Provider Management	
<b>2D3</b>	Credentialing Program Accreditation	
<b>3</b>	Assessment Development and Validation	32%
<b>3A</b>	Assessment Design	
<b>3A1</b>	Job Analysis / Content Validation Methods	
<b>3A2</b>	Assessment Specifications (e.g., intended usage, test format, score report design, MOC)	
<b>3A3</b>	Assessment Preparation (e.g., firewall vs. alignment with test content)	
<b>3A4</b>	Standard Setting	
<b>3B</b>	Content Development and Management	
<b>3B1</b>	Item Bank Management (e.g., item classification, item lifecycle)	
<b>3B2</b>	Item and Assessment Types (e.g., MCQ, rubrics, rating scales, AITs)	
<b>3B3</b>	Content Development (e.g., item writing, item review, references, editorial guides)	
<b>3B4</b>	Assessment Translation, Localization, and Accessibility	
<b>3C</b>	Assessment Development and Evaluation	
<b>3C1</b>	Assessment Assembly Methods (e.g., forms, LOFT, CAT)	
<b>3C2</b>	Equating and Equivalence (e.g., blueprint conformance, statistical equating methods)	
<b>3C3</b>	Measurement Models (e.g., CTT, Rasch, PL)	
<b>3C4</b>	Statistical Analysis and Documentation (e.g., item analysis, KPIs, experience metrics)	

\*percentages are rounded up to the nearest whole number

### Preparing for the Examination

Candidates are encouraged to develop a study plan based on review of the content outline.

### Reference List

The following books and articles may be used as optional resources when preparing for the ICE-CCP examination. Items in the reference list were available to subject matter experts during examination development activities.

#### I.C.E. Publications

[\*Certification: The ICE Handbook, Third Edition\*, James Henderson, Editor. Washington, DC: Institute for Credentialing Excellence, \(2019\)](#)

[\*I.C.E. Basic Guide to Credentialing Terminology \(2nd Edition\)\* Washington, DC: Institute for Credentialing Excellence, \(2020\)](#)

[Defining Features of Quality Certification and Assessment-Based Certificate Programs](#) Washington, DC: Institute for Credentialing Excellence, (2010)

[National Commission for Certifying Agencies Standards for the Accreditation of Certification Programs](#) Washington, DC: Institute for Credentialing Excellence, (2014)

**ASAE Publications** (available at <http://www.asaecenter.org/publications>)

*Certification and Accreditation Law Handbook, Third Edition*, Jerald A. Jacobs, Primary Author. Washington, DC: ASAE, The Center for Association Leadership, (2016)

*Professional Practices in Association Management, Fourth Edition*, Susan Radwan, Editor. Washington, DC: ASAE, The Center for Association Leadership, (2021)

*Certification Simplified: A Primer for Staff and Volunteer Leaders*, Mickie S. Rops, CAE, Washington, DC: ASAE, The Center for Association Leadership, (2011)

*The Business of Certification: Creating and Sustaining a Successful Program, 2nd Edition*, Joan Elaine Knapp and Lenora G. Knapp. Washington, DC: ASAE, The Center for Association Leadership, (2017)

### Other

*ISO/IEC 17024:2012 - Conformity Assessment - General Requirements For Bodies Operating Certification Of Persons*, Second Edition. ISO Copyright Office (2012-07-01) - available at <https://www.iso.org/standards.html>

*Testing in the Professions: Credentialing Policies and Practices, First Edition*, Susan Davis-Becker and Chad W. Buckendahl, Editors. Routledge (2017) - available at [www.amazon.com](http://www.amazon.com)

### Impartiality Related to Education and Training Leading to Certification

I.C.E. produces comprehensive education and training materials for all levels of professionals who work in credentialing, including but not limited to the Certificate Program for the Credentialing Specialist. The I.C.E. Academy expects to offer additional resources for examination preparation for those candidates who wish to participate. I.C.E. also develops and administers a certification program for credentialing professionals under the governance and oversight of the I.C.E. Certification Services Council (CSC). The CSC's role in developing and administering certification examinations is to determine if candidates for certification meet the established qualifications and standards. The CSC does not require, provide, approve, accredit, recommend, or endorse any specific educational programs, courses, study guides, review materials, or other examination preparation products.

