



CANDIDATE GUIDE

for the

IC&RC Peer Recovery

Examination

Based on the 2013 Peer Recovery Job Analysis

©2008 International Certification and Reciprocity Consortium. All rights reserved. No part of this document may be reproduced in any form without written authorization from IC&RC.

T: +1 717.540.4457 • F: +1 717.540.4458 • InternationalCredentialing.org

Setting Global Standards for Addiction Professionals

Table of Contents

Purpose of the Candidate Guide	3
Professional Testing Company	3
Examination Development.....	3
Exam Eligibility Requirements and Registration	4
Exam Administration.....	4
Examination Dates	4
Rescheduling, Cancelling, and Missed Exams.....	5
Examination Rules and Security	6
Special Accommodations	7
Scoring of Exams	7
Appeals, Examination Grievances, Test Disclosure, and Retakes	9
Examination Content	11
Sample Questions	13
About IC&RC	18

Purpose of the Candidate Guide

The IC&RC Peer Recovery Examination is the first examination to test knowledge and skills about the provision of peer services on an international level. It has been developed by IC&RC through the cooperation of its Member Boards and their strong desire to have an exam that is based on current practice in the field.

The purpose of this Candidate Guide is to provide you with guidance for the IC&RC examination process. By providing you with background information on examination development, administration, and content; your preparation for the IC&RC Peer Recovery Examination can be enhanced.

Professional Testing Company

It is the policy of IC&RC to administer valid, reliable, legally defensible, and psychometrically sound examinations. To assist in this process, IC&RC has contracted with Schroeder Measurement Technologies (SMT) to develop, administer, and score all examinations.

SMT is an established, full-service, international testing company. SMT serves the needs of licensing and credentialing agencies with a wide range of test development and administration services.

Examinations are administered through a division of SMT called ISO-Quality Testing, Inc. (IQT). IQT provides secure, user-friendly, high-quality, examination administration around the world.

You can find out more information at their websites: www.smttest.com and isoqualitytesting.com

Examination Development

The development of a valid examination begins with a clear and concise definition of the tasks, knowledge, skills, and abilities needed for competent job performance. Using interviews, surveys, observation, and group discussions, IC&RC works with Subject Matter Experts (SMEs) in the field to delineate critical job components. The knowledge and skill bases for the questions in the examination are derived from the actual provision of services in the field.

Examination questions are written by certified individuals or those otherwise deemed as SMEs in the field. SMEs are trained in item writing best practices and assisted by IC&RC's professional testing company when writing questions. All examination questions are written in a multiple choice format with four response options. One of these options represents the **BEST** response and credit is granted only for selection of this response.

Exam Eligibility Requirements and Registration

IC&RC examinations are administered exclusively by IC&RC Member Boards. Eligibility requirements and registration processes are determined by your Member Board. Candidates interested in taking an IC&RC examination must do so through an IC&RC Member Board. Contact your local board for information. Contact information for all IC&RC Member Boards can be found at our website www.internationalcredentialing.org.

Exam Administration

Examinations are administered via paper and pencil and Computer Based Testing (CBT). Not all forms of administration are offered by all IC&RC Member Boards. Please consult your local board in order to determine your testing options.

Candidates taking CBT examinations will be required to test at a designated IQT center. On the day of testing, candidates are required to bring a valid, government issued photo ID and their Candidate Admission Letter to the testing center. Candidates are highly encouraged to read the Candidate Admission Letter in its entirety to be aware of all IQT testing policies and procedures.

A list of all IQT testing centers can be found at this link: <http://www.isoqualitytesting.com/mlocations.aspx> or by calling IQT toll free at +1-866-773-1114.

CBT exams begin with a brief tutorial and end with a brief survey. Extra time is allotted to complete the tutorial and survey. A demonstration of the CBT examination format can be found at <https://www.iqttesting.com/Default.aspx?Function=SampleExam&Exam=8>.

Examination Dates

Paper and Pencil Examinations are administered four times a year in March, June, September, and December. Please consult your IC&RC Member Board for the exact date, time, and location of the examination administrations in your area, as well as registration information. The examination will be given only on the date and time posted by an IC&RC Member Board.

