



COMMISSION ON REHABILITATION
COUNSELOR CERTIFICATION

CRC[®] Certification Guide Certified Rehabilitation Counselor

Commission on Rehabilitation Counselor Certification (CRCC[®])

847-944-1325

www.crccertification.com



Accredited by the National Commission for Certifying Agencies

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SECTION 1: INTRODUCTION AND 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. If you pursue certification, please refer to this guide as it contains information to help you through the application and examination processes. As information in this guide is updated periodically, we suggest you access the guide from our website to make certain you have the most recent edition. Please be sure to read carefully before completing an application.

CRCC uses email and first-class mail to maintain contact with all applicants. It is the applicant's responsibility to update his/her contact information, making any changes necessary.

Inquiries: If you have additional inquiries, please contact Commission on Rehabilitation Counselor Certification.

Phone: (847) 944-1325

Email: info@crccertification.com

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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.

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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 considered to be in the best interest of consumers of rehabilitation counseling services and the general 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.

The certification program is an outgrowth of the professional concerns of two organizations: The American Rehabilitation Counseling Association (ARCA) and the National Rehabilitation Counseling Association (NRCA). These organizations deemed it desirable to establish standards for the profession of rehabilitation counseling in order to enhance the quality of service delivery to persons with disabilities. These two associations created a Joint Committee on Rehabilitation Counselor Certification, which was chartered as a nonprofit organization in 1974 and renamed the Commission on Rehabilitation Counselor Certification (CRCC).

Persons who earn the designation of Certified Rehabilitation Counselor (CRC) have demonstrated they possess at least an acceptable minimum of knowledge (as determined by CRCC) with regard to the practice of their profession. 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 role and function study of the rehabilitation counseling field approximately every five 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 to 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 with regard to 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: THE CERTIFICATION CALENDAR

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

Registration Opens	Application Deadline	Testing Dates	Mailing of Examination Results Packet
September 1, 2020	December 31, 2020	March 5-13, 2021	April 15, 2021
January 1, 2021	April 30, 2021	July 9-17, 2021	August 27, 2021
May 1, 2021	August 31, 2021	October 1-9, 2021	November 9, 2021
September 1, 2021	December 31, 2021	March 4-12, 2022	April 15, 2022
January 1, 2022	April 30, 2022	July 8-16, 2022	August 16, 2022
May 1, 2022	August 31, 2022	October 7-15, 2022	November 15, 2022

Examinees will receive a “Grade” of “pass or fail” at the completion of their exam. Within 24 hours after the completion of the CRC exam, examinees will receive a follow-up email with a link to Pearson Vue website to access their exam results. Examinees who pass will receive a preliminary score report. Examinees who fail the exam will receive a final score report.

SECTION 4: CRITERIA FOR ELIGIBILITY

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 (including gender identity), or any other additional class protected by applicable law, including applicable County or City ordinances.

CRCC respects the privacy of its applicants. The CRCC Privacy Policy is available on CRCC’s website at www.crccertification.com/privacy-policy.

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 he/she has 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 an applicant 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. **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.**

If court documentation is not available, the applicant is required to submit to a criminal background check through CRCC's authorized provider, *Global Investigative Services*, with all fees paid by the applicant. <https://www.crc certification.com/background-check>

To be eligible to sit for the CRC examination, an applicant must be deemed fit to pursue CRC certification by CRCC and must meet EVERY requirement in ONE of the three categories described in this section.

ALL education and employment requirements must be fully satisfied by the application deadline. 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 applicant exhausts the appeal option or signifies that he/she does not wish to appeal, a refund of \$100 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 re-apply, meet the criteria in effect at the time of re-application and pay the required certification fee.

Earned Degree Requirements: All Applicants

To verify your educational background, CRCC requires an official transcript that shows the granting of your degree. A transcript will be considered official only if it bears the seal of the college or university and the signature of the school's registrar. If your degree was granted under a name other than the one that appears on your certification application, the institution should be asked to include your present name with the transcript.

If you are a **student** applying under Categories 1 or 2, CRCC requires you to submit your official transcript once your degree has been granted.

Please note: Digital transcripts can be submitted via email to CRCC at transcripts@crc certification.com

If a digital version of the transcript is not available, please mail the transcript directly to CRCC:

CRCC

1699 E. Woodfield Road, Suite 300

Schaumburg, IL 60173

For a degree to meet the educational requirements for certification eligibility, the granting college or university must have been accredited at the time the degree was conferred by one of the national or regional accrediting associations accredited by the Council on Higher Education Accreditation (CHEA).

Applications that have been "submitted" (waiting for required documentation will need to be completed), will remain open for a period of 18 months from the initial application date. Once application has been closed, a new application and documentation will need to be submitted.

International Degrees

If your degree is from another country, CRCC will allow you to submit your 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, www.aacrao.org/international, (202) 296-3359.

- World Education Services (WES)/International Academic Credential Evaluation, www.wes.org, (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 student, U.S. degree comparability, field of study, courses, credits or units, individual grades or overall grade average, and course content. The applicant is responsible for all fees associated with the evaluations and it is the applicant'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.

