



MentorCoach[®] LLC
Training Accomplished Professionals
to Become Extraordinary Coaches

MENTORCOACH CERTIFICATION: FREQUENTLY ASKED QUESTIONS

1. **What is entailed in completing the MentorCoach Training and Certification Program?**

The MentorCoach Training Program includes four courses that are required for certification (Foundations, Safe Passage: The New Ethics & Risk Management Master Class, Intensive Individual Coaching Skills Master Class, and the Individual Coaching Supervision Master Class) and a variety of elective courses to meet the balance of 125 student course learning hours (SCLH). Once you have completed 125 SCL hours, you are eligible to apply to take the Certified MentorCoach exam. The exam process will include taking an Interim Exam (**for feedback only. If you took MCP Foundations Course #64 or higher**) and then taking the Final Written & Oral Exams. You will also need to meet the requirements of; client coaching, mentor coaching, and coaching supervision. These requirements are detailed in the “Certified MentorCoach (CMC) Certification Requirements and Application Process” document and in the Final Written Exam Application, which you can download from the MentorCoach website – Student Section – Certification.

2. **What is the total cost of the MentorCoach Training and Certification Program?**

Approximately \$6,295* for 125 course hours and certification the application and exam fees. The exact tuition can vary based on the electives the student chooses. For a complete listing of courses and a breakdown of costs download the “MentorCoach ACTP Courses and Prices,” click [here](#).

** Plus the cost of six private coaching supervision sessions and an optional \$75 per course for CE’s (relevant only for licensed mental health professionals in the US). There are no charges for continuing education from the International Coach Federation (ICF CCEUs).

3. **When can I apply to be certified as an Associate Certified Coach through the International Coach Federation (ICF)?**

As soon as you receive your CMC credential, you can apply to become an ACC.

When applying for the **ACC designation**, the following requirements must be met:

- Submission of your MentorCoach CMC Certificate
- Coaching log demonstrating 100 hours (75 paid) of coaching experience with at least 8 clients
- Completion of the Coach Knowledge Assessment (CKA) exam

- Fee of \$100 for ICF members/\$300 for non-ICF members

To view the ICF ACC designation requirements through the ACTP Approved Provider path, [click here](#).

In addition, as soon as you have documented 750 coaching hours, you have met all of the requirements to for your PCC.

When applying for the **PCC designation**, the following requirements must be met:

- Submission of your MentorCoach CMC Certificate
- Coaching log demonstrating 750 hours (675 paid) of coaching experience with at least 25 clients
- Completion of the Coach Knowledge Assessment (CKA) exam
- Fee of \$300 for ICF members/\$500 for non-ICF members

To view the ICF PCC designation requirements through the ACTP Approved Provider path, [click here](#).

4. **I took the MCP Foundations class # 17 in 2001, and I've been coaching ever since. Do I need to take the Interim Exam?**

No. The purpose of the Interim Exam is to give people new to coaching feedback on Foundations, Ethics, and Individual Coaching Skills course work. It is not intended for people who have been coaching for a while. If you took MCP #1 through #63, you **are not** required to take the Interim Exam.

5. **How should I document my client coaching hours?**

As soon as you begin seeing coaching clients, you should be documenting the hours. The requirement for the CMC credential is that you have coached for 100 hours with a minimum of 75 for compensation. Your client coaching log must reflect a list of at least 8 clients. To document your 100 client coaching hours with a minimum of 8 clients, attach a client log with the following information:

- ♦ Client name(s)
- ♦ Contact information
- ♦ Dates of coaching relationship, and
- ♦ Total hours in coaching relationship, paid and pro-bono

Use the required format below for documenting client coaching hours:

Client Name(s)	Client Email Address	Start/End date	Paid Hours	Pro-Bono Hours
1. Jane Doe	Janedoe@nomail.com	2/03 - 11/03	18	1
2. ABC Coaching Group Participants: 5	Contact: John Smith jsmith@nomail.com	1/03 - 2/03	7	1
Total Hours submitted:			25	2

In keeping with the ICF Code of Ethics, you must obtain consent from your clients to release their names to MentorCoach to contact them in the event it becomes necessary. Should MentorCoach deem it necessary to contact clients in order to confirm they were your coaching clients; MentorCoach will not discuss the specific topics of the coaching.