Computer Based Testing (CBT) is offered on-demand based on the availability of your desired testing center. Once you have met the eligibility requirements of your IC&RC Member Board to sit for the examination, your IC&RC Member Board will pre-register you for the examination through IC&RC's on-line test database. You will receive an e-mail with further instructions on scheduling your exam date, time, and location.

Rescheduling, Cancelling, and Missed Exams

Paper and Pencil Exams:

Paper and Pencil Examinations are only administered four times a year. If an emergency arises, and you are unable to take the examination as scheduled, you should contact your IC&RC Member Board as soon as possible to see if rescheduling is possible before the close of the administration window. If you are unable to reschedule within the designated administration window, you will not be able to test until the next paper and pencil administration date.

Computer Based Exams:

CBT exams can only be cancelled or rescheduled **5 days or more PRIOR** to your scheduled examination date. Cancelling or rescheduling an exam is done directly through IQT's website at www.iqttesting.com.

Complete instructions for cancelling or rescheduling an examination are listed below. For technical assistance, please contact IQT at (866) 773-1114 (toll free).

1. Visit www.iqttesting.com.
2. Select "**Exam Registration.**"
3. Log in using the username and password provided to you in your pre-registration email. If you forgot your password, click the "forgot password" link and it will be emailed to you.
4. Select "**IC&RC**" from the organization dropdown menu and click the "**Next**" button.
5. To reschedule an exam, click "**edit.**" This will cancel your current exam date and prompt you to immediately select a new date.
6. To cancel an exam, click "**cancel.**" Once your exam is cancelled, you can log on to www.iqttesting.com at a later date to select a new examination date. Please note, your designated testing window to take the exam will remain the same.
7. An email confirmation will be automatically sent to you when you cancel or reschedule your examination.

You will be required to pay a rescheduling or cancellation fee to IQT before you are able to reschedule or cancel your exam. Acceptable forms of payment are Visa, Master Card or American Express.

You are **unable** to reschedule or cancel an examination **less than 5 days PRIOR** to your scheduled examination. Exceptions are made only for the following four reasons: jury duty,

death in immediate family¹ within **14 calendar days** of the examination date, illness or medical complication within **14 calendar days** prior to the examination date **OR** the scheduled examination date, and military deployment.

If one of these four reasons prevents you from testing, you must contact IQT directly and provide sufficient documentation of the event that has occurred. Documentation must be submitted to IQT within **14 calendar days** of your missed examination. There will be no additional fee incurred under these circumstances. IQT can be reached toll free at +1-866-773-1114.

If you fail to show up for your examination at the scheduled time, do not have the proper identification, or your Candidate Admission Letter, you will not be permitted to sit for your exam. You will be considered a “No-Show”, your examination fees will be forfeited, and you will be required to re-register and pay all fees to your IC&RC Member Board prior to sitting for the exam. Candidates who miss their scheduled examinations must reschedule with their IC&RC Member Board.

Examination Rules and Security

Failure to follow candidate instructions or conduct that results in violation of security or disruption of the administration of an examination may result in dismissal from the examination, voided examination scores, and forfeiture of examination fees.

Examples of misconduct include, but are not limited to:

- Writing on anything other than the authorized scratch paper provided at the administration site
- Looking at other candidate's examination
- Discussing examination content before, during, or after administration orally, electronically or in writing with any person or entity
- Copying or removing examination information from the testing area
- Use of cellphones or other electronic devices

Candidates may not attend the examination only to review or audit test materials. No unauthorized persons will be admitted into the testing area. All examination content is strictly confidential. Candidates may only communicate about the examination, using appropriate forms provided within the examination delivery system.

¹ The **immediate family** is a defined group of relations, used in rules or laws to determine which members of a person's [family](#) are affected by those rules. It includes a person's parents, spouses, siblings and children.

No books, papers, or other reference materials may be taken into the examination room. An area will be provided for storage of such materials.

No questions concerning the content of the examination may be asked during the examination period. The candidate should listen carefully to the directions given by the Proctor and read the examination directions carefully.

