



**IC&RC General Certification
Candidate Guide**

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About IC&RC

IC&RC promotes public protection by setting standards and developing examinations to certify substance use disorder (SUD) prevention, treatment, and recovery professionals. Organized in 1981, it has a worldwide network of over 50,000 professionals. 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 regularly to stay relevant to changes in the field. Examinations are subjected to an extensive process of peer review, written by Subject Matter Experts, and supported by current references.

It is the policy of IC&RC to administer valid, reliable, and legally defensible examinations. To assist in this process, IC&RC has contracted with Prometric to develop, administer, and score all examinations. Prometric is an established, full-service testing company that 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 Prometric called ISO-Quality Testing, Inc. Prometric provides secure, user-friendly, high-quality, examination administration around the world. More information about Prometric can be found located on their websites: www.smttest.com and isoqualitytesting.com.

Purpose of the Candidate Guide

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

Exam Registration and Scheduling

Eligibility Requirements and Registration

Candidates interested in taking an IC&RC examination must apply through an IC&RC Member Board. Note an IC&RC Member Board ("Board") may be a Licensing Board, State Board, or Credentialing Board, depending on your state or jurisdiction. Each Board

determines final eligibility requirements. Contact information for all Boards can be found [here](#).

Once a candidate has met the eligibility requirements of the Board to sit for an examination, the Board pre-registers candidates for the examination. Candidates are required to test either in person at a designated Prometric testing center or by remote proctoring if allowed by their Board.

Candidates will receive an e-mail from registrations@isoqualitytesting.com with further instructions on scheduling an examination date, time, and location.

Special Accommodations

Candidates requiring special accommodation may request specific procedure changes, in writing, to their Board **PRIOR** to scheduling an examination. With the written request, the candidate must provide official documentation regarding the accommodation requested. Submitted documentation under ADA guidelines require psychological or psychiatric evaluations to 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 Board to inquire about other necessary documentation.

Candidates will receive further information on scheduling an examination with accommodation once their request has been reviewed and approved.

Candidates receiving accommodation will be held to IC&RC's canceling, rescheduling, and missed examination policies. Candidates deemed a "No-Show," may be responsible for any fees incurred for the coordination of their accommodations in addition to forfeiting their examination fee. Candidates will be required to pay these fees to the Board prior to scheduling another examination.

Exam Administration

Examinations are administered via Computer Based Testing (CBT) using Prometric testing software. CBT examinations 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 [here](#).

In-person testing

A list of all Prometric testing centers can be found at this [link](#) or by calling Prometric toll free at +1-866-773-1114.

On the day of testing, candidates are required to bring to the testing center a valid, government-issued photo ID and their *Candidate Admission Letter*, issued by the Board. Candidates are also required to enter their confirmation number - found at the bottom of the *Candidate Admission Letter* - and the first 4 letters of their surname for the exam to launch. Candidates are strongly encouraged to read the *Candidate Admission Letter* in its entirety to be aware of all IQT testing policies and procedures.

Remote Proctoring

Remote proctoring allows candidates to test from home. Refer to your Board's [website](#) for further information.

On the day of testing, candidates are required to have available to show remotely, a valid, government-issued photo ID and their *Candidate Admission Letter*, issued by the Board. Candidates are also required to enter their confirmation number - found at the bottom of the *Candidate Admission Letter* - and the first 4 letters of their surname for the exam to launch. Candidates are strongly encouraged to read the *Candidate Admission Letter* in its entirety to be aware of all IQT testing policies and procedures.

Rules and Security

Failure to follow candidate instructions or engaging in conduct that results in a 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 another 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.

No books, papers, or other reference materials may be taken into the examination room. An area will be provided for storage of such materials. *(For candidates utilizing remote proctoring, refer to registration letter or see special "remote proctoring" rules on your Board's website.)*

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.

Candidate Code of Ethics

Prior to testing, candidates will sign and agree to adhere to a Code of Ethics specific to each exam designation.