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. If graduation occurred prior to July 1, 2017, the program must have been accredited by CORE.

Additional Requirements:

1. 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 intern must have a minimum of 240 clock hours providing direct rehabilitation counseling services to individuals with disabilities.
2. 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; this form is available on the CRCC website (see the Application, Forms & Fees page in the Applicants section).
 - o Students must have completed 75% of the course work toward the master's degree by February 1 (for the March test), June 1 (for the July test), or September 1 (for the October test) in order to be deemed eligible to take the CRC exam.

Students must graduate within 12 months of their examination date and must submit their official transcript reflecting the granting of the degree and successful completion of the internship. Those who achieved a passing score on the exam will be eligible to use the CRC designation only after the applicant's receipt of the official CRC certificate. Official, **digital transcripts can be submitted via email directly to CRCC at transcripts@crccertification.com**

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:

3. 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.
4. The degree program must be a minimum of 48 semester credit hours or 72 quarter hours.

5. The degree program must require the following graduate-level courses as defined by CRCC:
 - Professional Orientation & Ethics in Rehabilitation Counseling
 - Medical & Psychosocial Aspects of Disabilities
 - Assessment
 - Career Development Theories & Job Development and Placement Techniques
 - Case Management & Community Partnerships
 - Theories & Techniques of Counseling
 - Research, Methodology, & Performance Management

CRCC also recommends programs provide content addressing social and cultural diversity; healthcare systems and services; disability management; crisis and trauma counseling; family counseling; and group counseling.

6. 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. This is available on the CRCC website (see the Application, Forms & Fees page in the Applicants section).

Additional Requirements for Students:

7. 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. This form is available on the CRCC website (see the Application, Forms & Fees page in the Applicants section).

- Students must have completed 75% of the course work toward the master's degree by February 1 (for the March test), June 1 (for the July test), or September 1 (for the October test) in order to be deemed eligible to take the CRC exam.

- Students must graduate within 12 months of their examination date and must submit their official transcript reflecting the granting of the degree and successful completion of the internship. Those who achieved a passing score on the exam will be eligible to use the CRC designation only after the applicant's receipt of the official CRC certificate. Official, digital **can be submitted via email directly to CRCC at transcripts@crccertification.com**

If a digital version of the transcript is not available, please mail the transcript to:

CRCC

1699 E. Woodfield Road, Suite 300

Schaumburg, IL 60173

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

Graduate of a master’s or doctoral program in a related field of study with course content that emphasizes rehabilitation, counseling, disability, therapy, health, employment, wellness, or human development.

Examples of acceptable degrees include, but are **not** necessarily limited to:

- Addictions Counseling
- Behavioral Health
- Behavioral Science
- Blindness Rehabilitation
- Child/Family Studies
- Communication Disorders
- Counseling
- Counseling Psychology
- Deaf Education
- Disability Studies
- Educational Psychology
- Guidance and Counseling
- Health Services
- Health Studies
- Human Development
- Human Relations
- Human Resources
- Human Services
- Marriage and Family Therapy
- Mental Health Counseling
- Occupational Therapy
- Physical Therapy
- Psychology
- Rehabilitation Services
- School Counseling
- School Psychology
- Social Work
- Special Education
- Substance Use Disorders Counseling
- Vision Rehabilitation Studies
- Vocational Assessment
- Vocational Evaluation

Note: All academic and work requirements stated below must be completed prior to submitting the CRC Category 3 application. All application fees are non-refundable.

Additional Requirements for Category 3 Degree Program are:

1. 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

2. 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: Required Body of Knowledge Areas Descriptions). No more than two (2) courses may be used to satisfy one (1) CRCC knowledge area.

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

If you taught or are teaching the course(s) a course syllabus must be submitted/uploaded with your name of instructor of record.

- Professional Orientation & Ethics in Rehabilitation Counseling
- Medical & Psychosocial Aspects of Disabilities
- Assessment
- Career Development Theories & Job Development and Placement Techniques
- Case Management & Community Partnerships
- Theories & Techniques of Counseling
- Research, Methodology, & Performance Management

CRCC also recommends candidate seeks courses addressing social and cultural diversity; healthcare systems and services; disability management; crisis and trauma counseling; family counseling; and group counseling.

Pre-review: If you are not sure if you have met the body of knowledge requirement to qualify as a Category 3 applicant, you may contact Alicia Osborne (aosborne@crccertification.com) for a pre-review of your transcript and work experience. There is a non-refundable fee of \$75 for this review. [Download and complete this Pre-Review form](#) also available in the CRCC website.

Internships, practicum courses, and CRCC eUniversity course may not be used as evidence of completing or teaching the foundational disability courses.

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 Verification Form** must be submitted with the application. This is available on the CRCC website (see the Application, Forms & Fees page in the Applicants section).

- 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. This is available on the CRCC website (see the Application, Forms & Fees page in the Applicants section).
- Twenty-four (24) months of acceptable work experience. (See Section 6). **The Employment and/or Supervision Verification Form** must be submitted with the application. This is available on the CRCC website (see the Application, Forms & Fees page in the Applicants section).
- 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 Educator/Employment Verification** must be submitted with the application. This is available on the CRCC website (see the Application, Forms & Fees page in the Applicants section).