Special Accommodations

Individuals with disabilities and/or religious obligations that require modifications in test administration may request specific procedure changes, in writing, to the relevant IC&RC Member Board. With the written request, the candidate must provide official documentation of the accommodation requested. Submitted documentation must follow ADA guidelines in that psychological or psychiatric evaluations must have been conducted within the last **three years**. All medical/physical conditions require documentation of the treating physician's examination conducted within the previous **three months**. Candidates should contact their IC&RC Member Board to inquire about other necessary documentation. Contact information for all IC&RC Member Boards can be found on our website www.internationalcredentialing.org.

The IC&RC Member Board will offer appropriate modifications to its procedures when documentation supports the need. All requests for special accommodations must be submitted to your IC&RC Member Board **prior** to scheduling your examination. You will receive further information on scheduling your examination with accommodations once your board has reviewed and approved the accommodation request.

Scoring of Exams

Receiving Scores:

All scores are reported to the designated IC&RC Member Board for distribution. IC&RC does **not** have the authority to release scores. This process takes approximately four to six weeks for paper and pencil exams and two to three weeks for CBT exams. Preliminary computer based exam scores are provided to candidates immediately following completion of the exam. Candidates seeking their official scores should contact their IC&RC Member Board. Contact information for all IC&RC Member Boards can be found on our website www.internationalcredentialing.org.

Reporting Scores:

Scores are reported on a scale ranging from 200-800 with a 500 passing. The minimum scaled passing score is 500 for all examinations. Candidates are provided with official score letters that

report a final scaled score and the percentages of items answered correctly in each content domain.

Scaled Scores:

Scaled scores are created when the number of questions answered correctly is mathematically transformed so that the passing score equals 500 on a scale starting at 200 and ending at 800.

This transformation is very similar to converting inches to centimeters. For example, a 10 inch ribbon is also 25.4 centimeters long. The length of the ribbon has not been changed, only the units of measurement to describe its length.

The use of scaled scores allows for direct comparison of exam scores from one form of the examination to another. For security purposes, IC&RC keeps multiple forms of each examination in circulation at all times. Candidates are randomly assigned a form. The use of scaled scores allows IC&RC to report scores for every form of an examination using the same scale of 200-800 with a 500 passing.

The use of scaled scores does not influence whether a candidate passes or fails an examination. The passing of an IC&RC examination is always incumbent on achieving the minimum passing score as it is determined in the process below.

Determining a Passing Score:

Passing scores for IC&RC exams are not based on a percentage of questions answered correctly. Instead, IC&RC uses a Modified Angoff Study to determine a cut score for each examination. The Angoff method uses a systematic and documented approach to establish accurate, reliable, and legally defensible pass/fail scores.

Cut scores are determined by a panel of Subject Matter Experts (SMEs) that are working in and have demonstrated expertise in the field. SMEs work with our professional testing company to discuss the specific knowledge, skills, and abilities needed to demonstrate minimum competence.

The SMEs evaluate and rate the difficulty of each question. These ratings are then combined to determine the final cut score for the exam. The final cut score is subsequently transformed to an equivalent scaled score. All examination questions are weighted equally.

Use of Multiple Exam Forms:

For every IC&RC exam, there are multiple forms of the same examination. Each form will use different questions but test the same content. Examination forms are updated and replaced on a continuous basis to ensure the security and integrity of the examination.

The use of multiple forms for the same exam will not make it easier or more difficult for candidates to pass one form of the examination. IC&RC's testing company uses statistical data on each test question to evaluate the difficulty of each examination form. The examinations are constructed in order to minimize variations in difficulty from one form to another. The passing scores for each examination form are adjusted accordingly to account for any differences in form difficulty.

Use of Pretesting Items:

On each IC&RC exam, there are unweighted items that do not influence final scores. Unweighted items are also called pretest items. Pretest items are not identified on exams and appear randomly on all exam forms. Pretest items do not influence final scores or pass/fail status. IC&RC uses pretest items to pilot newly written questions to ensure item quality prior to its addition to an examination as a weighted question.

Pretesting provides verification that the items are relevant to competency, measure proficiency and helps ensure the quality of future examinations. Pretest items do not influence a candidate's score and protect candidates against poorly-performing items.