### How the Examination Was Developed

The initial ICE-CCP job analysis study was conducted in 2020 with participation from a diverse panel of sixteen subject matter experts (SMEs). The job analysis study focused on identifying the knowledge and/or abilities necessary for a generalist certification professional with knowledge of governance, operations, and assessment with two to three years of experience. The examination content outline resulted from the job analysis study.

The I.C.E. Certification Services Council provides oversight for the development and ongoing maintenance of the certification examination(s). The CSC and certification staff work in partnership with Measure Learning Psychometric staff to ensure the examination is developed and maintained in a manner consistent with generally accepted principles for professional certification programs. For the ICE-CCP examination, approximately 40 credentialing professionals participated as SMEs in item writing, examination review and standard setting activities.

# Taking the Examination

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## What to Expect on Examination Day

The ICE-CCP examination is only offered in an online live remote proctored (LRP) setting. I.C.E.'s test delivery partner is Proctor U, a division of Meazure Learning.

## Preparing for Live Remote Proctored Testing

Be sure that the computer and the location where you intend to take the examination meet the requirements specified in your confirmation email BEFORE examination day. If they do not meet the requirements, you will not be able to complete the test and you will not receive a refund.

Prior to examination day complete the following steps. **Additional instructions will be provided to applicants in their confirmation email.**

- Install Google Chrome, the recommended browser for live remote proctored examinations
- Disable the pop-up blocker in the Chrome browser
- Ensure that you have the ability to download and install programs (Administrator Rights) on the computer you intend to take the examination on. You will be required to install a program upon connecting to a proctor — it is not available prior to Examination Day.
- Confirm you have a hard surface (i.e., desk or table) available for testing.
- Ensure you have a functioning free standing or integrated webcam with microphone or independent microphone before the examination date. You will use this for the entire examination and to pan the examination room/environment (you will have to move this around).
- You will be required to use a mirror or reflective surface to show the proctor your monitor. This can include a phone with a front facing camera. (Please note: You will not be permitted to access your cell phone or any other mobile device/tablet after this process has been completed.)
- You are only allowed to have one (1) monitor running during the examination. If you have more than one monitor being used, please disconnect the other monitor and ensure it is turned around or completely covered so that the screen is not facing you upon connection to the proctor.
- Using the links provided in the examination confirmation email, you should: confirm your computer meets the minimum requirements, perform a system readiness check, and test your internet connection speed.
- Confirm your username and password prior to your scheduled testing time.

## Identification requirements

Candidates are required to present a valid, government issued, photo identification to the proctor to gain access to the examination. Acceptable forms of identification (photograph and signature required) include:

- Government-issued driver's license
- Passport
- Non-US Military issued identification card

- Any physical Government-Issued Identification Card (must include photo)

The name and photo on the identification presented must match the examinee as identified at the time of registration. Candidates will not be permitted to test without proper identification and all fees will be forfeited.

## Taking the Examination

The ICE-CCP examination consists of 155 multiple-choice questions. Twenty five experimental or pretest questions are included for possible future inclusion into the operational item bank. These questions are scattered throughout the examination and are not scored. The final score is based on 130 operational questions.

Candidates have three (3) hours to complete the examination.

At the scheduled examination time, candidates will be prompted to complete a series of computer system checks, download a required application, and then be connected to a proctor.

The proctor will:

- Confirm candidate identification (see Identification Requirements above)
- Direct the candidate to pan the examination room
- Release the examination for the candidate to start testing

## Examination Security

To provide a fair and consistent environment for all candidates, examinations are delivered using standardized procedures following strict security protocols. Candidates are required to follow all testing rules at all times. Failure to follow these rules may result in termination of a candidate's testing session, invalidation of the candidate's examination score and/or disciplinary action.