SECTION 5: REQUIRED BODY OF KNOWLEDGE AREAS DEFINITIONS

If you are applying in Category 2 or 3, you must document specific course work at the graduate or post-graduate level to satisfy the educational requirements.

CRCC defines the required body of knowledge areas as follows:

Professional Orientation & Ethics in Rehabilitation Counseling 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.

Medical & Psychosocial Aspects of Disabilities 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 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 Theories & Job Development and Placement Techniques 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 & Community Partnerships 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.

Theories & Techniques of Counseling 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.

Research, Methodology, & Performance Management 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, in order 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 6: ACCEPTABLE EMPLOYMENT EXPERIENCE

CRCC will accept full-time paid employment (or its equivalent in part-time work) and 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 your 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 your current and

former employers/supervisors. Employers and/or supervisors must have been directly involved with overseeing the professional work experience of the applicant. Furthermore, at least 50% of your 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. Your 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: Your employment must reflect sufficient activity in at least *three (3)* of the seven 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 an 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 applicant'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.

SECTION 7: INTERNSHIP EXPERIENCE FOR CATEGORIES 2 AND 3

If you are applying in category 2 or 3, you must provide documentation of successfully completing an internship. The internship needs to include a minimum of 10% of the time performing counseling activities.

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

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

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 8: APPLICATION PROCESS

See the CRCC website for step-by-step instructions for completing the application process. Once you are on the CRCC website, click **Applicants** and click the navigation option for **Application, Forms, & Fees**.

SECTION 9: ELIGIBILITY DETERMINATION

An applicant who does not meet the CRCC eligibility requirements will receive a notification explaining the reason and a notice of their right to appeal. CRCC's Executive Director will review the appeal and may send the appeal to CRCC's Standards and Examination Committee. If the Standards and Examination Committee recommends denying the appeal, the CRCC Executive Committee will make the final decision regarding the applicant's eligibility.

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

Although **not** an all-inclusive list, the following may constitute grounds for immediate discontinuation of application processing or, if the individual becomes certified, revocation of an individual's certification:

- 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 of CRC status.
- Misleading or fraudulent use of the CRC certification mark.
- Cheating on the certification exam.
- Egregious, unprofessional, dangerous, and/or fraudulent acts or behavior.

Re-Application Following Discontinuation of Application Processing or Revocation of 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. Re-application does not guarantee a determination of eligibility. 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 revocation of certification.

SECTION 10: APPEALS PROCESS

CRCC's appeals process is available to any denied applicant who feels the eligibility criteria for certification have been inaccurately, inconsistently, or unfairly applied by the Standards and Examination Committee. As previously stated, materials reviewed by the Standards and Examination Committee as well as any new evidence the applicant wishes to submit will be considered by the Executive Committee.

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 applicants are encouraged to conduct the Pre-application review process described in Section 4. Based on the feedback received from the pre-review process, applicants 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 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.**

Candidate's application is reviewed by staff, and if additional review is needed, they are submitted to the Standards and Examination Committee for second review level. Candidates whose applications have been denied are provided with an opportunity to appeal for reconsideration of their application.

At the time the applicant 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 such an appeal must be sent to CRCC in writing within 30 days of the decision by the Standards and Examination Committee. The appeal process can take up to 90 days for the final decision by the Executive Committee.

The options are:

- If applicant chooses to pursue the educational requirement, CRCC will keep the CRC application open for one year and applicant will waive their right to the \$100 refund.
- OR
- If applicant does not reply within the 30 days of the date of the letter, applicant will be issued a refund of \$100 due to being deemed ineligible for certification and their application will be closed.

An applicant 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 applicant'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:

Also, if an applicant who has taken the examination feels there was an error or omission in the process or if that person questions any aspect of the examination procedure, an inquiry may be directed to CRCC's Standards and Examination Committee. Should the applicant 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.

An applicant who subsequently remedies the default that caused the initial denial of their eligibility must re-apply and will be subject to the standards and criteria in effect at the time of their re-application.

SECTION 11: THE 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. Anyone seeking 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. Sample questions are included in Section 13.

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.”

The exam is scored using a conjunctive scoring model whereby the exam is divided into two parts. One-part tests knowledge with regard to counseling and the other part tests knowledge with regard to rehabilitation and disability issues. Applicants must achieve a passing score on both parts on a single exam administration in order to pass the examination as a whole.