Failing Scores:

Candidates who do not pass their examination are provided with percentages of correctly answered items in each content domain to better focus future study efforts. For security reasons, candidates will not be provided with their raw score (total number of questions answered correctly), total percentage of questions answered correctly, or a copy of the examination to review.

It is important to note that because the number of questions contained within each domain of the examination varies, adding or averaging the percentage correct scores in each domain will NOT be an accurate reflection of a candidate's overall examination score.

Appeals, Examination Grievances, Test Disclosure, and Retakes

Appeals:

All examination scores are final. Examination scores cannot be appealed. Candidates may request a second verification of their examination score within 30 calendar days of taking their exam. To initiate this process, complete the Hand Score Request Form found at the end of this guide and return it to IC&RC.

IC&RC's testing company will hand score the examination against the master key and send the results directly to candidates. There is a fee for this service.

Examination Grievances:

Candidates who believe an unusual event or condition related to the administration of their examination caused a significant adverse effect on their performance during their examination may submit a grievance regarding the exam administration to IC&RC for investigation.

Grievances must be submitted to IC&RC within **14 calendar days** of the examination. Grievance statements must be submitted in writing, dated, and signed. Grievance statements must be accompanied by the **IC&RC Exam Administration Grievance Form** found at the end of this guide. Information to include in the grievance statement should include, but is not limited to:

- Title of exam
- Examination date
- Name and location of testing center
- Name of proctor on duty (if known)
- Detailed explanation of the situation
- Impact the situation had on exam performance

IC&RC will then investigate the specifics of the testing situation. When warranted, candidates will be offered a free retake. An exam grievance will not challenge the design or content of an examination nor overturn a failing score. There is a fee for this service. Candidates that are offered free retakes will be refunded their grievance fee.

Test Disclosure:

Candidates should be aware that IC&RC exam security and item banking procedures do not permit candidates access to exam questions, answer keys, or other secure materials related to the examination. Candidates that have questions or comments about a specific examination question should request a **Comment Form** from their examination proctor during a paper and pencil exam or click the **Comment On This Question** button for CBT exams. Candidate comments will be reviewed by IC&RC for consideration. Candidates will not be contacted regarding their comments.

Retakes:

Candidates interested in retaking an exam must wait 60 days after their original exam. To schedule a retake, candidates should contact their local IC&RC Member Board. Contact information for all IC&RC Member Boards can be found on our website www.internationalcredentialing.org.

The mandatory **60 day** waiting period cannot be waived under any circumstances.

Examination Content

The **2013 Peer Recovery Job Analysis** identified **four** performance domains for the IC&RC Peer Recovery Exam:

- Advocacy
- Ethical Responsibility
- Mentoring and Education
- Recovery/Wellness Support

Within each performance domain are several identified tasks that provide the basis for questions in the examination. Following is the outline of the tasks that fall under each domain.

Domain 1: Advocacy

Weight on exam: 22.5%

Associated Tasks:

- Relate to the individual as an advocate.
- Advocate within systems to promote person-centered recovery/wellness support services.
- Describe the individual's rights and responsibilities.
- Apply the principles of individual choice and self-determination.
- Explain importance of self-advocacy as a component of recovery/wellness.
- Recognize and use person-centered language.
- Practice effective communication skills.
- Differentiate between the types and levels of advocacy.
- Collaborate with individual to identify, link, and coordinate choices with resources.
- Advocate for multiple pathways to recovery/wellness.
- Recognize the importance of a holistic (e.g., mind, body, spirit, environment) approach to recovery/wellness.

Domain 2: Ethical Responsibility

Weight on exam: 30%

Associated Tasks:

- Recognize risk indicators that may affect the individual's welfare and safety.

- Respond to personal risk indicators to assure welfare and safety.
- Communicate to support network personal issues that impact ability to perform job duties.
- Report suspicions of abuse or neglect to appropriate authority.
- Evaluate the individual's satisfaction with their progress toward recovery/wellness goals.
- Maintain documentation and collect data as required.
- Adhere to responsibilities and limits of the role.
- Apply fundamentals of cultural competency.
- Recognize and adhere to the rules of confidentiality.
- Recognize and maintain professional and personal boundaries.
- Recognize and address personal and institutional biases and behaviors.
- Maintain current, accurate knowledge of trends and issues related to wellness and recovery.
- Recognize various crisis and emergency situations.
- Use organizational/departmental chain of command to address or resolve issues.
- Practice non-judgmental behavior.