The following rules will be enforced on examination day:

- Log in prior to the scheduled testing appointment
  - The "Launch Exam" button becomes available at the scheduled connect time
  - If 15 minutes or more have passed since your scheduled connection time, you will be denied access to the examination and the examination will show as "expired"
- Candidates are permitted a beverage in a clear, spill-proof container
- Candidates will be given the opportunity for a 10-minute break midway through the examination. This break will not be counted as examination time but will include time required to check in again. Following the break, candidates will gain access to the second set of questions, but will not be able to access the original set of questions. Unauthorized breaks are not permitted.
- No watches, cell phones, headphones, or other electronic devices are permitted
- No resources, notes, books, or references of any type are allowed
- Examination room lighting should be adequate for the proctor to view the candidate and surrounding area
- The candidate must remain in view of the proctor, except during the break
- Reading out loud or any attempts to capture examination content (e.g., taking photos, copying questions, etc.) are prohibited
- Attempts to remotely control the computer, resize browsers, or print the screen are prohibited

- No other individuals are permitted in the testing location with the candidate.

**Candidates' work surface must be cleared of all materials, related to the examination or not. The only materials candidates should have within reach as they check in are their ID and phone or mirror (to show their monitor). These will be placed out of reach once the check-in process is over. A beverage as described above may be kept on the desk. Any other item required by the candidate (such as medication or food) must be requested as a reasonable accommodation.**

### Candidate Statement of Understanding

On the day of the Examination, each candidate will receive an electronic copy of the *Candidate Statement of Understanding*. Candidates will not be able to begin the examination without reading and agreeing to the statement:

Conduct occurring before, during or after testing that violates principles detailed in this Statement of Understanding may result in invalidation of examination results and/or other penalties and will be reported to I.C.E.

1. The I.C.E. Certified Credentialing Professional (ICE-CCP) examination is highly confidential. The examination questions are the property of I.C.E. Unauthorized disclosure of the examination questions is prohibited under copyright laws. By signing this statement of understanding, you agree to maintain the confidentiality of the ICE-CCP examination items. You must therefore:
  - a. Keep the examination content confidential, even after the examination. This also includes not discussing the content with anyone who has been administered the examination before you, with you, or who has not taken the examination yet.
  - b. Not use or be in possession of any electronic device (such as cell phones, cameras, watches, etc.) within reach in the examination room;
  - c. Not record, memorize, or attempt to recreate examination items, whether for financial gain or not.
2. Candidates will be observed at all times while they are taking the ICE-CCP examination. This observation will include direct observation by proctors or camera monitors. Proctors may not necessarily inform you of their observations, but they are required to report behavior that may violate the terms and regulations of I.C.E. or other forms of irregular behavior.
3. Any cheating and/or breach of confidentiality/security or any attempt to subvert the examination process by any candidate violates the purpose and principles of the examination. Any candidate, who carries out, takes part in, or who witnesses such behavior must report it to the proctor and/or I.C.E. as soon as possible.
4. I.C.E. strives to report results that accurately reflect the skill and performance of each candidate and represent a valid measure of their knowledge or competence as sampled by the examination. Accordingly, our standards and procedures for administering examinations have two related goals: giving candidates comparable opportunities to demonstrate their abilities; and preventing any of one person from gaining an unfair advantage over others. To promote these objectives, I.C.E. reserves the right to cancel or withhold any examination results when, in the sole opinion of I.C.E., a testing irregularity occurs; cheating has occurred; there is an apparent discrepancy in, or falsification of, a candidate's identification; a candidate engages in misconduct or plagiarism; when aberrancies in performance are

detected for which there is no reasonable and satisfactory explanation; or the results are believed to be invalid for any other reason.

A candidate agrees to abide by all regulations, as well as oral and written instructions controlling the conduct of the examination. These regulations are intended to preserve the integrity of the examination process by providing standard test administration conditions that yield valid and reliable results.

## After the Examination

### Examination Review

Following the administration of the examination, all question data will be reviewed to ensure that questions meet best practice standards for high stakes examinations. If some questions do not meet such standards, they will be reviewed by a panel of subject matter experts to determine the most appropriate course of action to ensure examination fairness.

