

# Student NCC Application Instructions

The following pointers will help you with the National Certified Counselor (NCC) certification application process. Be advised that your student application will stay active for two years.

## Logging In

- When you first go to [ProCounselor](#), click on “Forgot Your Password?” Because an application has already been initiated for you, you are not considered a new visitor.
- Make sure you request a password using the email address at which you received the invitation to apply.
- After you log in for the first time, click on “My Open Applications” (left sidebar). If you do not see that, you are accessing an incorrect record.

## Completing the NCC Application

- If you are pursuing a **postgraduate certificate or postgraduate coursework** to meet the requirements for licensure, you are **not eligible** for this student application. You must be enrolled in a degree-granting track to apply. If you submit this application in error, the fee will not be refunded and your exam scores will be invalidated.
- If you are enrolled in a CACREP-accredited program, click “Submit Application” and proceed. A transcript is not required until after you graduate.
- If you are unsure if your program is CACREP accredited, visit [cacrep.org](http://cacrep.org).
- If you are enrolled in a program that is not CACREP accredited, complete the “Education” and “Coursework” tabs completely.
  - At the “Education” tab, click “Update” in the transcript line. Do NOT click “Add Transcript.”
    - All information requested in bold must be provided.
    - From the second drop-down menu, upload an unofficial transcript. **This is the preferred method for transcript submission because we do not need an official transcript at this time.** If you are unable to upload an unofficial transcript, arrange to have a transcript sent to NBCC, ATTN: Certification Department, 3 Terrace Way, Greensboro, NC, 27403 or emailed to [certification@nbcc.org](mailto:certification@nbcc.org).
  - At the “Coursework” tab, populate each area with courses you **have taken, are taking, and will take before graduation.**
    - If any courses are not in the drop-down menu, please provide the course prefix, number, and title. A course description or syllabus may be requested during our review process. Please be aware that submitting courses that are not preapproved may prevent you from being eligible for national certification.

## Submitting the NCC Application

If you have properly followed these steps, the “Submit Application” button should be available. If it is not, please email [certification@nbcc.org](mailto:certification@nbcc.org) for assistance. When you submit your application, make sure you are aware of the following:

- First page: Contact and demographic information. Bolded items are required.
  - If your name does not match the name on the legal identification you will use when you report to the exam, **contact us immediately.**
  - Click “Next,” which may involve scrolling down and to the right.
- Second page: Exam choice and location.
  - Choose either the NCE or the NCMHCE.
    - If you are planning to use this certification exam when applying for state licensure, check with your state licensure board before choosing your exam.
    - If you choose the NCE and your school is hosting the exam on campus, you should see your campus in the exam location box.
    - If your school is not hosting the exam or if you are taking the NCMHCE, only the Pearson VUE site will be available.
- To proceed, either click “Next” or “Request SEA” (special exam accommodations).
  - SEAs include disability testing accommodations and ESL language accommodations. Documentation is required for all SEA requests.
  - After you have submitted the application, you will be contacted by the accommodations coordinator regarding required documentation.
- Third page: Ethics disclosure and signature.
  - If you have an ethics disclosure to report, the Ethics Department will contact you regarding necessary documentation.
- Fourth page: Payment page.
  - Payment can be made by debit/credit card. Checks and money orders are NOT accepted.
  - Applications will not be reviewed until the fee has been paid and the submission process completed. Applications and payments received after the deadline will be reviewed for the next application cycle.
  - **All fees are nonrefundable and nontransferable.**

## After Submission

- Applications are reviewed and if approved, you can then be registered for the exam.
- If the application reviewer has questions about your application, you will be contacted directly. Please keep your contact information up to date and add [nbcc@nbcc.org](mailto:nbcc@nbcc.org) to your address book. Check spam/junk/clutter folders periodically to ensure that you receive important and time-sensitive communications.
- You can check the status of your application by logging in to your ProCounselor account and clicking on “My Open Applications.”
- If you are taking the exam at a Pearson VUE center, approximately two weeks before the first exam date, Pearson VUE will send you an email with a candidate ID number and instructions on how to schedule your individual exam appointment. You will choose your specific site, date, and time then. You CANNOT schedule the exam with Pearson VUE prior to receiving that email. The exam will be available during a month-long window. If you have properly registered, you will receive a confirmation email when the process has been completed.
- If you are taking the exam on campus, approximately two weeks before the exam date, Pearson VUE will send you an email with a candidate ID number and instructions on how to create a Pearson VUE account for the NCE. You MUST do this before reporting to the exam. Remember to use the private access code required for you to be able to take the exam on campus. It is **NCE-CERT**. Prior to the exam, your campus coordinator or exam administrator will alert you to specifics regarding location and report time for the exam.
- **If any demographic information changes prior to the examination, you MUST let NBCC know no later than September 17, 2019. This includes: name, email address, mailing address, and telephone number.**
- If you need to postpone your exam to the next administration, send a request to [certification@nbcc.org](mailto:certification@nbcc.org). To avoid paying a reregistration fee, the request needs to be made more than 30 days prior to the start of the test window. If you postpone your exam after that date, you will be required to pay a reregistration fee.
- After you take the exam, you will be informed as to the next steps in the certification process. **NBCC must receive and verify a copy of your final, official transcript (showing degree conferral) before your scores can be sent to any third party.**
- **For your NCE or NCMHCE scores to remain active, you must complete the certification process within the specified time frame. If you do not, your application will close and your scores will become inactive.**

## After Certification

- Once you have been notified that you have completed the certification requirements, you will be able to use the NCC designation, including certification marks and digital badges.
- To maintain your certification, you will pay an annual fee and make a yearly ethics attestation.
- NCCs must submit a written ethics disclosure within 60 days of becoming aware of a charge or complaint.
- You recertify every five years. During that time, you need to document 100 clock hours of continuing education. There are various options for maintaining your certification, depending on your work status.
- In order to retain access to the exam scores you earned as part of the NCC certification application, your account needs to be in good standing, with no past due balances. The annual certification maintenance fee is automatically charged to your account during the five-year cycle. If you decide you no longer want to maintain your NCC certification, you will need to submit a Request to Relinquish Certification form.
- You may also be eligible for a [specialty certification](#) to further demonstrate your professional development in the areas of school counseling, clinical mental health counseling, and/or addictions counseling
- It is imperative that you keep your email contact information up to date, as that is NBCC's primary method of communication with certificants.