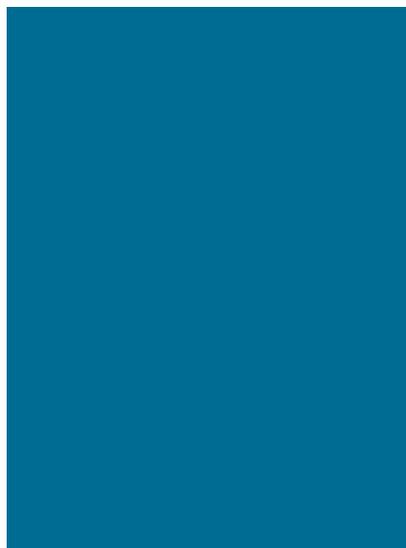
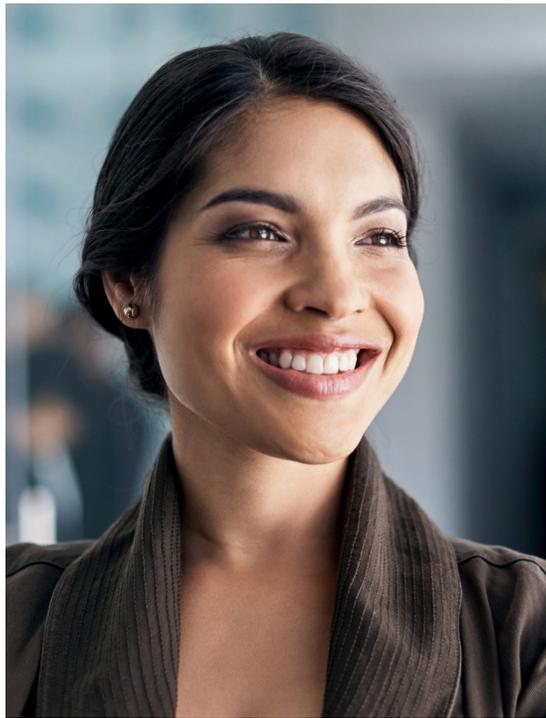




COMMISSION ON REHABILITATION  
COUNSELOR CERTIFICATION

# Certified Rehabilitation Counselor (CRC) Certification Guide



**ACCREDITED**  
CERTIFICATION PROGRAM



**NCCA BY ICE**

*The CRC Certification Program  
is accredited by NCCA.*

# Table of Contents

---

<b>Section 1: Introduction &amp; Inquiries</b>	<b>4</b>
What is a Certified Rehabilitation Counselor?	
<b>Section 2: Certification Program</b>	<b>6</b>
<b>Section 3: CRC Career Pathways</b>	<b>7</b>
<b>Section 4: Certification Calendar</b>	<b>8</b>
<b>Section 5: Eligibility Criteria (Requirements)</b>	<b>8</b>
Disclosure Requirement	
International Degrees	
Eligibility Categories	
<b>Section 6: Required Body of Knowledge Areas Definition</b>	<b>15</b>
Professional Orientation & Ethical Practice in Rehabilitation Counseling (C & R)	
Theories & Techniques of Counseling and Evidence Based-Practice (C & R)	
Medical & Psychosocial Aspects of Chronic Illness and Disabilities (R)	
Assessment/Evaluation, Occupational Analysis and Service Implementation (C & R)	
Career Development & Job Placement (C & R)	
Case Management (C) and Community Partnerships (R)	
Research, Methodology, & Performance Management (C & R)	
<b>Section 7: Acceptable Employment Experience</b>	<b>16</b>
Area I. Counseling	
Area II. Planning and delivery of rehabilitation counseling services for individuals with disabilities as shown below.	
<b>Section 8: Internship Experience for Categories 2 and 3</b>	<b>18</b>
<b>Section 9: Application Process</b>	<b>18</b>
<b>Section 10: Eligibility Determination</b>	<b>18</b>
Application After Discontinuation of Application Processing or Revoked Certification	
<b>Section 11: Appeals Process</b>	<b>19</b>
<b>Section 12: Certification Examination</b>	<b>21</b>
Examination Structure	
Exam Construction and Scoring	
Examination Content	
Schedule the Exam Early	
Failure to Schedule the Exam Appointment	
Examination Schedule and Key Tips	

Examination Site Options  
CRCC Exam Deferral Policy  
Re-Examination (Retake)

<b>Section 13: Test Accommodations</b>	<b>29</b>
Non-Discrimination Policy for Individuals with Disabilities	
Confidentiality	
View of an Authorized Testing Center Tour	
Examination Breaks for Individuals Who are Granted Extra Time	
<b>Section 14: Examination Scores, Results, Certificates, and Inquiries</b>	<b>32</b>
Examination Scores	
Examination Score Report and Results	
Certificates	
Examination Inquiries	
<b>Section 15: Use of the CRC Designation</b>	<b>34</b>
CRC	
<b>Section 16: Certification Renewal</b>	<b>35</b>
Continuing Education	
Profile Update	
<b>Section 17: Fees</b>	<b>36</b>
Certification Fee	
Re-Examination (Retake) Fee	
Exam Deferral	
Category 3 Eligibility Pre-Review fee	
Certification Renewal Fee	
CRC/Retired Designation Fee	
Handling Fee for Returned Checks	
Certification Verification Fee	
Replacement Certificate	

# Section 1: Introduction & Inquiries

---

Thank you for your interest in the Certified Rehabilitation Counselor certification process.

The acronym CRC® is used throughout this guide to refer to the designation Certified Rehabilitation Counselor. CRCC® is used to refer to the Commission on Rehabilitation Counselor Certification.

Candidates who wish to pursue certification should refer to this guide as it contains information to help guide individuals through the application and examination processes.

As information in this guide is updated periodically, please access the guide directly from the CRCC website to view the most recent version. Be sure to read carefully before completing an application.

CRCC uses email and first-class mail to maintain contact with all candidates. It is the candidate's responsibility to update their contact information, making any changes necessary.

Please contact CRCC with any questions:

**Phone:** 847-944-1325

**Email:** [contactus@crccertification.com](mailto:contactus@crccertification.com)

---

*Reproduction of this guide, in whole or in part, is expressly prohibited without written consent from CRCC.*

*Recommended citation: Commission on Rehabilitation Counselor Certification. (2019). CRC Certification Guide. Schaumburg, IL: Author.*

*CRCC® is a registered service mark of the Commission on Rehabilitation Counselor Certification. All rights reserved.*

*CRC® is a registered certification mark of the Commission on Rehabilitation Counselor Certification. All rights reserved.*

*The CRC certification mark must be used consistent with the scope for which the certification was granted and in accordance with all applicable use policies of CRCC. Unauthorized, fraudulent or misleading use of the CRCC or CRC marks may result in legal or other actions, which may include but are not limited to, revocation of CRC certification.*

PUBLICATION DATE:	April 1981
REVISED:	June 19, 2019
UPDATED:	April 11, 2024

## What is a Certified Rehabilitation Counselor (CRC)?

---

CRCs are nationally certified counselors educated and trained at the graduate level.

They have specialized knowledge, skills, and abilities to collaborate with persons with all types of disabilities to overcome barriers to employment or other life domains.

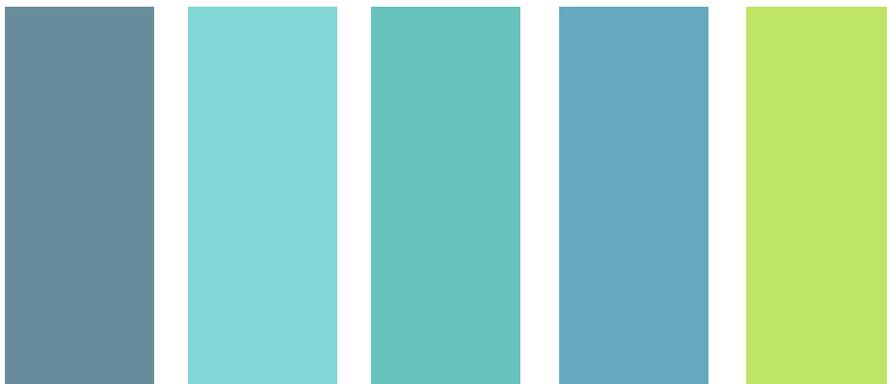
Through a comprehensive and holistic approach, CRCs work with the whole person, to help them understand the functional implications of their disability and the environmental constraints that may occur.

CRCs empower individuals with disabilities to articulate their needs, achieve their personal, social, psychological, vocational, and independent living goals.

CRCs provide a bridge between the individual and self-sufficiency, assisting their clients in living fully integrated lives.

CRCs are unique in comparison to other counseling professionals given their interaction with individuals with disabilities.

No other counseling profession is primarily dedicated to working with individuals with all types of disabilities.



## Section 2: Certification Program

---

The purpose of certification is to assist in the assurance that professionals engaged in rehabilitation counseling meet acceptable standards of quality in practice. The existence of acceptable standards is in the best interest of consumers of rehabilitation counseling services and the public. Through participation in both the certification and certification renewal programs, rehabilitation counselors are also able to bring about a higher level of performance and qualification throughout the profession.

Persons who earn the designation of Certified Rehabilitation Counselor (CRC) are the only professional counselors educated and trained at the graduate level to practice and specifically serve individuals with disabilities. The initial certification is valid for five years. It is achieved by satisfying specific educational/employment requirements and then passing the CRC examination. The examination is based on a body of knowledge that encompasses laws, public regulations, and the delivery of rehabilitation services as practiced in the United States. CRCC conducts a job task analysis (previously known as the role and function study) of the rehabilitation counseling field approximately every five (5) years; the results of this study are used to update the examination and ensure other elements of the CRC certification process accurately reflect the practice of rehabilitation counseling.

CRCC requires individuals who are applying for or renewing the certification by exam, must respond to questions related to any adverse actions taken by a licensing or certifying entity, reprimand, or discharge by an employer for dishonesty, and convictions for violating any laws, statutes, or ordinances. This information is used to ascertain whether such prior history provides sufficient reason to preclude the individual from certification. It is not CRCC's intent to imply that any individual is suitable for employment or to impose staffing requirements on any agency. The intent is to establish a nationwide measure of professional standards that may be used by any interested parties regarding rehabilitation counseling. Employers and consumers should not rely solely on CRC certification as a basis for employing or selecting a rehabilitation counselor.