Domain 3: Mentoring and Education

Weight on exam: 25%

Associated Tasks:

- Serve as a role model for an individual.
- Recognize the importance of self-care.
- Establish and maintain a peer relationship rather than a hierarchical relationship.
- Educate through shared experiences.
- Support the development of healthy behavior that is based on choice.
- Describe the skills needed to self-advocate.
- Assist the individual in identifying and establishing positive relationships.
- Establish a respectful, trusting relationship with the individual.
- Demonstrate consistency by supporting individuals during ordinary and extraordinary times.
- Support the development of effective communication skills.
- Support the development of conflict resolution skills.
- Support the development of problem-solving skills.
- Apply principles of empowerment.
- Provide resource linkage to community supports and professional services.

Domain 4: Recovery/Wellness Support

Weight on exam: 22.5%

Associated Tasks:

- Assist the individual with setting goals.
- Recognize that there are multiple pathways to recovery/wellness.
- Contribute to the individual's recovery/wellness team(s).
- Assist the individual to identify and build on their strengths and resiliencies.
- Apply effective coaching techniques such as Motivational Interviewing.
- Recognize the stages of change.
- Recognize the stages of recovery/wellness.
- Recognize signs of distress.
- Develop tools for effective outreach and continued support.
- Assist the individual in identifying support systems.
- Practice a strengths-based approach to recovery/wellness.
- Assist the individual in identifying basic needs.
- Apply basic supportive group facilitation techniques.
- Recognize and understand the impact of trauma.

Total number of examination questions: 75

Total number of pre-test questions: 10

Total time to complete the examination, Paper & Pencil: 2 hours

Total time to complete the examination, Computer Based: 2 hours

Sample Questions

The questions on the IC&RC Peer Recovery Examination were developed from the tasks identified in the 2013 Peer Recovery Job Analysis. Multiple sources were utilized in the development of questions for the exam. Each question is linked to one of the job analysis task statements as listed above.

The questions on the examination are multiple-choice with four (4) choices: A, B, C, and D. There is only one correct or best answer for each question. Carefully read each question and all the choices before making a selection. Choose the single best answer. Mark only one answer for each question. You will not be given credit for any question for which you indicate more than one answer. It is advisable to answer every question since the number of questions answered correctly will determine your final score. There is no penalty for guessing.

The following are **sample** questions that are similar to those you will find in the exam.

1. Advocacy is intended to:

- A. provide education to clients/consumers.
- B. support and find appropriate employment for clients/consumers.
- C. provide housing and shelter for clients/consumers.
- D. promote the dignity of and reduction of stigma against clients/consumers.

Domain: Advocacy

2. Employees who voluntarily seek assistance through their employer for mental health and/or addiction-related problems should be referred to a(n):

- A. Employee Assistance Program.
- B. 12-step program.
- C. community-based program.
- D. minister or pastor.

Domain: Advocacy

3. Enabling can be described as:

- A. providing an opportunity for the peer to recover.
- B. the well-intended behavior of others.
- C. allowing an individual the opportunity to discuss their mental health and/or addiction history.
- D. providing treatment opportunities for those in need.

Domain: Mentoring and Education

4. Stigma can be clearly defined as:

- A. the experience of being deeply discredited due to one's undesired differentness.
- B. echoes heard from our families and society in general.
- C. hidden pockets within our own belief system.
- D. persons with mental health and/or addiction who do not have a full range of human qualities.

Domain: Mentoring and Education

5. People who become involved in public education on social issues are often described as:

- A. social workers.
- B. advocates.
- C. social agents.
- D. change agents.

Domain: Mentoring and Education

6. A good recovery/wellness plan should:

- A. include only long term goals.
- B. include long term and short term goals.
- C. include only short term goals.
- D. be based on the best thinking of the peer.