### Examination Results

Examination results will be provided following the examination marking review. The passing score for the examination has been determined through a modified Angoff standard setting process. The time between the end of the examination administration period and the release of scores to candidates will be **approximately 30 days**. Please do not contact the testing agency – candidates will receive email notification when their results are available to view in their online record. For reasons of privacy and confidentiality, examination results are released to the candidate only.

Individual score reports will contain an indication of “pass” or “fail” for the overall examination, based on the passing standard set by the Certification Services Council. Each candidate will also be provided with an indication of their performance in each of the content domains. Each score report will include instructions for interpreting results, in particular the meaning of performance in each domain.

### Retesting

Candidates not successful during their initial examination attempt will receive information about retesting.

Application approval is valid for 12 months from the application approval date. Candidates who fail the examination may retest during the next testing window (if it is within the 12-month eligibility period) by paying a retest fee of 250 USD. Once the 12-month eligibility period ends, a new application must be submitted with full payment. Testing attempts are limited to one attempt per testing window.

### Appeals

All candidates are encouraged to complete the **Post Examination Survey** which will be available at the conclusion of their examination. Feedback will be used to improve the testing experience for future candidates.

All candidates have the right to file an appeal of an adverse decision resulting in a denial of certification or recertification based on a failure to satisfy application or eligibility requirements, payment of fees required by I.C.E., or failure of the certification examination caused by conditions beyond the candidate’s control. See the **Appeals Process** section of this Candidate Guide.

To protect the security and integrity of the ICE-CCP certification examination, neither I.C.E. nor its examination administrator will release examination questions or answers to any individual or organization. Every effort is taken to ensure the accuracy of the examination. If a candidate believes

there is an error in an examination question, the concern should be noted in the candidate comments section of the examination.

### Certification Credential Certificates

A certification credential certificate will be available for download in the online record for candidates that are successful in passing the ICE-CCP examination. Successful candidates will also receive information about how to access and use their ICE-CCP digital badge, as well as information on maintaining certified status. Candidates should ensure their contact information is current by updating their certification profile.

The certification credential certificate may only be displayed during the time period for which the credential is valid. Certification credential certificates remain the property of I.C.E. and must be returned to I.C.E. upon request.

## Maintaining Certification

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### Recertification Requirements

Certification is valid for four (4) years from the date the ICE-CCP examination was successfully completed. Candidates will need to earn 60 recertification credits over the four-year period. Credit will be given for continuing professional education on an hour-for-hour basis. Credits will also be given for other activities such as instruction, publishing and volunteering provided they can be directly linked to one of the knowledge domains covered by the ICE-CCP examination. Candidates may also choose to recertify by taking the current version of the ICE-CCP examination. A full list of qualifying activities and credits to be awarded is currently being finalized. All activities must take place following the date of certification to be eligible for credit.

## Code of Conduct for Professionals Seeking or Holding I.C.E. Certification

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The Institute for Credentialing Excellence established the I.C.E. Certified Credentialing Professional (ICE-CCP) credential to validate that credentialing professionals have met the requirements and standards for certification established by I.C.E. The ICE-CCP credential communicates to the public not only that the credentialing professional meets professional standards of knowledge and skills, but also that credentialing professionals holding certification from I.C.E. are upholding appropriate standards of professionalism and ethics in practice. I.C.E.'s *Code of Conduct for Professionals Seeking or Holding I.C.E. Certification* (the "Code of Conduct") outlines principles that all credentialing professionals who seek or hold I.C.E.-issued credentials are expected to uphold. Breaches of these principles may be cause for disciplinary review and may result in sanctions, including private reprimand, public censure, revocation of certification, denial of eligibility for certification or recertification, administrative suspension, and/or other actions deemed appropriate by the I.C.E. Certification Services Council. The I.C.E. Certification Services Council retains the right to impose discipline even if the credentialing professional's certification expires or the credentialing professional retires from practice, provided that the violation triggering the disciplinary proceeding occurred when the credentialing professional was certified or seeking certification.