Rehabilitation counseling is a dynamic profession that is constantly evolving. Therefore, CRCC has a certification renewal program under which designation holders are required to demonstrate their continuing professional development. Certification renewal, required at five-year intervals, is considered an essential part of an effective credentialing process, and is intended to help practitioners keep abreast of current trends and new technologies, and to enhance critical skills.

Acknowledging the evolving state of rehabilitation counseling, CRCC encourages CRCs to continuously build on the demonstrated specified levels of knowledge, skills, and ability addressed by the education/employment requirements and the initial certification examination. CRCs are also required to provide evidence of continuing competence through the completion of courses and other activities that will help them more effectively serve their clients.

## Section 3: CRC Career Pathways

---

A CRC is the only professional counselor educated at the graduate level and who has demonstrated a breadth and depth of knowledge and skill necessary to serve individuals with disabilities across a wide range of disabling conditions.

The career opportunities for rehabilitation counselors are far-reaching and may cover a multitude of pathways and work settings.

CRCs work in education, the health sector, community rehabilitation programs, government agencies, and the private sector. Wherever an individual with disabilities might seek services, certified rehabilitation counselors can be found.

These work settings and areas of specialty provide numerous opportunities for each CRC to make a difference in the field they feel fits their professional interests.

CRC encourages you to start your career pathway today! Pursue the CRC certification and consider the opportunities available to you in the rehabilitation counseling field.

[You can view the complete Certified Rehabilitation Counselor Career Pathways guide here.](#)



## Section 4: Certification Calendar

The CRC examination is administered three times a year. The following calendar provides important dates for the certification program.

Registration Opens	Application Deadline	Examination Dates
December 16, 2023	April 30, 2024	July 15-23, 2024
May 1, 2024	August 15, 2024	October 14-22, 2024
August 16, 2024	December 15, 2024	March 11-19, 2025

Examinees will receive a grade of “pass or fail” at the completion of their exam. Within 48 hours after the completion of the CRC exam, examinees will receive a follow-up email with a link to the Pearson VUE website to access their exam results. **Candidates who pass will receive a preliminary notification from Pearson VUE; however, candidates must wait to receive the final confirmation from CRCC stating that all the requirements are met before using the CRC designation.** Examinees who fail the exam will receive a final score report from Pearson Vue.

## Section 5: Eligibility Criteria (Requirements)

CRCC does not condone or engage in discrimination based on age, arrest record (including expunged criminal history), citizenship, color, disability (mental or physical), ethnicity/ancestry, genetic information, language (if unrelated to their duties), marital status, military status (including unfavorable discharge), national origin, pregnancy, race, religion, sex/gender, sexual orientation, gender identity, or any other additional class protected by applicable law, including applicable County or City ordinances.

CRCC respects the privacy of its candidates. View the CRCC Privacy Policy [here](#).

CRCC reserves the right to conduct an audit review of any CRC application or Category 3 Pre-Review at any time. This may result on the denial of eligibility if deemed appropriate.

### Disclosure Requirement

CRC eligibility is determined by CRCC after its review of an application for the CRC credential. As described in Section 2, CRCC requires individuals to respond to various questions relating to character and violations of the law. A prior conviction for violating any law, statute, or ordinance will not automatically preclude an individual from being determined eligible to seek certification. However, CRCC will deem an individual to be ineligible to seek certification if they have not completed parole, probation, or any other terms or conditions imposed by any court in conjunction with a conviction, a suspended imposition of a sentence, or other sentencing alternative. Convictions include guilty pleas and pleas of “no contest.”

If a candidate discloses violations of laws, statutes, or ordinances, CRCC requires court documentation or a criminal background check identifying the charges raised and sentencing status/disposition of those charges. Severity of the crime and length of time since the incident are all taken into consideration. The documentation must address whether the individual has met all conditions imposed by the court and paid all fees, if applicable. If court documentation is not available, the candidate is required to submit to a criminal background check through CRCC’s authorized provider, *Justifacts*, with all fees paid by the candidate. CRCC staff will contact the candidate if a background check is needed.

**Individuals currently on parole or probation or who have not completed other terms of conditions imposed by the court in conjunction with a conviction will be automatically deemed ineligible for certification.**

Candidates must submit a personal statement and/or documentation of affirmative corrective measures taken to address the concern(s) that initially led to termination of application processing or revocation of certification.

To be eligible to sit for the CRC examination, a candidate must be deemed fit to pursue CRC certification by CRCC and must meet **every** requirement in **one** of the three categories described below.

All education and employment requirements must be fully satisfied by the application deadline. Candidates should refer to each eligibility category for details. Those applications that do not meet the eligibility criteria for one of the following categories upon submission of an application will be automatically denied. At the time the candidate exhausts the appeal option (refer to [Section 10: Eligibility Determination](#)) or signifies that they do not wish to appeal, a refund of \$75 will be issued. Individuals who exhaust or do not exercise the appeal option and who choose to continue to seek certification will be required to submit a new application. Candidates must meet all the eligibility criteria in effect at the time of the new application and pay the required certification fee.

Applications that are inactive for six (6) months of opening an application without a payment will be closed, and candidates will be required to complete a new application. Instructions on how to apply are provided on the CRCC website.

### **International Degrees**

If a degree is from another country, CRCC will allow a candidate to submit their transcripts along with an evaluation report from either of the following sources:

[American Association of Collegiate Registrars and Admission Officers \(AACRAO\)](#)/Office of International Education Services, (202) 296-3359.

[World Education Services \(WES\)](#)/International Academic Credential Evaluation, (212) 966-6311.

CRCC will not accept evaluations completed by other sources. The evaluation report must be sent from the source directly to CRCC postmarked by the application deadline date and must include recognition status of foreign institution, level of education completed by the student, U.S. degree comparability, field of study, courses, credits or units, individual grades or overall grade average, and course content. The candidate is responsible for all fees associated with the evaluations and it is the candidate's responsibility to ensure the evaluations reach CRCC by the deadline date. CRCC will evaluate the courses, units, and/or degrees on a course-by-course basis.

## Eligibility Categories

### Category 1 – Student in or Graduate of a CACREP-Accredited Program

Student in or graduate of a master's level rehabilitation counseling (RC) or clinical rehabilitation counseling (CLRC) program accredited by CACREP at the time the degree is or was conferred. If graduation occurred prior to July 1, 2017, the program must have been accredited by CORE.

**Note:** Doctoral degrees should apply through Category 3.

#### Additional Requirements:

**Students** must submit evidence of enrollment in a master's degree program in rehabilitation counseling or clinical rehabilitation counseling program. The [Student Enrolled in a CACREP-Accredited Master's Program Verification Form](#) must be completed and submitted with the application. To confirm if your program is a CACREP-Accredited program, [visit the website here.](#)

- CRCC does not accept a concentration in rehabilitation counseling or clinical rehabilitation in lieu of a master's degree.
- Students must submit an official transcript demonstrating they have completed 75% of the coursework toward the master's degree by the following dates in order to be deemed eligible to take the CRC Exam:
  - February 1 for the March exam
  - June 1 for the July exam
  - September 1 for the October exam
- **Students and graduates** must submit evidence of an internship of 600 clock hours supervised by an on-site CRC or by a faculty member who is a CRC. The internship must have been in rehabilitation counseling and the candidate must have a minimum of 240 clock hours providing direct rehabilitation counseling services to individuals with disabilities.

**Note:** This “evidence of an internship” consists of an official college transcript for candidates who graduated from the program. For candidates who are students completing the program, CRCC accepts the [Student Verification Form](#) until the student completes the graduation process and provides a final official college transcript that reflects the internship.

#### Transcripts Category 1

**Candidate's transcripts must** reflect the granting of their Master's degree in Rehabilitation Counseling or Clinical Rehabilitation Counseling **before CRCC is able to release their examination results packet and officially award the CRC certification to candidates who obtained a passing score on the examination. This transcript must also reflect the successful completion of a 600-hour internship in rehabilitation counseling.**

**Electronic versions** may be emailed to [transcripts@crccertification.com](mailto:transcripts@crccertification.com).

**If an electronic version not available**, the transcript may be mailed to:

CRCC, 1501 Woodfield Road, Suite 105E  
Schaumburg, IL 60173

## Category 2 – Student in or Graduate of a Non-CACREP (or CORE) Accredited Program

Student in or graduate of a master's level rehabilitation counseling (RC) or clinical rehabilitation counseling (CLRC) program that is not or was not accredited by CACREP or CORE at the time the degree is or was conferred.

### Additional Requirements for the Degree Program:

- The degree must have been granted by a college or university accredited by a national or regional accrediting body at the time the degree is/was conferred.
- The degree program must be a minimum of 48 semester credit hours or 72 quarter hours.
- The degree program must require the following graduate-level CRC Exam knowledge domain content defined by [2021 CRCC Job Task Analysis](#):
  - Professional Orientation & Ethical Practice in Rehabilitation Counseling
  - Counseling Theories, Techniques of Counseling & Evidence Based Practices
  - Group & Family Counseling
  - Crisis & Trauma & Interventions
  - Medical & Psychosocial Aspects of Chronic Illness and Disabilities
  - Assessment/Evaluation, Occupational Analysis and Service Implementation
  - Career Development & Job Placement
  - Business Engagement
  - Community Resources & Partnerships
  - Case Management
  - Healthcare & Disability Management
  - Research, Methodology, & Performance Management
- The degree program must require the following experiential components:
  - Practicum of a minimum of 100 clock hours over a full academic term supervised by a faculty member who is a CRC. The student must have a minimum of 40 clock hours providing direct rehabilitation counseling services to individuals with disabilities.
  - Internship of 600 clock hours supervised by an on-site CRC or by a faculty member who is a CRC. The internship must have been in rehabilitation counseling and the intern must have a minimum of 240 clock hours providing direct rehabilitation counseling services to individuals with disabilities. Graduate credit must be awarded and must appear on an official transcript. The [Internship Verification Form](#) must be submitted with the application.