Domain: Recovery/Wellness Support

7. Which of the following is a common risk factor for suicide?

- A. Socioeconomic class
- B. Geographic location
- C. Educational background
- D. Physical health

Domain: Recovery/Wellness Support

8. A boundary violation is committed when a peer providing peer support services:

- A. shares personal experiences when it seems relevant.
- B. accompanies a peer to an appointment.
- C. accepts an expensive gift from a peer.
- D. respectfully disagrees with a peer's plan for the weekend.

Domain: Ethical Responsibility

9. Professional development is:

- A. usually required as part of supervision.
- B. highly recommended for all new peers.
- C. an ongoing process to update skills and knowledge.
- D. an opportunity for experienced peers to train others.

Domain: Ethical Responsibility

10. Although values and ethics are frequently used interchangeably, how are they different?

- A. Values and ethics pertain to perspective rights
- B. Values pertain to beliefs and attitudes that provide direction and ethics pertain to the beliefs we hold about right conduct
- C. Values are moral principles and ethics pertain to professionalism
- D. They are both based on community standards

Domain: Ethical Responsibility

Answer Key			
1.	D	6.	B
2.	A	7.	D
3.	B	8.	C
4.	A	9.	C
5.	D	10.	B

Examination Reference List

The following resources were compiled as suggested reading to assist candidates preparing for the IC&RC Peer Recovery examination. Consulting these and other references may be beneficial to candidates. Please note that this is not a comprehensive listing of all references and that not all questions on the examination came from these references.

1. Berzinski, Carmen. *Recovery Mentorship Programs and Recovery from Addiction*. (2012). Masters of Social Work Research Papers. Paper 3. Retrieved from: http://sophia.stkate.edu/msw_papers/3.
2. Center for Substance Abuse Treatment. (2001). *Challenging Stereotypes, An Action Guide*. Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration. Retrieved from: <http://store.samhsa.gov/shin/content//SMA01-3513/SMA01-3513.pdf>.
3. Center for Substance Abuse Treatment. (2005). *Free To Choose: Transforming Behavioral Health Care to Self-Direction*. Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration. Retrieved from: <http://store.samhsa.gov/shin/content//SMA05-3982/SMA05-3982.pdf>.
4. Center for Substance Abuse Treatment. (2009). *What are Peer Recovery Support Services?* Rockville, MD: Substance Abuse and Mental Health Services Administration. Retrieved from: <http://store.samhsa.gov/shin/content/SMA09-4454/SMA09-4454.pdf>.
5. Copeland, Mary Ellen and Mead, Shery. (2006). *Community Links: Pathways to Reconnection and Recovery-Program Implementation Manual*. Dummerston, VT: Peach Press.
6. Join Together. (2003). *Ending Discrimination Against People with Alcohol and Drug Problems: Recommendations from a National Policy Panel*. Boston, MA: Join Together, Boston University School of Public Health. Retrieved from: <http://www.drugfreedetroit.org/samy/news/News%20from%20directors/Dr%20Trent%20discrimination.pdf>.
7. Loveland, David; Boyle, Michael, and Fayette Companies. (2005). *Manual for Recovery Coaching and Personal Recovery Plan Development*. Peoria, IL: Fayette Companies. Retrieved From: <http://www.fayettecompanies.org/RecoveryCoach/RC%20Manual%20DASA%20edition%207-22-05.pdf>.
8. National Technical Assistance Center for State Mental Health Planning, National Association of State Mental Health Program Directors. (2002). *Mental Health Recovery: What Helps and What Hinders? A National Research Project for the Development of Recovery Facilitating System Performance Indicator*. Alexandria,VA. Retrieved from: <http://www.nasmhpd.org/docs/publications/archiveDocs/2002/MHSIPReport.pdf>