The I.C.E. Certification Services Council may impose temporary administrative suspension of certification or eligibility for certification if a credentialing professional holding or seeking I.C.E. credentials fails to provide requested information to I.C.E. in response to an I.C.E. notice of disciplinary proceeding or a letter of inquiry from I.C.E. relating to pending criminal charges or convictions, violation of the I.C.E. *Code of Conduct* in connection with charges that cast serious doubt on the credentialing professional's fitness to perform their professional role, or any other inquiry from I.C.E. relating to the credentialing professional's compliance with I.C.E.'s policies.

## Principles of Conduct

**Credentialing professionals who hold or are seeking I.C.E.-issued credentials shall protect the integrity of I.C.E.-issued credentials and of the processes by which those credentials are earned and awarded.**

**These credentialing professionals:**

- Shall not engage in cheating or other dishonest behavior that compromises examination security (including unauthorized reproducing, distributing, displaying, discussing, sharing or otherwise misusing test questions or any part of test questions or assisting another in such conduct) before, during or after an I.C.E. examination.
- Shall not employ deceptive means, including submitting to the I.C.E. any document or testimony that contains a misstatement of fact or omits a fact to obtain, attempt to obtain or assist others in obtaining or maintaining an I.C.E. credential.
- Shall not use or make fraudulent credentials from I.C.E.
- Shall not falsely represent themselves in any way to be an ICE-CCP or otherwise use or assist others in using fraudulent credentials.
- Shall promptly inform I.C.E. when possessing knowledge or evidence that raises a substantial question of cheating on or misuse of questions from an I.C.E. examination, fraudulent use of an ICE-CCP credential or misrepresentation of I.C.E. certification status by any individual.
- Shall not engage in violent, threatening, harassing, obscene, profane or abusive communications with I.C.E. or I.C.E.'s agents.
- Shall not make defamatory statements about I.C.E., I.C.E.'s agents, the ICE-CCP examination, or the ICE-CCP credentialing processes and procedures.

**Credentialing professionals who hold or are seeking I.C.E.-issued credentials shall comply with all applicable laws, regulations and standards related to their professional roles. These credentialing professionals:**

- Shall not disclose confidential information relating to credential candidates or credential holders to which they have or had access in their professional role.
- Shall safeguard all confidential and proprietary credentialing information to which they have or had access in their professional role.
- Shall not submit false information to I.C.E. or omit material information from I.C.E. in connection with any CCP credential activities or communications.
- Shall not misrepresent professional credentials (e.g., education, training, experience, level of competence, skills, examination scores, and/or certification status).

- Shall perform their professional role without impairment from substance abuse and shall practice without impairment from cognitive deficiency or mental illness that, even with appropriate reasonable accommodation, adversely affects their professional role.
- Shall behave in a manner that is lawful and ethical and that upholds accepted standards of professional practice and conduct.
- Shall not violate any criminal law or federal, state, or local statute, regulation, or ordinance directly related to the performance of the professional's duties as a credentialing professional.
- Shall not assist another in prohibited conduct.
- Must report to I.C.E. within 30 days all felony convictions, guilty pleas or no contest pleas, as well as any misdemeanor convictions, guilty pleas or no contest pleas or any adverse regulatory determination or civil judgment relating to their professional role.
- Must cooperate with and respond to inquiries from I.C.E. related to their own or another's compliance with I.C.E.'s policies and this *Code of Conduct*, in connection with I.C.E. certification-related matters or disciplinary proceedings.
- Must comply with conditions set forth by I.C.E., unless due to circumstances beyond the credentialing professional's control.

Violations of this Code of Conduct are investigated by the I.C.E. Enforcement policy (see Complaints and Code of Conduct Enforcement section below).

## Policies

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### Contact Information Changes

It is a candidate's or certificant's responsibility to ensure that their contact information is kept up-to-date in their [I.C.E. profile](#). After updating their profile, the candidate or certificant should access their ICE-CCP record (found under the "My ICE-CCP" tab in the left menu of the profile) to ensure that the update is reflected in their certification record as well. This information is used to send important information and reminders. I.C.E. recommends using a personal email address and phone number in the event of changes in employment. This information will be handled according to [I.C.E.'s Privacy Policy](#).