Internships, practicum courses, and CRCC eUniversity courses may not be used as evidence of completing or teaching the foundational disability courses. All coursework must receive college credit hours and include a grade. "Audit" or "pass-fail" courses are not accepted for CRC eligibility.

### Additional Requirements for Students:

- **Students** must submit evidence of enrollment in a master's degree program in rehabilitation counseling or clinical rehabilitation counseling program. The [Student Enrolled in a Non-CACREP Accredited Master's Program Verification Form](#) must be completed and submitted with the application.
- CRCC does not accept a concentration in rehabilitation counseling or clinical rehabilitation in lieu of a master's degree.

- Students must submit an unofficial transcript documenting they have completed 75% of the course work toward the master’s degree by the following dates in order to be deemed eligible to take the CRC Exam:

March Exam	February 1st
July Exam	June 1st
October Exam	September 1st

### Transcripts Category 2

**Candidate’s transcripts must** reflect the granting of their Master’s degree in Rehabilitation Counseling or Clinical Rehabilitation Counseling **before CRCC is able to release their examination results packet and officially award the CRC certification to candidates who obtained a passing score on the examination. This transcript must also reflect the successful completion of a 600-hour internship in rehabilitation counseling.**

**Electronic versions** may be emailed to [transcripts@crccertification.com](mailto:transcripts@crccertification.com).

**If an electronic version not available**, the transcript may be mailed to:

CRCC, 1501 Woodfield Road, Suite 105E  
Schaumburg, IL 60173

### Category 3 – Graduate of a Master’s or Doctoral Program in Related Field of Study

Candidates interested in applying under Category 3 must have received a master’s or doctoral degree in one of the fields of study below and must complete a pre-review application form.

Category 3 approved degrees are:

Addictions/Substance Abuse Counseling	Counseling Psychology
School/Guidance Counseling	Marriage and Family Counseling/Therapy
Mental Health Counseling	Social Work
Counselor Education & Supervision-Doctoral Degree*	

\*Counselor Education & Supervision with course content that emphasizes rehabilitation, disability counseling.

CRCC only accepts transcripts stating the degree in one of the professions stated above. **CRCC does not accept a concentration in one of the above areas in lieu of a degree.**

### Pre-Review Requirements

All candidates must complete the Pre-Review process prior to submitting an application and meet all requirements to be approved for Category 3 eligibility.

The pre-review includes an evaluation of the candidate’s official college transcript as well as work experience; identification of any gaps noted based on the CRC knowledge domain areas; recommendations on how to bridge coursework and experience needed to meet the eligibility requirements; and information about the next steps to submit the CRC application.

**The pre-review process is not considered an official application.** There is a nonrefundable fee for this pre-review requirement. To download the pre-review form, [click here](#). Candidates need to submit pre-review documentation to [contactus@crccertification.com](mailto:contactus@crccertification.com).

### **Additional Requirements for a Category 3 Degree Program are:**

- The degree must have been granted by a college or university accredited by a national or regional accrediting body accredited by CHEA at the time the degree is/was conferred. An official, digital transcript showing the graduate degree program and date the degree was conferred can be submitted to [transcripts@crccertification.com](mailto:transcripts@crccertification.com).
- **Graduates** must submit evidence of having **taken or taught** (instructor of record) each of the following graduate-level courses where the course objectives reflect content defined by CRCC ([see Section 5: Eligibility Criteria](#)). No more than two (2) courses may be used to satisfy one (1) CRCC knowledge area.

Required CRCC academic knowledge areas include:

- Professional Orientation & Ethical Practice in Rehabilitation Counseling
- Counseling Theories, Techniques of Counseling & Evidence Based Practices
- Group & Family Counseling
- Crisis & Trauma & Interventions
- Medical & Psychosocial Aspects of Chronic Illness and Disabilities
- Assessment/Evaluation, Occupational Analysis and Service Implementation
- Career Development & Job Placement
- Business Engagement
- Community Resources & Partnerships
- Case Management
- Healthcare & Disability Management
- Research, Methodology, & Performance Management

An [official transcript](#) must be submitted/uploaded to CRCC that provides evidence of successfully completing courses covering the required body of knowledge.

If a candidate taught or is teaching the course(s), a course syllabus must be submitted/uploaded with the candidate's name of instructor of record.

**Internships, practicum courses, and CRCC eUniversity courses may not be used as evidence of completing or teaching the foundational disability courses. All courses must receive college credit hours. "Audit" or "pass-fail" courses are not accepted for CRC eligibility.**

### **Experiential Eligibility Requirements for Category 3:**

- Candidates must submit evidence of one of the following experiential requirements:
  - A graduate-level internship of 600 clock hours supervised by an on-site CRC or by a faculty member who is a CRC. The internship must have been in rehabilitation counseling and the intern must have a minimum of 240 clock hours providing direct rehabilitation counseling services to individuals with disabilities. Graduate credit must be awarded and must appear on an official transcript. The [Internship Supervision Verification Form](#) must be submitted with the application.
  - Twelve (12) months of acceptable work experience under the supervision of a CRC. ([See Section 6](#)). The [Employment and/or Supervision Verification Form](#) must be submitted with the application.
  - Twenty-four (24) months of acceptable work experience. ([See Section 6](#)). The [Employment and/or Supervision Verification Form](#) must be submitted with the application.

- Twenty-four (24) months of full-time employment teaching in a rehabilitation counseling (RC) or clinical rehabilitation counseling (CLRC) program subsequent to earning the master's or doctoral degree. Full-time employment is defined as 6 semesters, 8 quarters, or 2 contractual periods of 12 months and must include the supervision of students and/or direct clinical work with a population of individuals with disabilities. The [Self-Employment Verification Form](#) must be submitted with the application.

### **Transcripts Category 3**

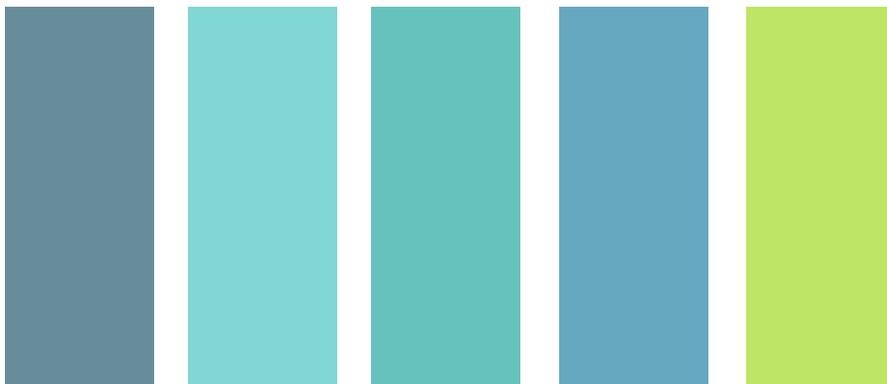
**Candidate's transcripts must** reflect the granting of their Master's degree in a Rehabilitation Counseling related profession.

In addition, they must submit their official transcripts for the rehabilitation counseling coursework as stated in the pre-review decision letter.

**Electronic versions** may be emailed to [transcripts@crc certification.com](mailto:transcripts@crc certification.com).

**If an electronic version not available**, the transcript may be mailed to:

CRCC, 1501 Woodfield Road, Suite 105E  
Schaumburg, IL 60173



# Section 6: Required Body of Knowledge

## Areas Definitions

---

A candidate who is applying in Category 2 or 3 must document specific [CRC Exam Knowledge Domain](#) content at the graduate or post-graduate level to satisfy the educational requirements. CRCC defines the required body of knowledge areas as follows:

**Professional Orientation & Ethical Practice in Rehabilitation Counseling (C & R)** focuses on the history and philosophy of rehabilitation counseling, noting federal legislation concerning vocational rehabilitation and independent living mandates. Content must also focus on ethical issues in rehabilitation counseling. Further, rehabilitation counseling services provided in various settings and career options for rehabilitation counselors must also be explored.

**Theories & Techniques of Counseling and Evidence Based-Practice (C & R)** focuses on the study and application of a broad range of counseling theories and techniques. Acceptable theories include but are not limited to: a) cognitive [reality, cognitive-behavioral, cognitive-processing, rational-emotive, Gestalt]; b) behavioral; c) psychoanalytic; d) client-centered; e) narrative; f) feminist; g) solution-focused; and h) systems theories.

**Medical & Psychosocial Aspects of Chronic Illness and Disabilities (R)** focuses on the medical aspects of a variety of disabilities, medical terminology, and functional implications of a variety of disabling conditions, as well as the psychological and social implications of a variety of disabilities on individuals with disabilities, family members, other individuals, and society. The nature of disability and related functional implication explored in the course must include a broad range of disabilities such as: a) cognitive; b) hearing; c) orthopedic or physical; and d) visual.

**Assessment/Evaluation, Occupational Analysis and Service Implementation (C & R)** focuses on individual appraisal and standardized testing. Content must encompass the use of standardized tests in areas such as achievement, aptitude, interests, personality, situational testing, behavior observation. Further, content must include instruction in the interpretation and application of assessment data.

**Career Development & Job Placement (C & R)** focuses on career education, career development, career exploration, and job placement. Further, content must include career development theories (e.g., Holland, Super, Roe, Minnesota Theory of Work Adjustment, etc.); the use of occupational information and labor market trends in career counseling; and job development and placement strategies, including placement of personnel, special populations, and employer considerations.

**Case Management (C) and Community Partnerships (R)** focuses on the applied principles of case and caseload management; delivery systems that encompass public, private for-profit, and private not-for-profit settings; and community partnerships, including educational and vocational programs and assistive technology solutions, offered in diverse settings to a variety of populations with disabilities.

**Research, Methodology, & Performance Management (C & R)** focuses on systematic investigation, procedures and/or approaches in research, including collecting and analyzing data using a variety of research designs. Content must also focus on the use of research in evidence-based practices and performance management, including program evaluation, quality assurance, and continuous improvement, to demonstrate effectiveness of rehabilitation counseling programs and services. Further, content must also provide an orientation to test and measurement principles such as norms, reliability, and validity.