Examination Content

The certification examination is comprised of questions across twelve (12) knowledge domains underlying rehabilitation counseling. Additionally, each of the twelve domains are further defined into subdomains. The titles of the domains and subdomains are as follows:

CRC Exam Knowledge Domains

% of Questions

Professional Orientation and Ethical Practice

9%

- Risk management and professional ethical standards for rehabilitation counselors
- Laws and public policy affecting individuals with disabilities
- Ethical decision-making models and processes
- Diversity and multicultural counseling issues
- Rehabilitation terminology and concepts
- Professional roles, functions, and relationships with other human service providers

- Credentialing issues related to the rehabilitation counseling profession
- Organizational structure of rehabilitation counseling practice settings (e.g., public, private-for-profit, and not-for-profit service delivery systems)
- Historical and philosophical foundations of rehabilitation counseling

Counseling Theories, Techniques, and Evidence-Based Practice

16%

- Clinical problem-solving and critical-thinking skills
- Rehabilitation techniques for individuals with psychological disabilities
- Individual counseling practices and interventions
- Establishing and maintaining effective working alliances with the clients we serve
- Individual counseling theories
- Behavior and personality theory
- Substance use and treatment
- Counseling/training to help clients develop workplace socialization skills
- Motivational Interviewing
- Treatment planning for clinical problems (e.g., depression, anxiety)
- Human growth and development
- Evidence-based psychosocial and vocational interventions in rehabilitation counseling practice
- Evidence-based psychiatric rehabilitation practices
- Evidence-based counseling/therapy for clients with PTSD
- Evidence-based counseling/therapy for clients with alcohol and other drug use problems
- Theories and techniques of clinical supervision
- Evidence-based practice and research utilization

Group and Family Counseling

3%

- Family counseling practices and interventions
- Family counseling theories
- Group counseling practices and interventions
- Group counseling theories

Crisis and Trauma Counseling and Interventions

4%

- Assessment of client risk and development of a safety plan
- Effective rehabilitation counseling services for individuals with polytrauma injuries
- Impact of crises, disasters, and other trauma-causing events on people with disabilities
- Use of principles of crisis intervention for people with disabilities during crises, disasters, and other trauma-causing events
- The emergency management system within rehabilitation agencies and in the community

<u>Medical and Psychosocial Aspects of Chronic Illness and Disability</u>	11%
<ul style="list-style-type: none"> • The psychosocial and cultural impact of disability on the individual • Medical aspects and implications of various disabilities • Environmental and attitudinal barriers for individuals with disabilities • Medical terminology • Implications of medications as they apply to individuals with disabilities • The psychosocial and cultural impact of disability on the family • Individual and family adjustment to disability • Human sexuality and disability issues 	
<u>Assessment, Occupational Analysis, and Service Implementation</u>	15%
<ul style="list-style-type: none"> • Vocational implications of functional limitations associated with disabilities • The functional capacities of individuals with disabilities • Interpretation of assessment results for rehabilitation planning purposes • Occupational and labor market information • The tests and evaluation techniques available for assessing clients' needs • Ergonomics, job accommodations, and assistive technology • Transferable skills analysis • Job modification and restructuring techniques • Job analysis • Diagnostic and Statistical Manual of Mental Disorders 5 (DSM-5) • Computer-based job-matching systems • Methods and techniques used to conduct labor market surveys 	
<u>Career Development and Job Placement</u>	9%
<ul style="list-style-type: none"> • Career development and job placement strategies • Job readiness including seeking and retention skills development • School to work transition for students with disabilities • Employer development for job placement • Supported employment strategies and services • Dual diagnosis and the workplace • Theories of career development and work adjustment • Work conditioning or work hardening resources and strategies • Individual Placement and Support (IPS) model – evidence-based supported employment • Social media as a networking tool 	
<u>Demand-Side Employer Engagement</u>	6%
<ul style="list-style-type: none"> • Assisting employers with job accommodation issues for their employees with disabilities (e.g., assistive technology, workspace modifications) • Consultation process with employers related to management of disability 	

issues in the workplace

- Educating employers on disability-related issues (e.g., ADA, compliance, disability law)
- Human resource practices, diversity in the workplace, and workplace supports for people with disabilities
- Diversity training related to disability issues for employers
- Demand-side employment issues related to hiring, return to work, and retention
- Marketing strategies and techniques for rehabilitation services

Community Resources and Partnerships

9%

- The services available for a variety of rehabilitation populations, including persons with multiple disabilities
- Community resources and services for rehabilitation planning
- Social Security programs, benefits, work incentives, and disincentives
- Financial resources for rehabilitation services
- Programs and services for specialty populations (e.g., school-to-work transition, SCI, TBI, mental health, ID/DD, substance abuse, corrections)
- Independent living services
- Financial literacy and benefits counseling and linkages to asset development resources
- Services available through client advocacy programs (e.g., Client Assistance Programs [CAP], legal aid)
- Services available from one-stop career centers
- Life-care planning and life-care planning services

Case Management

7%

- The case management process, including case finding, planning, service coordination, referral to and utilization of other disciplines, and client advocacy
- Case recording and documentation
- Negotiation, mediation, and conflict resolution strategies
- Principles of caseload management
- Techniques for working effectively in teams and across disciplines
- Advocacy processes needed to address institutional and social barriers that impede access, equity, and success for clients
- Techniques for working with individuals with limited English proficiency
- Principles, models, and documentation formats for biopsychosocial case conceptualization and treatment planning

Health Care and Disability Management

5%

- Appropriate medical intervention resources
- Healthcare benefits and delivery systems
- Health promotion and wellness concepts and strategies for people with chronic illness and disability
- Insurance programs (e.g., Medicare, Medicaid, group and individual,

short- and long-term disability, personal injury no-fault liability)

- Disability prevention and management strategies
- Workers' compensation laws and practices
- Managed care concepts