****NEW** ICF CLIENT COACHING REQUIREMENTS**

Beginning October 1, 2016, at 12 a.m. (New York), all CMC Final Written Exam applicants will be required to complete 100 hours of client-coaching experience following the start of your training with MentorCoach. At least 25 of these hours must occur within the 18 months prior to submitting your CMC Final Written Exam application. To read this new requirement in more detail on the ICF website, [click here](#).

6. What constitutes a client coaching hour?

Paid Hours

- Hours of coaching for which the coach receives payment from the client (payment may be in any amount, or barter of goods or services, including coaching in exchange for coaching)
- Internal coaching that meets the definition below
- Third-party coaching that meets the definition below
- Students can claim peer to peer coaching within a training program towards pro-bono hours only. (Trainers, Supervisors or Mentors cannot claim coaching hours within a training program.)

Pro-Bono Hours

- Students can claim peer to peer coaching within a training program towards pro-bono hours only. (Trainers, Supervisors or Mentors cannot claim coaching hours within a training program.)
- Volunteer/Donation Coaching

Peer to Peer Coaching

Peer to peer coaching is the exchange of coaching between two individuals:

- Peer to peer coaching (outside of training program) can be claimed as paid or barter coaching
- Peer to peer coaching (within training program) can be claimed as pro-bono hours for students only
- Peer to peer coaching (within Reciprocal Peer Coaching) can be claimed as paid hours

Individual Clients

For each individual client, you must log:

- The client's name and email address
- The start and end date of the coaching relationship
- The number of paid and pro bono hours that you coached the client
- Individual clients who do not consent to have their names listed must be left off of the log. The consent may be verbal and does not need to be provided to MentorCoach.

Group Clients

For each individual client, you must log:

- The name and email address of one individual in the group (you do not need to provide the names of other individuals in the group or the name of the group itself)
- The start and end date of the coaching relationship
- The number of paid and pro bono hours that you coached the group
- The number of individuals in the group (only groups of 15 or fewer will count)
- You cannot multiply hours times participants in the group. If you coach 15 people for 1 hour, you can only count that as one hour of coaching, not 15 hours.
- Each individual in a group counts as a client for the purpose of meeting the total number of clients required.

Internal Coaching

Internal coaching is coaching done as part of the applicant's employment. In order to count as client coaching hours, internal coaching must be verified by a supervisor as part of their duties performed. Coaching of direct reports (employees for whom the coach is an immediate supervisor) does not count as client coaching hours. In addition, teachers, trainers, mentors or supervisors who do coaching in the classroom does not count as client coaching hours. Internal clients should be logged the same as other individual or group clients unless there is an organizational confidentiality policy that prevents you from disclosing the client's information. If there is a confidentiality policy, you must provide a reference letter from a contact person at the organization who is familiar with your work.

The reference letter must be on company letterhead and include:

- The name and contact information for the contact person
- A description of the role of the contact person in the organization
- A description of your role in the organization
- Confirmation of the organization's confidentiality policy
- Confirmation of the information that you have logged for confidential clients

For internal confidential clients, you must also log:

- An alias for each confidential client (for example, "Confidential Client 1")
- The email address of the contact person at the organization
- The start and end date of the coaching relationship with each client
- The number of paid hours that you coached each client

Third-Party Coaching

Third-party coaching is coaching in which either:

- The coach receives payment from an organization specifically for coaching the client, or
- The coach volunteers to coach the client on behalf of an organization that receives payment from a client.

Payment may be in any amount, or barter of goods or services. Third-party clients should be logged the same as other individual or group clients unless there is an organizational confidentiality policy that prevents you from disclosing the client's information. If there is a confidentiality policy, you must provide a reference letter from a contact person at the organization who is familiar with your work. The reference letter must include:

- The name and contact information for the contact person
- A description of the role of the contact person in the organization
- A description of your role in the organization

- Confirmation of the organization's confidentiality policy
- Confirmation of the information that you have logged for confidential clients

For third-party confidential clients, you must also log:

- An alias for each confidential client (for example, "Confidential Client 1")
- The email address of the contact person at the organization
- The start and end date of the coaching relationship with each client
- The number of paid hours that you coached each client

7. **Once I am certified, how often will I have to apply to be recertified and what will be required in terms of continuing education?**

ICF requires you to reapply every three years and to have documented 40 Continuing Coach Education Units (CCEUs) from taking training courses offered either by MentorCoach or any other ICF approved program.