## Section 7: Acceptable Employment Experience

CRCC will accept full-time paid employment (or its equivalent in part-time work) as a valid fulfillment of the experience criteria. All part-time employment will be pro-rated based on a 35-hour work week.

For any employment to qualify as acceptable, the required [Employment Verification Form](#) must provide evidence that 100% of a candidate's time (at **each** position) has been spent working as a counselor in a setting that provides rehabilitation counseling services to individuals with disabilities as defined by CRCC. All claims of employment must be verified by the candidate's current and former employers/supervisors. Employers and/or supervisors must have been directly involved with overseeing the professional work experience of the candidate. Furthermore, at least 50% of the activities must involve providing the **DIRECT** rehabilitation counseling services listed in this section.

The term "individuals with disabilities" is interpreted by CRCC to include persons who have limitations in life functioning (e.g., school, work, independent living, mobility) as a result of conditions such as sensory impairments, mental illnesses, developmental disabilities, learning disabilities, neurological disorders, chemical dependencies, and/or physical disabilities. Each claim of employment must reflect professional experience as defined in Areas I and II which follow. A candidate's employment verifications must include evidence of job activities in both areas. The minimum percentage of time allotted to each area must be at least 10%, while the combined time spent on both must be no less than 50%.

### AREA I. Counseling

The application of cognitive, affective, behavioral, and systemic counseling strategies that include developmental, wellness, and multicultural principles of human behavior. Such interventions are specifically implemented in the context of a professional counseling relationship and may include, but are not limited to: vocational, individual, group, marriage, and family counseling and psychotherapy; the diagnostic assessment and treatment of persons with mental, emotional, and behavioral impairments or disabilities; guidance and consulting to facilitate educational and career development; the utilization of functional assessments and career counseling for persons requesting assistance in adjusting to a disability assessment; referrals; consulting; and research.

### AREA II. Planning and delivery of rehabilitation counseling services for individuals with disabilities as shown below.

**Note:** A candidate's employment must reflect sufficient activity in at least three (3) of the seven (7) areas, ONE of which must be either a) case management, b) client assessment, c) service planning for individuals with disabilities, or d) rehabilitation services coordination.

**a) Case Management:** This is the process of analyzing, planning, supervising, and administering the sequential flow of rehabilitation services to the clients for whom the counselor has responsibility as well as coordinating the services of other professionals and resources as required.

**b) Client Assessment:** Assessment is the process of collecting in-depth information about a client's situation and functioning to include information pertaining to vocational, medical, psychological, social, functional, and environmental factors in order to identify the client's needs and develop a comprehensive rehabilitation plan that will address those needs. The continual assessment and synthesizing of this information are the basis of a plan for rehabilitation services.

**c) Service Planning for Individuals with Disabilities:** Service planning is the process of determining specific objectives, goals, and actions designed to meet the client's needs as identified through assessment results. The plan that is developed should be measurable, action-oriented, and time-specific.

**d) Rehabilitation Services Coordination:** The counselor uses client assessment information to coordinate required rehabilitation services. The assessment results are used to determine the need for specific services and to make referrals to appropriate providers. Other activities involve assessing the client's progress toward rehabilitation goals, determining the financial resources/obligations related to the required services, and providing feedback to all appropriate parties.

**e) Job Analysis:** Job analysis provides systematic and detailed information about a job: what the worker does in relation to data, people, and things; the environmental and physical demands of the job; the methodology and techniques employed; the machines, tools, equipment, and work aids used; the materials, products, subject matter or services that result; and the traits required of the worker.

**f) Job Development/Placement:** Job development refers to the process of consultation with employers and the development of job opportunities in a comprehensive, professional manner. The intent is to establish continuing and mutually beneficial relationships with potential employers through selective placement, job modification, and adjustment counseling. Job development activities should provide clients with an opportunity to reach their employment potential. Job placement refers to the professional activities involved in assisting persons with disabilities to seek, obtain, and maintain appropriate employment. It may include guidance in vocational decision-making; training in job-seeking skills; supportive counseling; identifying job leads; conducting labor market surveys; negotiating with employers, supervisors and co-workers; and providing post-employment and follow-up services.

**g) Advocacy:** The process of working to reduce attitudinal and environmental barriers in society and facilitating the full inclusion of individuals with disabilities in their communities. The process may include advocacy on the individual or systems levels, benefits counseling, or supporting self-advocacy efforts of individuals with disabilities.

**For employment to be considered for a CRC eligibility review, each position must be verified on the [Employment Verification Form](#). This form must be completed and signed by the appropriate supervisor/employer.**

**It is the candidate's responsibility to ensure that all required documentation is submitted to CRCC as part of the completed application.**

**Applications missing any required documentation will not be considered for eligibility. (Refer to [Section 10: Eligibility Determination](#)).**

## Section 8: Internship Experience for Categories 2 & 3

---

Candidates applying under Categories 2 or 3 must provide documentation of successfully completing an internship. The internship needs to include a minimum of 10% of the time performing counseling activities.

Candidates must have *minimally provided services* in three (3) of the following seven (7) activities:

- Advocacy
- Case Management
- Client Assessment
- Job Analysis
- Job Development/Placement
- Rehabilitation Services Coordination
- Service Planning for Individuals with Disabilities

**The combination of the time spent in these seven activities must be no less than 40%.**

In addition, services must include one (1) of the following four (4) activities:

- Case Management
- Client Assessment
- Service Planning for Individuals with Disabilities
- Rehabilitation Services Coordination

## Section 9: Application Process

---

The “Get Certified” section on the CRC website includes the CRC Application with step-by-step instructions to complete the process. Access the web page [here](#).

## Section 10: Eligibility Determination

---

A candidate who **does not meet** the CRCC eligibility requirements will receive a notification explaining the reason and a notice of their right to appeal as detailed in Section 10.

Although **not** an all-inclusive list, the following may constitute grounds for immediate discontinuation of application processing or ineligibility of obtaining the CRC.

- Falsification of the certification application.
- Falsification of the verification forms.
- Falsification of any information requested by CRCC.
- Failure to maintain eligibility requirements once certified.
- Misrepresentation or fraudulent use of CRC status.
- Egregious, unprofessional, dangerous, and/or fraudulent acts or behavior.

The timeframe to review and determine CRC eligibility is based on the candidate’s promptness to submit an explanation and all the required documentation.

If the candidate does not submit all the information by the application deadline, the candidate will be responsible for a deferral fee or a new application fee.

## New Application After Discontinuation of Application Processing or Revoked Certification

Applicants or certificants who engaged in action that caused CRCC to terminate application processing or revoke an individual's certification may re-apply after 18 months have elapsed. The candidate will need to start a new application. This does not guarantee a determination of eligibility and will be subject to the standards and criteria in effect at the time of the new application. The candidate will also need to pay the required application fee. CRCC welcomes the submission of a personal statement and/or documentation of affirmative educational or corrective measures taken to address the concern(s) that initially led to termination of application processing or a revoked certification.

## Section 11: Appeals Process

---

CRCC's appeals process is available to any denied candidate. At the time the candidate is informed of their denial by the CRCC, they will also receive information on their right to appeal as well as the procedures, instructions, and time schedules for making such an appeal. A request for an appeal must be sent to CRCC in writing within 30 days of the decision by CRCC.

Materials submitted by the candidate, including any new evidence the candidate wishes to submit, will be considered during the appeal process.

The appeal will be reviewed by CRCC's Executive Director and the Executive Committee who will make the final decision regarding the candidate's eligibility. The appeal process can take up to 90 days for the final decision by the Executive Committee.

During this time, the candidate will not be able to sit for the exam and may be subject to fees that are part of the application procedure such as a deferral fee or a new application fee.

### The appeals process is designed to provide:

- Complete reviews of the facts at issue.
- A second, independent evaluation of the material presented to the Standards and Examination Committee.
- Due process.
- Fair and consistent application of eligibility criteria.
- A method to appeal certain aspects of the examination process.

### The appeals education and experience review process does NOT provide:

- Additional time to acquire the education, employment experience, or supervision required for certification.
- Additional time to submit the documentation required for certification.

## Category 3 Appeal Process

Category 3 candidates are required to conduct the Pre-review process described in [Section 4](#) prior to starting a CRC application. Based on the feedback received from the pre-review process, candidates choose to pursue the educational requirement to complete the eligibility requirements before starting the CRC Category 3 application process.

**Note:** the pre-review process is not considered an official CRC application. The Category 3 appeal process can only occur after the candidate has submitted all the documentation to CRCC and was deemed ineligible to sit for the exam.

A candidate's application is reviewed by staff, and if additional review is needed, is submitted to the Standards and Examination Committee for a second review level. A candidate whose application has been denied is provided with an opportunity to appeal for reconsideration of their application.

At the time the candidate is informed of their denial by the Standards and Examination Committee, they will also receive information on their right to appeal as well as the procedures, instructions, and time schedules for making such an appeal. A request for an appeal must be sent to CRCC in writing within 30 days of the decision letter. The appeal process can take up to 90 days for the final decision by the Executive Committee.

**The options are:**

- If a candidate chooses to pursue the educational requirement, CRCC will keep the CRC application open for one (1) year and the candidate will waive their right to the \$75 refund.

**or**

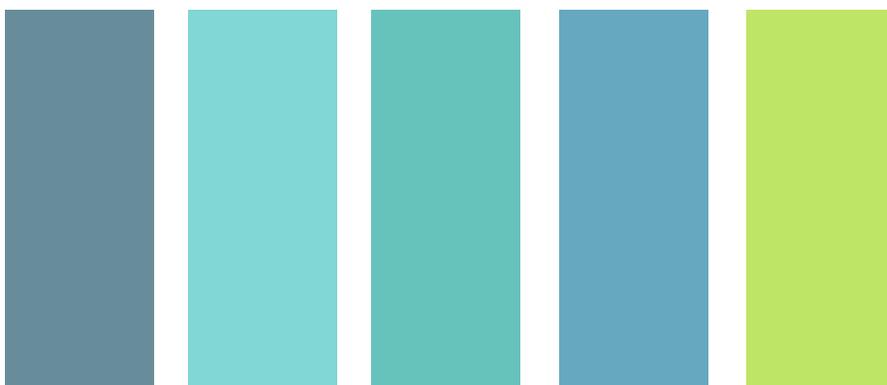
- If a candidate does not reply within 30 days of the date of the letter, CRCC will issue a refund of \$75 to the candidate due to being deemed ineligible for certification. The candidate's application will be closed.