Proof of legal name change should be sent to [certification@credentialingexcellence.org](mailto:certification@credentialingexcellence.org).

### Complaints and Code of Conduct Enforcement

The I.C.E. Certification Services Council will accept and process complaints pertaining to violations of the *I.C.E. Code of Conduct for Professionals Seeking or Holding I.C.E. Certification*. Complaints must be in writing and provide details of the alleged violation(s). Complaints may be submitted to [certification@credentialingexcellence.org](mailto:certification@credentialingexcellence.org). I.C.E. may initiate a review of an individual's actions or behavior without the filing of a formal complaint.

### Process of Evaluating Violations

Upon receiving a formal complaint or becoming aware of information about a possible prohibited action or behavior by an applicant, candidate, or credentialed professional, I.C.E. staff will review the allegation and, if necessary, communicate back with complainant to clarify or request more information as needed.

If, based on the preliminary review of the complaint, the allegation does not indicate a violation of I.C.E.'s *Code of Conduct* (e.g., because it relates to matters outside the scope of this policy or the conduct does not rise to the level of a violation), I.C.E. staff may administratively close the complaint without further action. The complainant will be notified of this closure. In this instance, the alleged respondent is not notified. The complainant has the right to appeal the staff's decision to I.C.E. in writing at [certification@credentialingexcellence.org](mailto:certification@credentialingexcellence.org). In that event, the I.C.E. Certification Services Council's Appeals Committee will conduct an independent review of the file and determine whether to uphold the dismissal of the complaint or return the matter to staff for initiation of a full disciplinary proceeding.

If I.C.E. staff determines that the allegation presents evidence of a violation of the *Code of Conduct*, I.C.E. staff shall inform the subject of the complaint of the alleged violation, via email or hand certified mail, and allow the individual thirty (30) calendar days from the date of the notice letter to respond in writing (either via email or certified mail or both) to the allegations. The individual should provide a full statement of relevant facts and verifiable supporting documentation. If the individual does not respond to the notice or dispute the allegations within thirty (30) days, I.C.E. may render a decision on the evidence before it and apply appropriate sanctions.

Upon receiving the individual's response and making any further investigation as warranted by the circumstances, the I.C.E. staff shall make a determination of the disciplinary action, if any, that is warranted. As needed, the staff shall consult with the Certification Services Council's Appeals Committee Chair and legal counsel. Staff will report outcomes regarding complaints and violations to the full Appeals Committee via email within 10 business days of the resolution or during the next Appeals Committee meeting, whichever comes first.

### Responsibility for Notifying I.C.E. of Current Contact Information

ICE-CCP applicants, candidates, and credentialed professionals are solely responsible for ensuring that their I.C.E. account includes their current mailing and email address. If an individual does not receive notice(s) from I.C.E. related to disciplinary proceedings, actions, or appeals due to the individual's failure to notify I.C.E. in a timely manner of a change of address, that lack of notification shall not be considered as the basis for an appeal or reconsideration of any decision in the matter.

### Sanctions

Sanctions for violation of the *Code of Conduct* or any other I.C.E. standard, policy or procedure may include one or more of the following, in the I.C.E. Certification Services Council's discretion:

- Assignment of remedial education;
- Non-public reprimand and warning;
- Public letter of censure;
- Denial or suspension of eligibility;
- Revocation of certification;
- Non-renewal of certification;
- Suspension of certification; or
- Other corrective or disciplinary action, as determined in the I.C.E. Certification Services Council's discretion.

I.C.E. may, as deemed appropriate, report sanctions other than assignment of remedial education or a non-public reprimand and warning, and the underlying facts of the violation, to interested parties, including without limitation to individuals seeking information about the individual's certification status,

as solely determined by I.C.E. I.C.E. also may publish the information on I.C.E.'s web site. If the sanction resulted from a violation reported to I.C.E. in a disciplinary complaint, I.C.E. will notify the complainant that it has completed its disciplinary proceeding and, if any public sanction has imposed, of the disciplinary action taken. Notifications to the complainant or third parties will not occur until either the time for an appeal has expired or a decision on an appeal is made.