Candidate Agreement

Prior to testing, candidates will be required to sign a Candidate Agreement form acknowledging the confidentiality and security of the exam material.

Exam Overview

Exam Format

IC&RC's examinations consist of multiple-choice questions with three or four answer choices. There is only one correct or best answer for each question. Candidates should carefully read each question and choose the single best answer. It is advisable to answer every question since the number of questions answered correctly will determine the final score. There is no penalty for guessing.

Use of Pretest Questions

On each IC&RC examination, there are unweighted, or unscored, questions called pretest questions. Pretest questions are not factored into final scores or a pass/fail status and are not identified on examinations. IC&RC uses pretest questions to pilot newly written questions to ensure quality prior to their use as weighted, or scored, questions. Pretesting ensures the quality of future examinations and provides verification that questions are fair, accurate, and effectively measure proficiency.

Question Breakdown and Exam Length

	AADC	ADC	CCJP	CS	PR	PS
Number of Scored Questions	125	125	50	125	125	125
Number of Pre-test Questions	25	25	10	25	25	25
Total Number of Questions	150	150	60	150	150	150
Length of Administration	3 hours	3 hours	1.5 hours	3 hours	3 hours	3 hours

Use of Multiple Examination Forms

For every IC&RC exam, regardless of program, there are multiple examination forms. Each form tests the same content as established by the program's content outline but includes different questions. Examination forms are updated with new questions on a continuous basis to ensure the security and integrity of the program. Forms are randomly assigned to candidates when taking the exam in their chosen designation.

To ensure that all candidates are tested fairly regardless of the form, (i.e., one form is not harder or easier to pass than another), Prometric reviews statistical data for each test question and examination form and, through an equating process, adjusts the passing score to account for differences in difficulty across multiple forms.

Exam Results

Notification and Verification of Exam Results

Preliminary scores are provided to candidates immediately following completion of the examination. Score results are then verified by Prometric to ensure accuracy and reported to the designated Board for confirmation and distribution. Candidates are sent Official Score Reports and notified of their official status by the Board. Candidates should contact the Board to inquire about timelines for notification.

If you have taken an IC&RC exam and need your scores verified and/or sent to an organization, you may [submit a request](#) for an **IC&RC Exam Score Verification letter**.

Note there is a fee for this request. *Please note the Exam Score Verification letter is not the same as the Official Score Report.*

Interpreting the Score Reports

A candidate's exam score is determined by converting the number of questions answered correctly (raw score) to a scaled score using a consistent and standardized scale. For IC&RC exams, scores are reported on a scale ranging from 200-800, with a minimum scaled passing score of 500 for all examinations. Using scaled scores allows for direct comparison of examination scores from one form of the examination to another.

Candidates are provided with Official Score Reports that detail their final scaled score and the percentages of questions answered correctly in each content domain. 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.

Failing an Exam

Candidates who do not pass their examination are provided with the percentage of questions they correctly answered in each content domain. Candidates are encouraged to refer to these domain percentages to identify areas to target in the content outline when preparing for exam retakes.

For security reasons, candidates will not be provided with the total number of questions answered correctly or a copy of the examination to review.

Exam Grievances, Rescores, and Appeals

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 administration to Prometric for investigation.

Grievances may be submitted immediately at the conclusion of the exam or electronically within 14 calendar days of the examination to SMT-OperationsTeam@prometric.com.

Information to include in the grievance statement should include, but is not limited to:

- Title of examination
- 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 examination performance

Prometric will investigate the specifics of the testing situation and, when warranted, candidates will be offered a free retake. Resolved grievances will not result in failed scores being overturned. Candidates who are offered a free retake will be notified by Prometric typically within 3 – 5 business days.

Grievances should not be submitted for the purpose of addressing exam content. Candidates who have questions or comments about a specific item should click the “Comment on This Question” button during their examination to leave input. Candidate comments will be reviewed by Prometric and IC&RC; however, candidates will not be contacted regarding their comments.

Candidates should be aware that IC&RC security and item banking procedures do not permit candidates access to examination questions, answer keys, or other secure materials related to the examination.