A candidate who chooses to exercise this right to appeal will have their complete file presented to the Executive Committee during the **next examination cycle**. None of the members of the Executive Committee will have taken part in the decision-making process of the Standards and Examination Committee, thus ensuring a second, objective review of each candidate's file. However, members of the Executive Committee will have the report of the Standards and Examination Committee to study before making their decision.

**Appeal Post CRC Examination**

If a candidate who has taken the examination feels there was an error or omission in the process or if that candidate questions any aspect of the examination procedure, an inquiry may be directed to CRCC's Standards and Examination Committee. Should the candidate disagree with the findings of this committee, a second determination may be requested from the Executive Committee. The decision of the Executive Committee is final. This process can take up to 90 days for the final decision by the Executive Committee.

A candidate who subsequently remedies the default that caused the initial denial of their eligibility must submit a new application and will be subject to the standards and criteria in effect at the time of the new application and pay the required application fee.



# Section 12: Certification Examination

## Examination Structure

The certification exam is a computer-based exam and consists of 175 multiple-choice questions drawn from CRCC's "item pool" of questions. Anyone seeking the CRC certification must take this exam, which is based on a body of knowledge encompassing the laws, public regulations, and existing delivery systems for rehabilitation services in the U.S.

Each exam includes 150 scored items and 25 field test questions that will not be used in the scoring of the exam. Details about the exam tutorial are posted in the Examination Schedule section.

The CRC exam content has two sections:

1. Rehabilitation and Disabilities
2. Counseling

The exam is constructed to ensure that it is consistent with minimal competency requirements and criteria-referenced testing concepts. Standards for item selection include item difficulty (between .39 and .95 with a median in the .60-.70 range); a positive point biserial; and appropriate content distribution. Using an intensive field-testing process, CRCC has developed a pool of questions that contains a comprehensive selection of statistically validated exam items. A task force of rehabilitation counseling professionals is charged with continually adding to and upgrading this "item pool."

## Exam Construction and Scoring

The exam is scored using a conjunctive scoring model whereby the exam is divided into two sections. One section tests knowledge regarding rehabilitation and disability issues and the other section tests knowledge regarding counseling. Candidates must achieve a passing score on both sections on a single exam administration to pass the examination.

## Examination Content

The certification examination is comprised of questions across twelve (12) knowledge domains based on the empirically derived test specification obtained from the 2021 Job Task Analysis research study.

Below is an overview of the CRC Exam Content Outline. **For the full exam specification, including the CRC Knowledge Domains, Competencies, and Tasks based on the 2021 Job Task Analysis (JTA) Evidence-Based Research Study, please [click here](#). We recommend reading the full document to prepare for the CRC Exam.**

### CRC Exam Knowledge Domains

(% of Questions)

#### 1. Professional Orientation and Ethical Practice

(10.7%)

- A. Uphold professional ethical standards for rehabilitation counselors and manage risk. [C]
- B. Understand and apply laws and public policy affecting individuals with disabilities. [R]
- C. Advocate for diversity, understand, and apply appropriate services that address multicultural counseling issues. [C]
- D. Understand and apply appropriate rehabilitation terminology and concepts. [R]
- E. Understand and identify the differing professional roles, functions, and effective relationships with other providers and professionals. [C]
- F. Understand the credentialing issues related to the rehabilitation counseling profession and advocate for appropriate solutions. [C]

- G. Understand the differing organizational structures of rehabilitation counseling practice settings (e.g., public, private-for-profit, and not-for-profit service delivery systems). [R]
- H. Understand, synthesize, and apply knowledge of historical and philosophical foundations of rehabilitation counseling. [R]

## **2. Counseling Theories, Techniques, and Evidence-Based Practices (11.3%)**

- A. Apply clinical problem-solving and critical-thinking skills. [C]
- B. Understand rehabilitation techniques for individuals with disabilities. [R]
- C. Understand individual counseling theories. [C]
- D. Utilize individual counseling practices, interventions, and techniques. [C]
- E. Understand substance use and treatment. [C]
- F. Establish and maintain effective working alliances with clients. [C]
- G. Understand dual diagnosis and co-occurring disorders. [C]
- H. Understand counseling/training to help clients develop workplace socialization skills. [R]
- I. Demonstrate motivational interviewing use and skills. [C]
- J. Facilitate treatment planning for clinical conditions (e.g., depression, anxiety, PTSD). [C]
- K. Understand human growth and development. [C]
- L. Apply evidence-based psychosocial/psychiatric rehabilitation interventions in rehabilitation counseling practice. [R]
- M. Apply evidence-based vocational interventions in rehabilitation counseling practice. [R]
- N. Apply or facilitate evidence-based counseling/therapy for clients with clinical diagnoses (e.g., depression, anxiety, PTSD). [C]
- O. Apply or facilitate evidence-based counseling/therapy for clients with substance use disorders. [C]
- P. Understand theories and techniques of clinical supervision. [C]
- Q. Recognize and utilize evidence and research-based practices. [C]

## **3. Group and Family Counseling (4.7%)**

- A. Understand family counseling theories. [C]
- B. Incorporate family counseling practices and interventions. [C]
- C. Understand group counseling theories. [C]
- D. Incorporate group counseling practices and interventions. [C]

## **4. Crisis and Trauma Counseling and Interventions (6.0%)**

- A. Conduct assessment of client risk and development of a safety plan. [C]
- B. Provide effective rehabilitation counseling services for individuals with polytrauma injuries. [C]
- C. Understand the impact of crises, disasters, and other trauma-causing events on people with disabilities. [C]
- D. Use principles of crisis intervention for people with disabilities during crises, disasters, and other trauma-causing events. [C]
- E. Understand the emergency management system within rehabilitation agencies and in the community. [C]

## **5. Medical and Psychosocial Aspects of Chronic Illness and Disability (9.3%)**

- A. Evaluate the psychosocial and cultural impact of disability. [R]
- B. Understand medical terminology. [R]
- C. Apply knowledge of the medical aspects and implications of various disabilities. [R]
- D. Review the implications of medications as they apply to individuals with disabilities. [R]
- E. Address environmental and attitudinal barriers for individuals with disabilities. [R]

## **6. Assessment/Evaluation, Occupational Analysis, and Service Implementation (10.7%)**

- A. Understand the vocational implications of functional limitations associated with disabilities. [R]

- B. Access and review resources for the assessment process. [C]
- C. Refer or conduct informal assessments. [C]
- D. Refer or conduct formal assessments. [C]
- E. Refer or perform Transferable Skills Analysis (e.g., VDARE). [C]
- F. Interpret assessment results for rehabilitation planning purposes. [C]
- G. Perform job analysis. [R]
- H. Assess ergonomic, job accommodation, and assistive technology needs. [R]
  - I. Advise on job modification and restructuring techniques. [R]
- J. Perform labor market analysis. [R]
- K. Use computer-based job matching systems. [C]

## **7. Career Development and Job Placement (9.3%)**

- A. Understand, identify, and apply career development and job placement strategies. [R]
- B. Understand, identify, and apply job readiness, seeking, and retention skills. [C]
- C. Understand the unique needs of specialized populations in relation to job development and placement. [R]
- D. Understand techniques to develop and retain relationships with employers to assist with job development and placement. [R]
- E. Understand and identify evidence-based employment models and services tailored to individuals with significant disabilities and/or barriers to competitive employment. [R]
- F. Understand the unique needs of individuals with a dual diagnosis in the workplace and apply appropriate strategies. [R]
- G. Understand and apply theories of career development and work adjustment. [C]
- H. Understand, identify, and facilitate the appropriate use of work conditioning or work hardening resources and strategies. [R]
- I. Understand the effective use of and risks of social media as a networking tool. [C]

## **8. Business Engagement (7.6%)**

- A. Assist employers with job accommodations for their employees with disabilities (e.g., assistive technology, workspace modifications). [R]
- B. Provide consultation services and training to employers / businesses concerning disability concepts, best practices, and applicable laws (e.g., hiring, return to work, reasonable accommodations, and retention). [R]
- C. Partner with employers/businesses to address needs and concerns related to hiring and retaining individuals with disabilities. [R]
- D. Understand, communicate, and apply business-focused strategies, techniques, and terminology to improve employment outcomes for individuals with disabilities. [R]
- E. Work with employers to develop pipelines for employing individuals with disabilities using work-based learning and training methods. [R]
- F. Understand the dual customer role (e.g., employer and person with a disability). [R]

## **9. Community Resources and Partnerships (8.0%)**

- A. Understand the programs and services available for specific and underserved populations. [R]
- B. Understand Social Security programs, benefits, work incentives, and disincentives. [R]
- C. Possess knowledge of funding sources and community resources for rehabilitation services. [R]
- D. Provide or facilitate skills development and independent living services. [R]
- E. Provide or facilitate financial literacy training. [R]
- F. Understand and refer to services available through client advocacy programs (e.g., Client Assistance Program [CAP], legal aid). [R]
- G. Refer to and partner with one-stop career centers and other community stakeholders. [R]
- H. Understand and facilitate life care planning and life care planning services. [R]

- I. Advocate with community partners for full community inclusion for people with disabilities. [R]
- J. Provide or facilitate counseling on the impact of employment on community services and benefits. [R]

**10. Case Management (10.0%)**

- A. Understand and apply the case management process. [C]
- B. Complete case recording and documentation. [C]
- C. Understand and apply negotiation, mediation, and conflict resolution strategies. [C]
- D. Understand and apply the principles of caseload management. [C]
- E. Understand and address institutional and social barriers that impede access, equity, and success for clients. [C]
- F. Apply techniques for working with individuals with limited English proficiency or varied communication methods. [C]
- G. Understand and apply principles, models, and documentation formats for biopsychosocial case conceptualization and treatment planning. [C]