Research, Methodology, and Performance Management

6%

- Program evaluation procedures for assessing the effectiveness of rehabilitation services and outcomes
- Rehabilitation research literature related to evidence-based practice
- Effective management of rehabilitation services and programs, including areas such as administration, finance, benefit systems, and accountability
- Psychometric concepts related to measurement (e.g., reliability, validity, standard error of measurement)
- Strategic planning techniques and budget planning
- Research methods and statistics
- Systematic review, meta-analysis
- Research databases (e.g., Cochrane Collaboration, PsycINFO, MEDLINE)
- Concepts and principles of organizational development and stakeholder management

Schedule Your Exam Early

CRCC cannot guarantee seating at the testing centers and recommends that you schedule the exam as soon as you receive your eligibility notification "Authorization to Test Letter".

Failure to Schedule Exam Appointment:

Applicants are allowed to start their application six (6) months prior to the examination window. Applicants that complete their application and are approved, will receive an Authorization to Test (ATT) letter with instructions to schedule their examination with Pearson VUE. The ATT letter only applies to the upcoming examination window. **If the applicant does not schedule the exam appointment after receiving the ATT letter by the final exam date, the applicant will forfeit sitting during that examination window. The applicant will be charged a \$75 deferral (Refer to CRCC Deferral Policy) fee to schedule in the next subsequent exam window. If the applicant fails to reschedule at the next subsequent exam window, they will need to submit a new application and pay a new application fee.**

Note: Applications that have been "submitted" and are pending required documentation to be uploaded, will remain open up to one year from the initial application date. Upon application closing all information will be removed.

Examination Schedule

The total time set aside for an examination is four hours, which includes time set aside for check-in, instructions, and a practice session on the computer. The actual time allotted for the

test is 3.5 hours, unless ADA accommodations are requested and approved by CRCC. Before starting the test, applicants will take a tutorial that allows them to become familiar with the computer system. After finishing the test, applicants will be given an opportunity to record comments on particular exam items and will be requested to complete a brief survey.

Examination Sites

Candidates have the option to take the exam in person at a testing center or online.

Testing Center

Applicants will be able to choose from approximately 380 test administration centers in the U.S. and Canada. Because the location of test sites can change slightly from time-to-time, CRCC does not maintain information regarding test sites. At the time applicants are notified of their eligibility to take the exam, they will be provided complete instructions regarding how to schedule their time and location among one of the approximate 380 test sites in the U.S. and Canada. It is advisable for applicants to schedule as early as possible in order to obtain a preferred location, date, and time. Extensions will not be granted due to delays in scheduling an appointment.

Test administration centers are designed to provide standardized test administration. Test center personnel will guide applicants through the check-in process and will be available throughout the test administration in the event an applicant has a question related to the administration of the exam. Test center personnel cannot, however, respond to questions relating to the content of the examination. Test center personnel will verify required forms of identification. A photo of the applicant will also be taken.

All personal belongings must be placed in a locker available at the test center. Personal belongings also include tissues and any self-administered medication, whether over-the-counter or prescription medication. Books, paper, and other resources are not allowed, although test center personnel will provide scrap paper that must be turned in at the end of the test session. No food or drink, including water, may be taken into the testing room.

Applicants will be required to 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. Applicants should refrain from wearing other jewelry or hair accessories.

Applicants are not permitted to leave the test center facility during the examination. Applicants may take a break as needed to attend to personal health and care issues, including restroom breaks, but will need to sign out according to the instructions that will be explained at the test center. If an applicant chooses to take breaks, the time allotted for the examination will not increase and the examination timer will not stop during breaks.

Any violation of the policy will be reported to CRCC for further investigation. An applicant, who for medical reasons cannot comply with these rules, must apply for testing accommodations as described in Section 12.

Applicants who attempt to violate exam security in any way will be dismissed from the test center and may forfeit their right to seek certification. Applicants 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

It is recommended that applicants arrive thirty (30) minutes prior to the scheduled appointment time in order to complete the check-in process. One form of valid, government-issued photo identification with the applicant'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).

While every effort will be made to seat applicants who arrive after the scheduled appointment time, late seating will be subject to the overall availability of seating at the test center.

- Those with invalid identification or who arrive late and cannot be seated will be subject to a \$225 re-examination fee in order sit for the exam at the next consecutive testing window (Refer Section 17 Fees schedule).
- Applicants who are unable to sit for a scheduled examination for any reason in the initial exam (first window within the current application) are permitted only one deferral (Refer to CRCC Deferral Policy) to the next subsequent scheduled testing window.
- CRCC charges \$75 for this change (effective January 1/2021)

Admission Policy:

Please arrive at the test center thirty (30) minutes before your scheduled appointment. This will allow you enough time to complete the check-in procedures before beginning your exam. You will be required to bring with you one (1) valid form of ID. This ID must be a current (non-expired) official government issued ID bearing your name, signature, and photograph.

Late Arrivals:

If you arrive more than fifteen (15) minutes after your appointment time and are refused admission, your application exam fees are not refundable under any circumstance.