8. **Why do only 25 of the 31 CEU hours earned when taking the Foundations class count towards the certification requirements?**

The other 6 hours cover marketing and are not included by ICF in their required course curriculum for the purposes of certification.

9. **What if the Foundations Course I took had fewer than 31 hours?**

If you took Foundations when it involved fewer than 31 hours, simply indicate the total number of hours for the class on your Final Written Exam Application. As an example, a 19-hour Foundations class, write in 19 hours for the Foundations class. You will need to take 6 extra hours of electives to reach the 125 course hour requirement.

10. **How should I study for the Interim Exam?**

For the Interim Exam, study Foundations, Ethics, and the Individual Coaching Skills class notes. Be familiar with ICF philosophy and ethics from the ICF website.

Regarding Foundations, study the manual. It's well documented. Questions were taken from all non-marketing related areas. Study Prochaska's change model, client intake, and the ICF skills around client trust and relationship. We used two texts: Prochaska's Changing for Good and Whitworth's Co-active Coaching which is also used in the Individual Coaching Skills class. The Appendix has all the coaching skills that are taught in that class. They should be memorized and practiced in that class. TAKE CLASS NOTES. Get a 3-ring binder for each class. Highlight key concepts especially the ICF CORE COMPETENCIES at the beginning of each module. Study about 2-3 hours before your Interim Exam. Getting a 70% or above on the Interim Exam should be a snap if you study.

11. **What if I score below 70% on the Interim Exam?**

The Interim Exam is pass-only, regardless of the score you get. Its purpose is to give you feedback as to your strengths and areas needing improvement, so that you can develop your skills and competencies in preparation for the Final Written Exam and for your career as a coach.

12. **How Should I Prepare for the Final Written Exam?**

Your exam will be tailored to the Individual Coaching Skills Supervision class and the elective classes that you chose. There will be 40 multiple choice questions, each worth 1 point. Twenty of the questions will be based on the Individual Coaching Supervision Master Class. The other twenty questions will be based on the elective courses you have taken. There will also be three essay questions, each worth 20 points. Be prepared to write a detailed response to each of the three essay questions. The core areas covered in the Final Written Exam are the coaching skills and core coach competencies that you have been studying in the other master classes. Regarding the Individual Coaching Supervision class, pay attention in the Individual Skills class more on intuition and "dancing in the moment" with your coaching client. Anne's Durand's rating sheet is invaluable and is a good tool for the Oral exam. She will help you get 7's, 8's, and 9's on each of the coaching competencies. Be serious about this class. It may appear unstructured, but the practicum with your fellow coaches is invaluable. Do your homework. Anne will give you hints about what is important: coaching relationship, intruding into back-story, clearing, action steps and accountability, and going with the client's agenda is most important. Be adaptable and a level 3 or 4 listener (she explains all of this in her class).

Executive Coaching (Anne Durand's class): Take notes. Pay attention to different types of leaders, interventions, assessments. All exam questions come from class notes. Although there is no text, *Executive Coaching*, is a good text. (It's in the Foundations binder bibliography.)

One final comment: Take the exams seriously. They are evenly distributed between tough and easier questions. The final exam is harder and requires more insight into coaching technique. The oral exam is tough, and people may fail it first time if they don't study their supervision class and individual coaching skills class notes. Also it helps to have at least 100 coaching hours to get used to coaching as contrasted with therapy.

13. **Will I have to get a grade of 70% on both the oral and written exams in order to be certified, or will an overall average of 70% be acceptable?**

You must get a passing grade of 70% on both the Final Written and Oral exams.

14. **How many times may I retake the exams?**

You need take the Interim Exam only once as it is a feedback/pass only exam. You may retake the Final Written Exam three times. There is no limit on the number of times you may retake the Final Oral Exam.

15. **It's sometimes hard for West Coast students to attend required classes because of the time difference. Also, some people would like classes to be offered more frequently than is currently being done.**

We recognize that with Certification there will be more demand for classes, and in the near future, we plan to add class sections and additional instructors to address these concerns.

16. **Does the individual supervision given by Anne Durand as part of the Individual Coaching Supervision Master Class count toward the coaching supervision requirement?**

Yes, it does.