**11. Health Care and Disability Management (7.3%)**

- A. Understand and provide appropriate medical intervention resources. [R]
- B. Understand the diversity of healthcare benefits, delivery systems, and the impact of services on individuals with disabilities. [R]
- C. Understand and collaborate with health promotion and wellness providers regarding strategies for people with chronic illness and disability. [R]
- D. Understand different insurance programs (e.g., Medicare, Medicaid, group and individual, short-and long-term disability, personal injury no-fault liability). [R]
- E. Understand and apply disability prevention and management strategies. [R]
- F. Understand the variability of workers' compensation laws and practices. [R]

**12. Research, Methodology, and Performance Management (5.3%)**

- A. Understand statistics and psychometric concepts related to measurement. [C]
- B. Understand research methods (e.g., surveys, case studies) and data analysis. [C]
- C. Assess research literature related to evidence – based practice. [C]
- D. Comprehend concepts and principles of organizational development and stakeholder management. [C]
- E. Understand program evaluation procedures for assessing the effectiveness of rehabilitation services and outcomes. [R]

**Schedule the Exam Early**

Candidates are allowed to start their application six (6) months prior to the examination window. Candidates who complete their application and are approved will receive via email an Authorization to Test (ATT) email with instructions to schedule the examination with Pearson VUE. The ATT letter only applies to the upcoming examination window.

**CRCC cannot guarantee seating availability at the testing centers and recommends that candidates schedule the exam immediately upon receipt of the ATT email notification** to obtain a preferred location, date, and time. This ATT email contains instructions to schedule the examination with Pearson VUE. Candidates should allow four (4) hours for the exam.

If the candidate delays in scheduling their exam, CRCC is not responsible for the candidate's difficulty in finding seating availability. The candidate may have to travel to a more distant site or forfeit the exam window and submit a new application. **CRCC will not grant extensions due to a candidate's delay in scheduling an appointment.**

## Cancellation Policy

If a candidate cancels an appointment (on-site or online), this must be done 48 hours prior to the scheduled appointment time. Candidates on the second exam window cannot defer the appointment to the next exam window. (Refer to Deferral policy).

The CRC exam application process only allows for two exam attempts under one application. Candidates that are in the second window of their application can only reschedule for a different date/time within the same exam window. The candidate assumes responsibility and risk if cancelling a current appointment results in the candidate not being able to find another appointment and will need to forfeit the second exam window. CRCC does not guarantee seating availability.

**Note:** If a candidate does not cancel their appointment (on-site or online) 48 hours prior to the scheduled appointment time, they will forfeit their application exam fee.

## Failure to Schedule the Exam Appointment

If the candidate does not schedule the exam appointment after receiving the ATT email by the final exam date, in the specified examination window, the candidate will forfeit sitting during that examination window. **If candidate wishes to pursue the CRC certification at a later window**, they will need to submit a new application that will be subject to the standards and criteria in effect at the time of the new application and they will be required to pay the new application fee.

## “No-Show” Appointment

If a candidate fails to appear for their scheduled CRC exam appointment **the candidate will forfeit their application and cannot retake the exam.**

Candidates with invalid identification or who arrive late and cannot be seated will be treated as a “no show”.

**The above causes for “No Show” appointment will be reflected in the candidate record as a “failed” exam and the candidate’s application will be closed. If the candidate wishes to pursue the CRCC at a later window, the candidate will need to submit a new application** that will be subject to the standards and criteria in effect at the time of the new application and candidate will be required to pay the new application fee.

## Examination Schedule and Key Tips

The actual time allotted for the CRC exam content is 3.5 hours unless ADA accommodations are requested and approved in advance by CRCC. Before starting the examination, a candidate will take a tutorial that allows them to become familiar with helpful navigation steps and the computer system. The CRC exam content has two sections: 1) Rehabilitation and Disabilities; and 2) Counseling. The timer is set for both sections. Five (5) minutes before ending each section, the candidate will receive a warning stating that the current section time is about to expire. Once the first section ends, the candidate will not be able to enter that section, and the next section of the exam will appear immediately. After finishing both sections of the examination, the candidate will need to complete a brief post exam survey. For more information about examination study key tips, [click here.](#)

## Preparing for the CRC Examination

CRCC has several study tips and resources available, including:

- [CRC Exam Prep Flashcards](#)
- [CRC Exam Prep Audio Flashcards](#)
- [CRCC Self-Assessment](#)
- [CRCC Exam Reading List](#)
- [Sample CRC Exam Questions](#)

Refer to the [Exam Preparation Study Tips and Resources](#) on the CRCC Website to access all the resources available.

## Examination Site Options

Candidates who apply and are approved to test during the upcoming testing window have two options to take their exam:

- At a Pearson VUE test center or
- Via OnVUE Live Online Proctoring

*Candidates must be mindful that **there is a difference** between what is allowed at a testing center compared to what is allowed if a candidate opts to test remotely.*

### In-Person Testing Center Option

Candidates will be able to choose from approximately 380 test administration centers in the U.S. and Canada. Because the location of test sites may change, CRCC does not maintain information regarding test sites. When candidates are notified via email about their eligibility to take the exam, they will be provided complete instructions. Refer to [Schedule the Exam Early](#) for details.

Test administration centers are designed to provide standardized exam administration. Test center personnel will guide candidates through the check-in process and will be available throughout the exam to administer if a candidate has a question related to the exam's administration. Test center personnel cannot respond to questions relating to the content of the examination. Test center personnel will verify required forms of identification. A photo of the candidate will also be taken.

All personal belongings must be placed in a locker available at the test center. Personal belongings include tissues and any self-administered medication, whether over-the-counter or prescription medication. Books, paper, and other resources are not allowed. The test center will provide the candidate upon request a laminated, reusable notebook with a special marker. These booklets must be returned at the end of the exam. No food or drink, including water, may be taken into the testing room.

Candidates must remove eyeglasses for close visual inspection during check-in and again upon return from breaks. Hair accessories are subject to inspection. Jewelry aside from wedding and engagement rings is prohibited in the testing room. Candidates should refrain from wearing other jewelry or hair accessories.

### **Candidates are not permitted to leave the test center facility during the examination.**

Candidates may take a break as needed to attend to personal health and care issues, including restroom breaks, and the candidate will need to check out according to the instructions that will be explained at the test center. If a candidate chooses to take breaks, the time allotted for the examination will not increase and the examination timer will not stop during breaks. Restroom breaks are only allowed to the closest restroom within the testing center building. Breaks are not permitted during OnVUE (remote testing).

Any violation of the policy will be reported to CRCC for further investigation. A candidate, who for medical reasons cannot comply with these rules, must apply in advance for testing accommodations.

Candidates who attempt to violate exam security in any way will be dismissed from the test center and may forfeit their right to seek certification. Candidates will also be required to respond in the affirmative to full compliance with a confidentiality and non-disclosure agreement that will appear on the computer monitor prior to accessing the exam.

## **Invalid Identification, Late Arrival, or Failure to Show: Admission Policy and Arrival Time**

It is recommended that candidates arrive thirty (30) minutes prior to the scheduled appointment time to complete the check-in process. One form of a current valid (non-expired) government-issued photo identification with the candidate's signature will be required.

### **Acceptable Forms of Non-Expired Government-Issued ID, With Signature and Photo**

- Driver's license
- Valid Passport
- Military ID card
- National or State ID card
- US Government-issued permanent resident card (commonly known as the green card, formerly known as the alien registration card, permanent resident, visa)
- Please visit [Pearson Vue](#) for acceptable ID forms.

Candidates with invalid identification or who arrive late and cannot be seated will be treated as a "no show"

**Note:** If a candidate does not cancel their appointment (on-site or online) 48 hours prior to the scheduled appointment time, they will forfeit their application exam fee.

### **OnVUE Remote Testing Option**

There are inherent risks in the online testing format. The candidate assumes responsibility to ensure all IT technical communications are in place. Refer to the OnVUE section of the Pearson VUE website [here](#). Information on the Pearson VUE website pertaining to vouchers or other waivers are not applicable to CRCC. Limited ADA accommodations are available for remote OnVUE testing. Candidates must [contact CRCC](#) for specific requests.

The OnVUE system allows a candidate to take the exam from home on their own computer while being monitored live by an off-site proctor through the candidates' webcam. It is recommended that candidates choosing the OnVUE option be very comfortable with technology and familiar with their own computer equipment.

Candidates interested in OnVUE should thoroughly read the OnVUE online proctored instructions provided by Pearson VUE. [Click here](#) before deciding on whether to sit for the exam online or at a testing center. **The candidate assumes responsibility to ensure all IT technical communications are in place when testing OnVUE.**

Testing sessions are available 24 hours a day and seven (7) days a week based on seating availability. A candidate's computer must have:

- A strong internet connection
- Updated software installed
- Webcam capability, a microphone, and speakers

It must also be placed in a quiet environment, free of distractions to ensure that the online proctor can hear everything in the location. No one else can be in the room with the candidate. A full listing of the exam session rules, and the technical requirements are posted on [Pearson VUE's website](#).

**Some ADA Accommodations will not be approved for remote testing.**

All candidates must acknowledge the inherent risk for testing remotely through Pearson Vue. If a remote exam is invalidated by a proctor due to the applicant's issues such as computer shutting down, unscheduled breaks, software compatibility issues, browsers unexpectedly interrupting the exam, etc., an investigation will occur to determine the cause (i.e., due to technology issue on the applicant's side). Depending on the length and time of the investigation, the candidate may not be able to test in the current testing window. The candidate will need to pay all associated exam fees.

### CRCC Exam Deferral Policy

Each application only allows for two subsequent exam sittings. The CRC Exam Deferral policy can only be permitted for the first exam sitting (one time per application) and a deferral fee applies. If a candidate is unable to sit for their initial exam sitting, they will only be allowed one deferral to the next subsequent exam sitting.