Acceptable Forms of Non-Expired Government-Issued ID, with signature and photo

Acceptable forms of non-expired, government-issued ID, with signature and photograph:

- Driver's license/Universal Driver's License
- Valid Passport
- Military ID card
- State ID card
- US Government issued permanent resident card (commonly known as the green card, formerly known as the alien registration card)

You will not be allowed to take any personal items with you into the testing room. This includes all bags, books not authorized by the testing program, notes, cell phones, pagers, watches and wallets.

Visit Pearson VUE Reschedule (within the current window) and Cancellation Policy at:
<https://home.pearsonvue.com/crcc>

Note: If you do not cancel your appointment 48 hours prior to your scheduled appointment time, you will forfeit your application exam fee. For further information please refer to the CRC Certification Guide.

CRC Online Testing:

In response to the COVID-19 pandemic, CRCC's accreditation body NCCA has temporarily approved Live Remote Online Proctoring for the March 2021 Exam Window (March 5-13, 2021.) Candidates who apply and are approved to test during the March testing window, will have two options to take their exam: at a Pearson VUE test center (see above) or via On VUE Live Online Proctoring. On VUE allows you to take your exam from the comfort of your own home or location of your choosing on your own computer while being monitored live by an offsite proctor through your webcam. It is recommended that candidates choosing the On VUE option be comfortable with technology and familiar with their own computer equipment.

Testing sessions are available 24 hours a day and seven days a week, based on seating availability. Your computer must have webcam capability as well as a microphone and speakers, and you should be in a quiet environment to avoid distractions and to ensure that the online proctor can hear everything in your location. You must also have a strong internet connection and updated software installed on your computer. A full listing of the technical requirements is posted on Pearson VUE's website.

CRCC Deferral Policy

This policy only applies to a new candidate application. If you are unable to sit for your initial exam, you will only be allowed one deferral to the next subsequent testing window. There is only one deferral per application.

If you wish to defer (move or reschedule) your exam to the next consecutive exam window, you will need to contact CRCC at ContactUs@crccertification.com to receive information about this

process. Candidates are responsible for cancelling their appointments with PearsonVue at least 48 hours in advance, prior to deferring. Refer to Section 17 for deferral fees.

Applicants 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. Applicants who wish to continue to pursue certification will be required to submit a new application, along with payment of the certification 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

CRCC’s policy requires re-examination to occur in the next exam window after the original examination. Applicants who do not achieve a passing score on the certification exam on the first (initial) exam window are allowed to re-take the exam at the next subsequent testing window only.

Note: Candidates that did not pass cannot defer their re-examination CRC exam.

Applicants 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 and who wish to continue to pursue certification will be required to submit a new application, together with the certification fee, to continue their pursuit of the CRC designation. Such reapplications will be subject to all criteria in effect at the time of reapplication.

<u>Re-examination CRC Examination Schedule</u>		
<u>Application Deadline</u>	<u>Testing Dates</u>	<u>Mailing of Examination Results Packet</u>
December 31, 2020	March 5-13, 2021	April 15, 2021
April 30, 2021	July 9-17, 2021	August 27, 2021
August 31, 2021	October 1-9, 2021	November 9, 2021
December 31, 2021	March 4-12, 2022	April 15, 2021
April 30, 2022	July 8-16, 2022	August 16, 2022
August 31, 2022	October 7-15, 2022	November 15, 2022

SECTION 12: 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 or more major life activities such as walking, seeing, hearing, or learning. The purpose of documentation is to validate the applicant 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 applicant'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 applicant 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.

Confidentiality

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

Available Accommodations

CRCC offers a wide variety of ADA accommodations to those individuals with a documented disability. Requests for accommodations are reviewed by CRCC on a case-by-case basis, without penalty. You

CRCC's certification examination has been validated in a multiple-choice format; therefore, alternative versions of the exam can only be provided in that format. However, various accommodations may be provided by CRCC to afford access to the exam for individuals with disabilities who qualify for accommodations. These accommodations may include, but are not necessarily limited to:

- Adjustable Work-Station (Adjusted Height Table)
- Beverage (Applicant-supplied)
- Enlarged Font
- Extra Time (*)
- JAWS

- Reader
- Adjustable Contrast
- Screen Magnifier
- Scribe
- Separate Room
- Sign Language Interpreter ** (to facilitate communication with test center personnel)
- Touch Pad Mouse
- Track Ball Mouse

*** Extra time can only be granted if documentation provided is from a college instructor who can show this accommodation was provided for exams of same or similar type. To be of same or similar type, means the exam must have been a computerized, multiple choice, time-limited exam where no exam taker was allowed to ask questions. The exam did not have any essay or discussion questions.**

****The ADA allows for comparable accommodations in place of an American Sign Language (ASL) interpreter. The environment for this exam has minimal contact with any other person. The only time communication between a candidate and another person should occur during the test period is:**

1. **Check-in: Upon entry to the testing center to notify the staff you are present.**
2. **If you experience the need for computer assistance or to take a break.**
3. **To find the restroom.**
4. **To notify staff you have completed the exam.**

All of the above can be done via a notepad or the candidate may bring a family member to wait in the test center reception area and provide the minimal translation that may be needed.