17. **How do the MentorCoach certification requirements mesh with the ICF certification requirements?**

The MentorCoach CMC replaces the need for the ICF ACC and qualifies you to become a PCC when you have 750 documented client coaching hours. When you have the CMC, you can apply to ICF for ACC (and PCC) certification and the ACC (and PCC) exam is waived. It's important to note that people who have the ACC still have to take the PCC exam. In addition, the ACC is temporary, and people risk losing certification if they go past the time deadline to pass the PCC oral and written exams. The MentorCoach course requirements match the course requirements for the ICF PCC. See ICF ACC/PCC application requirements above.

The ICF Portfolio PCC exam is considered by many to be extremely demanding and something you want to avoid. Both people close to ICF and the MentorCoach trainers -- who had to take the PCC Portfolio exam as part of the MentorCoach Training Program's ACTP (Accredited Coach Training Program) application process with ICF -- recommend without reservation going through the ICF certification process with an ICF Accredited Coach Training Program (ACTP) such as the MentorCoach Program rather than through the ICF PCC Portfolio exam process. The MentorCoach Training Program meets ICF standards while providing a more individualized and supportive approach to meeting those standards. We're on your side all the way and are committed to helping you get through the process with as little stress as possible. There are additional coursework, coaching hours and other requirements to become an MCC (see next question).

18. **What are the client coaching hour requirements and how do I get the MCC (Master Certified Coach) through ICF?**

You will need:

- [200 hours of coach-specific training](#)
- [10 hours of Mentor Coaching](#)
- Coaching log demonstrating [2,500 hours \(2,250 paid\) of coaching experience](#) with at least 35 clients
- [Performance evaluation](#) (two audio recordings and written transcripts of coaching sessions)
- Complete the [Coach Knowledge Assessment \(CKA\)](#) unless previously passed when applying for ACC or PCC

19. **Can I apply to be certified if the course work isn't going to be completed until after the application deadline or after the exam deadline?**

Coursework **must be** complete before the application deadline.

20. **Isn't client confidentiality breached by the requirement that clients be contacted to confirm that they received coaching from the applicant? Could I give client initials and no phone #'s (just emails)? As an alternative, could coach supervisors verify that a client was seen and seemed satisfied based on the discussions and tapes used in the supervision sessions? And what about clients who were seen prior to the development of the MentorCoach certification program. In these situations we're asking them to agree to something after the fact. It's also difficult to document client hours when the people were seen several years ago. Also, some clients move out of the area, and we lose contact.**

In order for the MentorCoach program to be a path to ICF certification, we need to pattern our requirements after the ICF requirements. Our understanding is that ICF does require client names and contact information to be included, with the exception of some third party coaching, i.e. coaching within organizations. In this case, you will need to present a letter from your supervisor indicating that the coaching hours listed were provided. If an occasional client doesn't want to agree to this requirement, it may be acceptable to ICF and to MentorCoach for you to include their hours, as long as they do not represent a substantial portion of the hours being documented. We have some suggested language for client contracts, as follows:

COACHING VERIFICATION:

"As your coach, I strive for the greatest level of competence. It is therefore my plan to continue my educational process for ongoing levels of certification. The International Coaching Federation (ICF) and other coaching certification programs may require coaches to provide a listing of client names and billable client hours for various levels of certification. Your signature below indicates you give your permission to have your name and client hours provided to such organizations to verify coaching hours for ongoing certification. Your coaching content remains confidential.

I agree to have my name given to the coach certification organization that you are affiliated with. I also agree to be contacted by the coach certification organization to verify that I was your client and to communicate whether I was satisfied or not with the coaching services you provided."

Client _____ Date _____
Coach _____ Date _____

21. **Can we take other courses while taking the Foundations Class?**

Some courses and master classes can be taken simultaneously with the Foundations Class, as follows: Ethics, Blue Sky Visioning, Individual Coaching Skills (with permission from the course leader), and some other elective Master Classes. Some cannot, such as Intensive Individual Coaching Supervision and Intensive Group Coaching, although sometimes they can overlap slightly – see the instructor. Contact info@mentorcoach.com with specific questions or requests.

22. **Who do I contact if I have questions about MentorCoach courses?**

Contact info@mentorcoach.com or call 301-986-5688.

23. **Who do I contact if I have questions about the Certified MentorCoach (CMC) certification?**

Please refer to the [MentorCoach \(CMC\) Certification Requirements and Application Process](#). This document contains very detailed information on the requirements for sitting for the Interim exam and the Final Written Exam.

For specific concerns/questions, contact Sunny Bain, Certification Coordinator at sunny@mentorcoach.com, or call 661-244-4904.

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