Notice of the disposition of the disciplinary proceeding and of any disciplinary sanction will be sent to the subject of the disciplinary proceeding by email and certified mail. If a disciplinary sanction is imposed, the notice will include an explanation of the basis for the decision and a statement of any appeal rights.

### Appeal Process

All respondents have the right to appeal an adverse decision resulting in a publicly reportable sanction regarding an alleged violation of I.C.E. disciplinary rules, as well as a denial of certification or recertification based on a failure to satisfy application or eligibility requirements, pay fees required by I.C.E., or failure of the certification examination caused by conditions beyond the candidate's control. Such appeals must be submitted in writing (via email to [certification@credentialingexcellence.org](mailto:certification@credentialingexcellence.org)) within 30 calendar days of the date of the determination notice. If no request for appeal is made within 30 calendar days, the staff decision will become final.

I.C.E. shall review the appeal within 60 days of receipt of an appeal. Appeals must include a signed statement from the subject of the disciplinary action or adverse decision containing their full statement of the facts relevant to the alleged violation and the specific basis for appeal, as well as any verifiable supporting documentation that the individual wishes to be considered by I.C.E., including any available and relevant documentary evidence from pertinent regulatory, credentialing, or judicial proceedings. Appeals will be reviewed by the I.C.E. Certification Services Council's Appeals Committee. The appeal will be determined based on the record in the matter and the additional information provided by the appellant, as well as any other pertinent information provided by staff or that is obtained by I.C.E. or the Appeals Committee. The Appeals Committee may affirm, modify, or reverse the adverse decision made by staff. The decision on appeal is final and binding. Notification of the decision on appeal and an explanation of the basis for the decision will be sent to the appellant by email and by certified mail.

### Reinstatement

If eligibility or certification has been denied or revoked, eligibility or certification may be reconsidered on the following basis:

- In the event of a felony conviction related to the individual's professional role, no earlier than three (3) years from the conviction or completion of sentence (if any), whichever is later;
- In any other event, no earlier than two (2) years from the final decision of ineligibility or revocation.

In addition to other facts required by I.C.E., an individual seeking reinstatement of eligibility or certification must fully set forth the circumstances of the decision denying eligibility or revoking certification, as well as all relevant facts and circumstances since the decision that are relevant to the application for reinstatement. When eligibility has been denied because of felony conviction, the individual bears the burden of demonstrating that the individual has been rehabilitated and does not pose a danger to others.

Application for reinstatement, relevant documentation required of all applicants/credentialed professionals, and all relevant evidence supporting the reinstatement request shall be submitted to the

I.C.E. staff, who shall determine whether the reinstatement shall be granted. All documentation should be submitted in writing and in electronic format only. Unless and until I.C.E. makes a decision to reestablish eligibility for reinstatement or certification, the individual will remain ineligible for reinstatement. The applicant will be notified of the decision within 60 days of receipt by I.C.E. of all the required documentation from the applicant. The decision of the I.C.E. staff may be appealed to the I.C.E. Certification Services Council's Appeals Committee.

### Release of Information

The individual candidate or credentialed professional agrees that I.C.E. and its officers, directors, committee members, employees, agents and others may communicate any and all information relating to the individual's I.C.E. application and certification and review thereof, including but not limited to pendency or outcome of disciplinary proceedings, to state and federal authorities, licensing boards, employers, other credentialed professionals, and others.

### Waiver

As a condition of consideration for or holding of any I.C.E. credential, the individual candidate or credentialed professional releases, discharges, and holds harmless I.C.E., its officers, directors, employees, Council members, committee members, panel members and agents, and any other persons for any action taken pursuant to the standards, policies and procedures of I.C.E. from any and all liability, including but not limited to liability arising out of:

- the furnishing or inspection of documents, records and other information; and
- any investigation and review of application or certification made by I.C.E.