View of an Authorized Testing Center Tour:

<https://www.pearsonvue.co.uk/Test-Owner/Deliver/Test-center/PPC-photo-tour.aspx>

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 phones are provided when requested in advance.

Individuals may request accommodations beyond those shown above by selecting “Other” on the Test Accommodation Request Form, noting the accommodation(s) requested. This selection should also be used to indicate a need to bring medical devices into the testing room, or to bring food or drink into the testing room when it is medically necessary to do so, and when documentation from a qualified professional is provided to support such requests.

Individuals who are deaf or hard of hearing, 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. Applicants are ONLY permitted to leave the test center facility during the 60-minute scheduled break. Applicants may choose to use all or part of the 60-minute scheduled break. Applicants 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. Any violation of the policy will be reported to CRCC for further investigation.

How to Request Test Accommodations

1. Read the Guidelines for Documenting a Request for Test Accommodations and share them with the qualified professional who will be preparing your documentation.
2. As part of the application process, you will be given the option of requesting an accommodation.
3. Download the ADA [Test Accommodations Request Form](#) available in the CRCC website.
4. Upload supporting documentation related to your accommodation request, including the completed Test Accommodation Request Form, and documentation from a qualified professional. If you are unable to upload the documentation, you may mail to CRCC by selecting that option. Compare your documentation with the information listed in the documentation guidelines to ensure a complete submission. **If all required information is not submitted with your application or before the application deadline, your file will be incomplete. Therefore, you will not be eligible to sit for the examination for which you applied. You will be given an opportunity to complete your file in order to be considered during the next test cycle.**

Guidelines for Documenting a Request for Test Accommodations

The following guidelines will assist an applicant in documenting a need for an accommodation based on an impairment that substantially limits one or more major life activities.

To request accommodations, complete the Test Accommodation Request in the application process.

1. Obtain a detailed, comprehensive written letter or report signed by a qualified professional. A qualified professional is defined as an individual who is licensed by a state or is certified nationally, has had contact with the applicant and is able to substantiate a record of diagnosis. The letter or report should describe your disability and its severity and explain the need for the requested accommodations. The report must:
 - State a specific diagnosis of a disability.
 - Be current. The provision of accommodations is based on the current impact of the disability on the testing activity. The most recent documentation, preferably within the last five (5) years, should be provided. For physical conditions that are obvious

and permanent, the currency requirement for the evaluation does not apply, but the most recent evaluation documentation available is still required and must be submitted.

- Give a detailed description of the applicant's current functional limitations due to the diagnosed disability.
 - 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.
 - Report any past accommodations the applicant received on examinations because of the disability.
 - Provide contact information and credentials of the qualified professional that qualifies him/her to make the diagnosis, including information about professional license or certification and training in the area of the diagnosis. The dated report must be written on the qualified professional's letterhead and clearly indicate the name, address, telephone number and qualifications of the professional. If requested by CRCC, the qualified professional must present evidence of comprehensive training and direct experience in the diagnosis and treatment of adults in the specific area of disability.
 - A prior history of accommodation, without demonstration of a current need, does not in and of itself warrant the provision of a similar accommodation. **If no prior accommodations have been provided, the qualified professional should include a detailed explanation as to why no accommodations were given in the past and why accommodations are needed now.**
2. Upload the completed Test Accommodation supporting documentation related to your accommodation request, including documentation from a qualified professional.

Please 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.

Appeal Process

Any applicant who is denied ADA accommodations may appeal this decision by submitting the following materials to CRCC:

- A written request for a formal appeal of the denial of accommodations. The request should describe the rationale for the appeal based on additional information not previously provided to CRCC or clarify other reasons justifying reconsideration.
- Additional written information in support of the appeal, such as new diagnostic or treatment information from the treating professional.

The appeal materials must be sent together in a single mailing and sent to CRCC within 30 days of the date indicated on the letter of denial of accommodations. During the next test cycle, the CRCC Executive Director will review the appeal and accompanying materials and make a determination prior to the next administration of the exam. The decision of the Executive Director is final. Note: the accommodations appeal may delay and you may need to wait to test at the next consecutive exam window.

SECTION 13: PREPARING FOR THE EXAMINATION

CRC Interactive Practice Test

The CRC Interactive Practice Test consists of one set of 50 multiple-choice questions representative of content on the actual CRC Exam.

These questions have been specifically selected to be reasonably representative of the content and statistical properties of the actual CRC Exam.

The practice test items span all 12 domains or content areas covered in the CRC Exam as well as the two sections of counseling and rehabilitation/disability.

The CRC Interactive Practice Test may be taken in 2 modes:

- **Test Mode**
This mode automatically advances to the next question in the CRC Interactive Practice Test as soon as an answer is selected. The feedback provides information whether the answer selected is correct or incorrect. A pass or fail status is not provided.
- **Study Mode**
This mode provides the option of receiving immediate feedback about the question. The domain area is identified and the rationale behind the correct answer is also provided. Each question includes a list of references for further study on the general content area of the question.

Respondents are encouraged to take the CRC Interactive Practice Test in both modes. Begin by taking in test mode to determine overall performance. Next, take in study mode to identify the domain content areas to focus studies. Retake in test mode to gauge improvement in identified domain content areas.