Candidates are responsible for cancelling their appointments with Pearson VUE at least 48 hours in advance, prior to deferring. **A candidate must email a screenshot of the CRC exam cancellation to [contactus@crccertification.com](mailto:contactus@crccertification.com), then call CRCC staff at 847-944-1325 to defer and pay the deferral fee. Deferral requests will not be processed without proof of cancellation (screenshot) with Pearson VUE (refer to [Section 17: Fees](#) for deferral fees).**

### Inability to Sit for Second Scheduled Exam

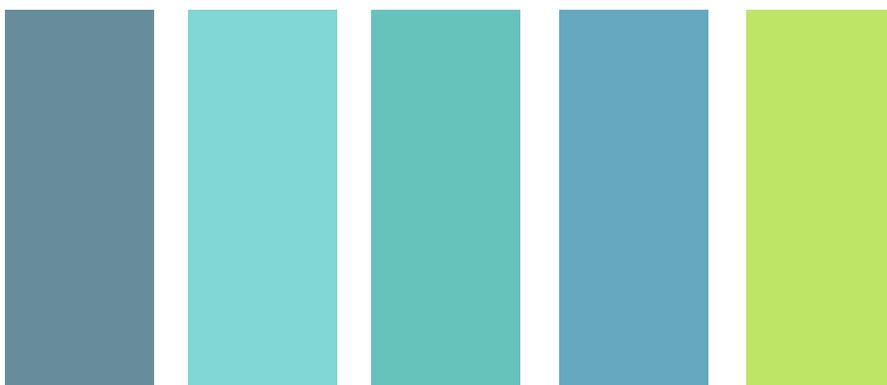
Candidates who are unable to sit for the second scheduled exam will not be issued a refund and will not be able to use the initial fees for anything else. Candidates who wish to continue to pursue certification will be required to submit a new application, along with payment of the certification application fee, to continue their pursuit of the CRC designation. Such new applications will be subject to all criteria in effect at the time of the new application.

### Re-Examination (Retake)

CRCC's policy requires that candidates retake an examination within the next available exam window. Candidates who do not achieve a passing score on the certification exam on the first (initial) exam window are allowed to retake the exam at the next subsequent examination window only. Requests for an examination retake must be made by the application deadline for the next exam window (refer to [Section 4: Examination Schedule](#)).

**Note:** Candidates who do not achieve a passing score on their first attempt of the current application cannot defer their retake of the CRC examination. They must retake the examination within the next available examination window or the application will close and they will need to reapply.

Candidates who do not achieve a passing score on their second attempt or who are unable to sit again during the window dates as for any reason are **required to submit a new application**. Such new applications will be subject to all eligibility criteria (requirements) in effect at the time of the new application.



# Section 13: Test Accommodations

## Non-Discrimination Policy for Individuals with Disabilities

In accordance with the Americans with Disabilities Act of 1990 (ADA), as amended, and other applicable laws in the United States, CRCC does not discriminate against individuals with disabilities in providing access to its examination program. CRCC provides appropriate accommodations for its examination for individuals with documented disabilities who demonstrate a need for accommodations. The ADA and accompanying regulations define a person with a disability as someone with a physical or mental impairment that substantially limits one (1) or more major life activities such as walking, seeing, hearing, or learning. The purpose of documentation is to validate the candidate is covered under the ADA or other applicable laws. Comprehensive information by a qualified professional is necessary to allow CRCC to understand the nature and extent of the candidate's disability and the resulting functional impairment that limits access to its examinations. Documentation also allows CRCC to provide appropriate ADA accommodations for such a disability.

No candidate shall be offered an ADA accommodation that would compromise the certified rehabilitation counselor examination's ability to test accurately the skills and knowledge it purports to measure. Similarly, no auxiliary aid or service will be provided that will fundamentally alter the examination.

OnVue testing may not be possible for some ADA Accommodations. It is highly recommended that candidates with accommodations test at a test center. **All candidates must acknowledge the inherent risk for testing remotely through Pearson Vue. If a remote exam is invalidated by a proctor due to the applicant's issues such as computer shutting down, unscheduled breaks, software compatibility issues, etc., the candidate will have the option to retake the exam and pay all associated fees.**

## Confidentiality

CRCC strictly adheres to a policy of confidentiality and does not disclose names of candidates with disabilities or information concerning the application or accompanying documentation. Examinations administered with ADA accommodations are not identified to third party score recipients.

## View of an Authorized Testing Center Tour

The space in a typical testing center shows the separations in cubes and spread-out seating compared to standard classroom settings. The testing room is quiet (no speaking is allowed), and noise cancellation headphones are provided when requested in advance. [View a tour.](#)

Candidates may request ADA accommodations beyond those shown above by selecting "Other" on the [Exam Accommodation Request Form](#), noting the ADA accommodation(s) requested. This selection should also be used to indicate:

- A need to bring medical devices into the testing room
- A need to bring food or drink into the testing room when medically necessary to do so
- When documentation from a qualified professional is provided to support such request

Candidates who are deaf or who have hard of hearing disabilities, and who do require assistance in communicating with test center personnel via sign language, must request a sign language interpreter to facilitate communication at the test center. However, CRCC does not allow sign language interpreters to translate the examination.

## Examination Breaks for Individuals Who are Granted Extra Time

Candidates requiring extra time are allotted a 60-minute scheduled break, which occurs between the two sections of the examination. Candidates are **only** permitted to leave the test center facility during the 60-minute scheduled break. Candidates testing in test centers may choose to use all or part of the 60-minute scheduled break. Candidates may take unscheduled breaks as needed to attend to personal health and care issues, including restroom breaks. However, the time allotted for the examination will not increase and the examination timer will not stop during unscheduled breaks. There are no additional breaks beyond the 60-minute scheduled break for candidates testing via OnVUE (remote online proctoring.) Any violation of the policy will be reported to CRCC for further investigation.

## How to Request Test Accommodations

1. Candidates must download then complete the CRCC Exam Accommodations Request Form. Read this form and request your physician or qualified professional who has attended your care to complete the CRC Exam Accommodation Request Form with supporting documentation. A qualified professional is defined as an individual who is licensed by a state or is certified nationally, has had contact with the candidate, and is able to substantiate a record of diagnosis.
2. The following information must be included:
  - a. Date of individualized assessment of candidate
  - b. State a specific diagnosis of a disability, including International Classification of Diseases (ICD) code.
  - c. Give a detailed description of the applicant's current functional limitations due to the diagnosed disability and its severity. Explain the need for the requested ADA accommodations.
  - d. Recommend specific accommodations, including assistive devices, related to test taking needs. Provide a detailed explanation of why these accommodations or devices are needed and how they will reduce the impact of the identified functional limitations on the examination for which they are requested:
    - 175 multiple choice question delivered via computer that is accessible with all forms of assistive technology)
    - **Note:** Problems such as test anxiety, English as a second language (in and of itself), slow reading without an identified underlying cognitive deficit, or failure to achieve a desired outcome on a test are not learning disabilities and are not covered under the ADA. Pregnancy in and of itself is not considered a disability although pregnancy-related impairments may be covered under the ADA.
  - e. Signature and credential/license number of the qualified certified professional/physician.
3. If a candidate is unable to upload the Exam Accommodation Request Form when completing the application, the candidate may email it to [contactUs@crccertification.com](mailto:contactUs@crccertification.com) by the application deadline.
4. The candidates will be notified by CRCC in addition to the Authorization to Test (ATT) email that lists the accommodations that have been approved. Accommodations that are not approved by CRCC are not listed in the Authorization to Test (ATT) email.

## 5. Important Considerations - Request Accommodations Early

- a. All ADA documentation must be submitted by the application deadline. If not received by the application deadline, the accommodation request will not be processed (see bullet #2 below). CRCC strongly recommends that candidates requesting ADA accommodations should start their application no less than 30 days prior to the application deadline.
- b. If the candidate does not submit the completed CRC Accommodation Request form with supporting ADA accommodation documentation by the application deadline, the candidate must forfeit their accommodation, or candidate will need to defer to the next exam window and pay the deferral fee (see deferral policy).
- c. A candidate may choose to take the exam without accommodations. However, if candidate decides to request ADA accommodations after the CRCC has completed the application process, the exam will need to be deferred to the following consecutive window and the applicant will need to pay the deferral fee.
- d. If a candidate fails the exam on the first attempt the accommodation approval will carry onto the second consecutive exam offered. ADA documentation will apply for the duration of the application. See re-examination (retake) under section 12 for details.



# Section 14: Examination Scores, Results, Certificates, & Inquiries

---

## Examination Scores

The examination is scored using a conjunctive scoring model whereby the examination is divided into two sections. One section tests knowledge regarding rehabilitation and disability issues and the other section tests knowledge regarding counseling. Candidates must achieve a passing score on both sections on a single exam administration to pass the examination.

A panel of experts arrived at recommended passing scores for each part of the exam using a method called the modified-Angoff approach. In this method, each expert considered examination questions individually and made a judgment about the probability that a minimally competent candidate would answer the questions correctly. The overall passing scores were then computed as the average of the predicted probabilities for all individual questions. This panel then recommended the passing scores for each section of the exam to CRCC, which set the passing scores. These passing scores represent the minimum level of knowledge that must be demonstrated to pass the examination.

Due to the need for security, multiple forms of examinations are used, each containing a different combination of questions. The passing scores cannot be set as specific raw scores or numbers of questions answered correctly because some of these forms may be slightly easier or more difficult than others. Therefore, requiring the same raw scores to pass the different forms would not be fair to all candidates. A statistical procedure called equating is used to adjust for any differences in the level of difficulty among examination forms. Once the examination forms have been equated, a procedure called scaling is used to convert the actual number of correct answers, or raw scores, to a uniform scale. These converted scores are called scaled scores. Scaled scores ensure that all candidates demonstrate the same level of ability to pass the examination.

CRCC states its disapproval of the use of test results for any purpose other than the use for which the examination is developed and conducted. This warning includes using the test results for employment selection. In addition, test results are not to be used to compare educational programs. Certification tests are mastery tests and are not to be used as achievement or selection instruments.