Rescores and Appeals

Candidates may request a verification of their score within 30 calendar days of taking the exam. The automatic scoring of the candidate’s exam will be reviewed manually to ensure all answers were marked correctly and the overall score is accurate. Prometric will hand-score by checking the candidate’s answers against the master key and send the results directly to the candidate. To request a rescore, candidates must complete the [Hand Score Request Form](#). There is a fee for this service.

Successfully passing an examination is only one of the requirements for earning certification and passing the exam is not a guarantee of a status of “certified.” Only the Boards can determine the final certification status of an individual. Appeals of denials of certification status shall be directed to the Board where the application was initially received.

Exam Retakes

Candidates interested in retesting must wait a minimum of 90 days after their examination, though individual boards may increase this waiting period. The mandatory waiting period cannot be waived under any circumstances. To schedule a retake and confirm the mandatory waiting period, candidates should [contact](#) their Board.

After four consecutive failed attempts¹, Boards must require candidates to take remedial actions before a subsequent testing attempt. The required remedial actions are at the discretion of the Board. Candidates who fall into this category should [contact](#) their Board.

Rescheduling and Canceling Exams

Examinations must be cancelled or rescheduled **5 days or more PRIOR** to the scheduled examination date. Cancelling or rescheduling an examination is done directly through Prometric's [website](#). Complete instructions are listed below. For technical assistance, please contact IQT toll free at +1-866-773-1114.

1. Visit www.iqtesting.com.
2. Select "Schedule/Reschedule an Exam."
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 examination, click "edit." This will cancel your current examination date and prompt you to immediately select a new date.
6. To **cancel** an examination, click "cancel." Once your examination is cancelled, you can log on to www.iqtesting.com at a later date to select a new examination date. Please note, your designated testing window to take the examination will remain the same.
7. An email confirmation will be automatically sent to you when you cancel or reschedule your examination.

¹ Some boards require remedial action after 3 failed attempts.

Candidates will be required to pay a rescheduling or cancellation fee to IQT of \$25.00 before they are able to reschedule or cancel an examination. Acceptable forms of payment are Visa, Master Card, or American Express.

Candidates may **not** reschedule or cancel an examination less than **5 days PRIOR** to their scheduled examination. Exceptions are made only for the following reasons: jury duty, death in immediate family² 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.

To claim an exception, candidates must contact Prometric directly and provide sufficient documentation of the event that has occurred. Documentation must be submitted to Prometric within 14 calendar days of the missed examination. There will be no additional fee incurred under these circumstances. Prometric can be reached toll free at +1-866-773-1114.

Missed Exams

Candidates who either fail to show up for an examination or do not have proper identification or a Candidate Admission Letter, will not be permitted to sit for their examination. They will be considered a “No-Show,” examination fees will be forfeited, and they will be required to re- register and pay all fees to their IC&RC Member Board prior to scheduling another examination.

Inclement Weather

Prometric takes a proactive approach when monitoring inclement weather. They watch the progress of storms and keep in constant contact with their testing centers. If a testing center closes, Prometric will make its best effort to inform candidates. However, it is recommended that candidates contact Prometric directly at +1-866-773-1114 to confirm their testing center is still open on the day of their examination.

² **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, spouse, siblings, and children.

If candidates are unable to make a testing appointment due to inclement weather but their testing center does not close, they must contact Prometric at +1-866-773-1114. Prometric will confirm that there has been severe weather in the area and reschedule the examination.

Maintaining Your Certification

Requirements for maintaining a candidate's credentials are established by each Board. Candidates should [contact](#) their Board and refer to the Candidate application for further information. Certified individuals wishing to appeal a revocation of their certification shall contact the Board directly.

Recertification

IC&RC has established minimum requirements for recertification for each designation. Additional requirements may be required by each Board. Candidates should [contact](#) their Board and refer to the candidate application for further information. Certified individuals wishing to recertify or appeal a revocation of certification shall contact the Board directly.