9. Prochaska, James and DiClemente, Carlo. *Prochaska and DiClemente's Stages of Change Model*. Retrieved
from: http://www.stepupprogram.org/docs/handouts/STEPUP_Stages_of_Change.pdf.
10. Ridgway, Priscilla, McDiarmid, Diane, Davidson, Lori, Bayes, Julie, et al. (2002). *Pathways to Recovery: A Strengths Recovery Self-Help Workbook*. Lawrence, KS: University of Kansas, School of Social Welfare, Office of Mental Health Research & Training.
11. Townsend, Wilma and O'Brien, John. (2009). *Phase One: Gathering & Analysis of Current COS and Peer Support Services*. WLT Consulting, LLC. Retrieved
From: <http://www.ohioempowerment.org/toolkit/PDFS/COS%20Phase%201%20submission.pdf>.
12. White, William. (2007). *Ethical Guidelines for the Delivery of Peer-based Recovery Support Services*. Retrieved
From: <http://www.bhrm.org/recoverysupport/EthicsPaperFinal6-8-07.pdf>.
13. White, William. (2006). *Let's Go Make Some History, Chronicles of the New Addiction Recovery Advocacy Movement*. Washington, DC: Johnson Institute.
14. Wilson, Jan and Wilson, Judith. (1992). *Addictionary*. Center City, MN: Hazelden.

About IC&RC

IC&RC is the global leader in the credentialing of prevention, addiction treatment, and recovery professionals. Organized in 1981, it provides standards and examinations to certification and licensing boards in 24 countries, 47 states and territories, five Native American regions, and all branches of the U.S. military.

Quality and integrity are the foundation of IC&RC's work. IC&RC's credentials use the latest research on evidence-based practices, and they are updated every five years and subjected to an extensive process of peer review. IC&RC examinations are based on formal Job Analyses, written by subject matter experts, and supported by current references. Member boards are audited regularly to ensure compliance with international standards.

With more than 45,000 professionals in prevention, alcohol and drug counseling, clinical supervision, criminal justice addictions, and co-occurring disorders, IC&RC represents up to half of all substance abuse professionals in the U.S.



IC&RC EXAM ADMINISTRATION GRIEVANCE PROCESS

Examination Grievances:

Candidates who believe an unusual event or condition related to the administration of their examination caused a significant adverse effect on their performance during their examination may submit a grievance regarding the exam administration to IC&RC for investigation.

Grievances must be submitted to IC&RC within **14 calendar days** of the examination. Grievance statements must be submitted in writing, dated, and signed. Grievance statements must be accompanied by the **IC&RC Exam Administration Grievance Form** found below. Information to include in the grievance statement should include, but is not limited to:

- Title of exam
- Examination date
- Name and location of testing center
- Name of proctor on duty (if known)
- Detailed explanation of the situation
- Impact the situation had on exam performance

IC&RC will then investigate the specifics of the testing situation. When warranted, candidates will be offered a free retake. An exam grievance will not challenge the design or content of an examination nor overturn a failing score. There is a fee for this service. Candidates that are offered free retakes will be refunded their grievance fee.

Return grievance statements and forms to IC&RC.

Mail:

IC&RC
298 S. Progress Ave.
Harrisburg, PA 17109

Fax:

+1(717)540-4458

Email:

info@internationalcredentialing.org

T: +1 717.540.4457 • F: +1 717.540.4458 • InternationalCredentialing.org

Setting Global Standards for Addiction Professionals

IC&RC EXAM ADMINISTRATION GRIEVANCE FORM



Complete this form and return it to IC&RC with a grievance statement as described above at:

Mail: IC&RC
298 S. Progress Ave.
Harrisburg, PA 17109

Fax: +1(717)540-4458

Email: info@internationalcredentialing.org

Fee: \$60.00 Payable to IC&RC by Check, Money Order, Visa or MasterCard

Please allow 3-4 weeks for processing. When warranted, candidates will be offered a free retake for their next examination and the Grievance Fee will be refunded.

Requests for Exam Administration Grievance must be submitted to the IC&RC Office no later than **14 calendar days** after your examination administration.

Name (print): _____ **Date of Exam:** _____

Address: _____

City/Providence, State/Country, Zip: _____

Email: _____ **Phone:** _____

Name of IC&RC Member Board: _____

Name and location of testing center: _____

Name of proctor on duty (if known): _____

- Exam:** Counselor Advanced Counselor Clinical Supervisor Prevention Specialist
 Criminal Justice Co-Occurring Disorders Co-Occurring Disorders Diplomate Peer Recovery

For Credit Card Users: Master Card Visa

Name

Account Number + 3 digit security code

Billing address if different from above)

Expiration Date (MM/YY)

City

State

Zip

Signature