## Examination Score Report and Results

A score report indicating a grade of “pass or fail” is provided to examinees at the test site upon completion of the CRC examination. **Scores are not provided to examinees.** Approximately one week after the closing of the CRC exam, examinees will receive a follow-up email:

- Examinees who pass will receive a preliminary notification of “Pass.”
- Examinees who “Fail” will receive a final score report profile from Pearson Vue including diagnostic information. This information can be used for further study.

To protect the privacy of the candidate, exam results are confidential and will **only** be released to the candidate. Examination results cannot be released over the phone.

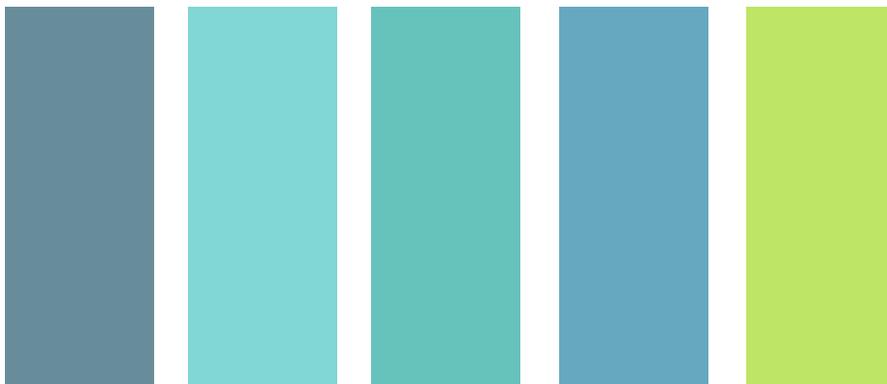
## Certificates

Candidates that pass the exam will receive the CRC certificate via US mail to the address in the CRCCconnect database. These candidates are now considered “CRC certificants” and are entitled to begin using the designation “CRC” after their names as soon as they receive the CRC certificate. Individuals who do not receive their original certificate within eight (8) weeks of their examination should contact CRCC immediately.

- It is a candidate’s responsibility to update the demographics in CRCCConnect (CRCC database), to ensure relevant communications are received. See Update Profile in section 16, under Certification Renewal.
- Duplicate or replacement certificates can be requested from CRCC via a CRC’s online CRCC account for a fee (refer to Section 17). All certificates remain the property of CRCC.

## Examination Inquiries

Candidates who feel an error or omission occurred during the examination process or those who question any aspect of the examination procedure may address an inquiry in writing to the CRCC Standards and Examination Committee. If the candidate disagrees with the committee’s findings, a further appeal may be made to the Executive Committee.



# Section 15: Use of the CRC Designation

---

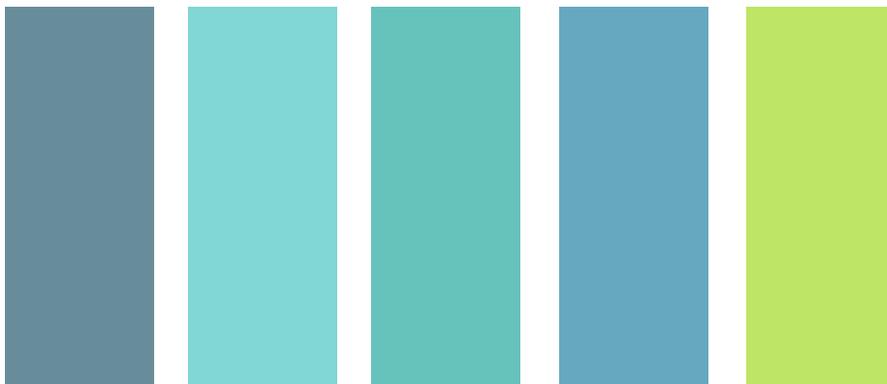
**CRC:** Certified Rehabilitation Counselor

The CRC designation must be used consistent with the scope for which the certification was granted and in accordance with all applicable use policies of CRCC. Use of the CRC designation is strictly limited to individuals who:

1. Have met all the criteria of CRCC and have taken part in the certification examination, either during the grandfathering period (1974-1975) or by achieving a passing score on the CRC Exam.
2. Have been officially notified by CRCC through the receipt of examination results inclusive of a certificate and a score report indicating a passing status.
3. Have subsequently renewed their certification as required under CRCC's certification renewal plan.

No one may use the CRC designation or otherwise represent themselves as being certified without first having fulfilled these requirements. Individuals who improperly use the CRC designation without having fulfilled the requirements who later seek CRC certification may be denied certification as a result of such improper use. Such individuals may also be subject to legal action.

Additionally, individuals who have earned the use of the CRC designation and fail to act in accordance with the CRCC Code of Professional Ethics for Rehabilitation Counselors may be subject to disciplinary actions up to and including revocation of certification.



## Section 16: Certification Renewal

Candidates who pass the certification examination and achieve CRC certification will be provided information about certification renewal criteria. CRCC believes CRCs should continue to expand their skills to enhance the quality of the services they provide.

CRCs are encouraged to build on the demonstrated specified levels of knowledge, skills, and ability addressed by the education/employment requirements and the initial certification examination. They are also required to provide evidence of continuing competence through the completion of courses and other activities that will help them more effectively serve their clients.

CRCC requires all CRCs to renew their certification at five (5) year intervals. Participation in continuing education throughout the five (5) year intervals is expected. Participation in courses and programs sponsored by recognized continuing education providers affords a credible mechanism to support continuing competence and acceptable standards of quality in practice. The continuing education clock hour credits associated with these activities must align with the knowledge, skills, and ability addressed by the certification examination.

CRCC will make every reasonable effort to send notification of a certificant's ability to begin the renewal process. However, it is the individual's responsibility to re-certify at the appropriate time. Failure to receive notification of renewal is not considered grounds for an extension.

### Continuing Education

All CRCs must document 100 clock hours of approved continuing education, ten (10) of which must be in the area of ethics, during the period of their current certification or re-take the certification examination and achieve a passing score. Information on continuing education can be found in the [Certified Rehabilitation Counselor \(CRC\) Certification Renewal Guide](#).

### Profile Updates

CRCC urges all certificants to update their contact information in the CRCC website by making any changes necessary to ensure prompt delivery of communications (electronic and/or mail).

**To update profile information, certificants can access My CRCC Links through the CRCC Connect portal on the home page.** Locations for updates include:

- "My Contact Information"
- "My Expertise and Languages"
- "My Contact Details" - Click on "Edit Demographics" to update job title, employment setting, and licensure

### Effective March 31, 2022

The option to renew the CRC certification by exam is no longer available. Therefore, candidates will need to complete their continuing education hours in order to renew their certification.

View the [Certified Rehabilitation Counselor \(CRC\) Certification Renewal Guide](#) for additional details.

## Section 17: Fees

---

### Certification Fee

\$420

The certification application fee, which includes the cost of the examination, is submitted at the time of application. The candidate must sit for the exam during the exam window on their application. If deferred, see “Deferral” below. A refund of \$75 will be issued to candidates deemed ineligible.

### Re-Examination (Retake) Fee

\$250

This fee must be paid by candidates who do not achieve a passing score on the certification exam on the **first exam** window. Applicants are allowed to take the exam once during the 10-day exam window.

A re-examination (retake) can only occur at the next subsequent exam window date. An examination retake fee must also be paid by candidates who are not seated for a scheduled appointment due to invalid identification, late arrival, who do not appear (no show) for their appointment, or who cancel a scheduled appointment 48 hours or less prior to their scheduled appointment.

### Exam Deferral

\$100

Only initial candidates are allowed to defer or transfer to the next subsequent exam window.

### Category 3 Eligibility

\$85

Pre-review service fee

### Certification Renewal Fee

\$405

See the [Certification Renewal Guide](#) for more information.

### CRC/Retired Designation Fee

\$100

See the [Certification Renewal Guide](#) for more information.

### Handling Fee for Returned Checks

\$45

Must be paid for checks returned for non-sufficient funds (NSF) or closed accounts.

### Certification Verification Fee

For use in documenting certification status for other organizations/agencies.

Email Certification Verification (System Generated) \$35

Written (via US Mail) \$45

Expedited \$60

### Replacement Certificate

(Except at renewal time)

\$40

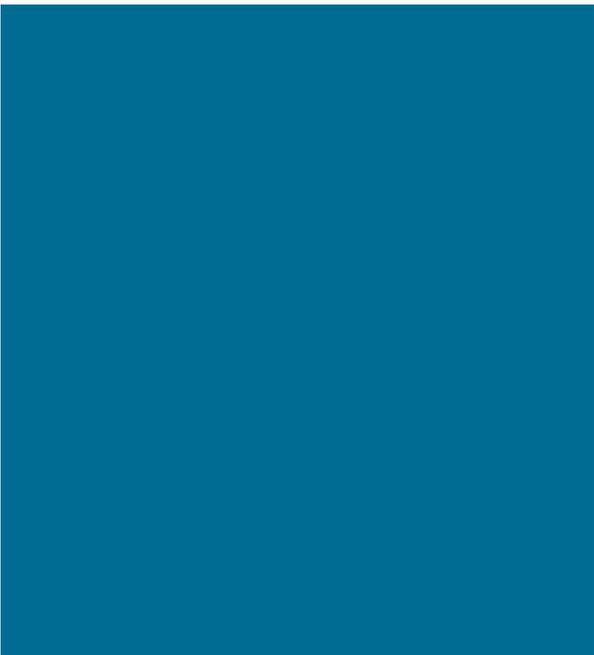
Located in CRCC Connect account under [My CRCC Links](#)

*All fees are subject to change, non-refundable, and must be paid in U.S. dollars. Payment can be made online via credit card (VISA, MasterCard, Discover, or American Express) or in the form of an electronic check or money order. Checks should be made payable to “CRCC.”*



---

**COMMISSION ON REHABILITATION  
COUNSELOR CERTIFICATION**



**CRCC**

1501 Woodfield Road, Suite 105E

Schaumburg, IL 60173

847-944-1325

[contactus@crccertification.com](mailto:contactus@crccertification.com)