### Nondiscrimination Statement

I.C.E. does not and shall not discriminate on the basis of age, gender, gender identity, gender expression, ethnic origin, color, religion, race, disability, pregnancy, childbirth or related medical conditions, marital status, sexual orientation, or military status in any of its activities or operations. These include, but are not limited to, approval of certification/recertification applicants, staff decisions (including but not limited to hiring, discipline, promotion and termination), selection of volunteers and vendors and provision of services. I.C.E. is committed to providing an inclusive and welcoming environment for certification candidates, certificants, volunteers, staff members, clients, subcontractors, vendors and clients.

### Use of the ICE-CCP Credential

The ICE-CCP certification mark may be used only after receiving official notification of certification. The credential may be used only as long as certification remains valid, current and in good standing. Should the certification be suspended or withdrawn for any reason, the individual must immediately cease the use of the certification and certification mark, including but not limited to, any use on stationary, websites, business cards, social media accounts, and other promotional materials.

Certificants must comply with all recertification requirements to maintain use of the credential.

I.C.E. Certification is a non-transferable, revocable, limited, non-exclusive license to use the certification designation "ICE-CCP" or "ICE Certified Credentialing Professional", subject to compliance with I.C.E. rules, as may be revised from time to time.

Except as permitted by this policy, any use of display of I.C.E. certification marks and/or logos without the prior written permission of I.C.E. is prohibited. Any candidate or certificant who manufactures, modifies, reproduces, distributes or uses a fraudulent or otherwise unauthorized I.C.E. designation,

certificate, badge or other credential may be subject to disciplinary action, including denial or revocation of eligibility for certification, and/or legal action.

Education and/or training providers may not use the I.C.E. name, logos, or certification marks to state or imply any approval or endorsement by, or affiliation with, I.C.E. and/or the I.C.E. Certification Services Council.

### Proper Use of the Credential

After meeting all eligibility requirements and passing the examination, individuals may use their credential in all correspondence, on resumes/CVs, and promotional materials, such as stationery, websites, business cards, etc. The mark or logo may be used only with the name of the individual certified.

Individuals who have met the certification requirements are authorized to use the following certification mark according to the following guidelines:

- The credential may be used as ICE-CCP or I.C.E. Certified Credentialing Professional
- The credential is used after the certificant's name and following any academic degrees and/or licensure (e.g. Jane Smith, PhD, ICE-CCP or John Smith, MBA, ICE-CCP)
- The credential must be clearly associated with the individual certified or be referenced in general terms:
  - Examples of correct use:
    - Jane Smith is an I.C.E.-Certified Credentialing Professional
    - Jane Smith, ICE-CCP
    - Three XYZ employees hold the ICE-CCP certification.
  - Example of incorrect use:
    - XYZ organization employs three ICE-CCPs

### Credential Misuse

I.C.E. will thoroughly investigate reports of an individual fraudulently using the ICE-CCP designation. Misuse of the ICE-CCP credential may result in I.C.E. taking appropriate action against the individual, which may include sanctions and reporting the fraudulent use to appropriate individuals and/or institutions, such as employers, and/or taking legal action.

### Mark and Logo Ownership

The certification mark and logo are the property of I.C.E. Permission to use the certification mark or logo is granted to credentialed persons for permissible uses only. The mark and logo may not be revised or altered in any way. They must be displayed in the same form as produced by I.C.E. and cannot be reproduced unless such reproduction is identical to the mark provided by I.C.E.

The mark or logo may not be used in any manner which could bring I.C.E. into disrepute or in any way is considered misleading or unauthorized. This includes any use of the mark or logo that the public might construe as an endorsement, approval, or sponsorship by I.C.E. of a certificant's business or product.

### Verifying Certification Status

An [online directory](#) of I.C.E. Certified Credentialing Professionals is available. Questions or reports of credential misuse should be directed to [certification@credentialingexcellence.org](mailto:certification@credentialingexcellence.org).

## Questions

Additional questions not addressed within this handbook should be directed to I.C.E. Certification Services Staff at [certification@credentialingexcellence.org](mailto:certification@credentialingexcellence.org).