For more information on the CRC Interactive Practice Test, go to the CRCC website at www.crccertification.com/pages/crc_exam_preparation/72.php.

To maximize your study preparation, purchase the [CRC Interactive Practice Test](#) today.

NOTE: Use of the CRC Interactive Practice Test is not required to pursue or obtain CRC Certification and does not guarantee success on the CRC Exam. Furthermore, CRCC does not endorse or recommend other study guides or CRC Exam preparation materials that may be available on the market, as we have not been involved in their development and therefore cannot attest to the accuracy or comprehensive nature of the content contained in those materials.

Sample Exam Questions

In addition to the CRC Interactive Practice Test, the following sample exam questions and reading list, along with a review of the test content outlined in Section 11, should be of assistance as you prepare to take the exam.

1. The obligation for rehabilitation counselors to teach advocacy skills to their clients stems from the belief that:
 - a. clients have the right to self-determination of choice.
 - b. clients require intervention by counselors to achieve full inclusion in society.
 - c. counselors have the specific training needed for advocacy efforts to be successful.
 - d. counselors have the best understanding of client needs and what is required to meet those needs.

2. Cognitive-Dissonance Theory is based on the:
 - a. assumption that when an individual has contradictory thoughts or ideas within an established behavior pattern, discord occurs.
 - b. individual's attraction to a particular role demand of an occupation that meets his/her needs and provides him/her with satisfaction.
 - c. assumption that individuals choose occupations that are person-oriented or non-person-oriented.
 - d. assumption the need structure of the individual is greatly influenced by early childhood frustrations and satisfactions.

3. The group counseling theory based on the holistic view of the individual is:
 - a. behavioral.
 - b. psychoanalytic.
 - c. Adlerian.
 - d. Freudian.

4. A judge subpoenas a rehabilitation counselor to provide a copy of a client's psychological evaluation that was performed by an independent psychologist. The rehabilitation counselor should:
 - a. submit the report only with the client's consent.
 - b. submit the report even if the client refuses consent.
 - c. refuse to submit the report under any circumstances.

- d. direct the court to obtain the report directly from the psychologist.
5. When developing a rehabilitation plan for a client who has recently been diagnosed with multiple sclerosis, the rehabilitation counselor should consider that:
- a. muscles will progressively atrophy without evidence of neural degeneration.
 - b. symptoms can abate and recur with increasing frequency and severity for many years.
 - c. physical symptoms are debilitating, while mental and emotional states remain stable.
 - d. with the proper orthopedic devices, a client will be able to overcome most problems associated with the disability.
6. The assessment techniques commonly used to evaluate adults with specific learning disabilities fall into these three categories:
- a. medical tests, psychological tests, and work evaluations.
 - b. neurological tests, adaptive behavior scales, and personality tests.
 - c. blood tests, Wechsler Adult Intelligence Scale (WAIS-IV) scores, and functional assessment tests.
 - d. informal tests and observational measures, standardized psychological tests, and neuropsychological test batteries.
7. Krumboltz's theory suggests the four factors that influence career decisions are genetic endowment, environmental conditions, learning experiences, and:
- a. task approach skills.
 - b. personal financial assets.
 - c. physical appearance.
 - d. physical environment.
8. An important service rehabilitation counselors can provide to employers is:
- a. actuarial assessment.
 - b. compensation insurance brokering.
 - c. employee performance evaluation.
 - d. post-placement follow-up.
 - e.
9. Which program allows individuals to work with Social Security to set aside income and/or resources for a specified period of time to pursue a work goal?
- a. Trial Work Period (TWP).
 - b. Impairment-Related Work Expenses (IRWE).
 - c. Plan to Achieve Self-Support (PASS).
 - d. Ticket to Work (TTW).
10. In the state/federal rehabilitation program, the development of the Individualized Plan for Employment (IPE) is guided primarily by:

- a. agency regulations.
- b. the client's objectives.
- c. labor market surveys.
- d. local employment opportunities.

11. In the private sector, workers' compensation is regulated by:

- a. the federal government.
- b. a regional board of directors.
- c. each state.
- d. the insurance commission.

12. The method by which the impact of rehabilitation services can be assessed is a:

- a. key assessment.
- b. vocational evaluation.
- c. comprehensive needs assessment.
- d. program evaluation.

Correct responses are:

- 1a
- 2a
- 3c
- 4d
- 5b
- 6d
- 7a
- 8d
- 9c
- 10b
- 11c
- 12d

Reading List

These resources that may be of help to applicants in preparation for the CRC examination. The list contains texts used by various master's programs in rehabilitation counseling, many of which contain similar content. It is not meant to be considered required reading. Instead, the list provides resources that applicants may reference after identifying examination content areas, as noted in Section 11, with which they feel less familiar or lack a strong knowledge base. Please be aware that this reading list does not comprise all knowledge areas covered in the examination. It is strongly recommended that applicants also be familiar with government publications, such as the *Dictionary of Occupational Titles*, legislative acts, and other similar information that is in the public domain.

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- Brown, D. (2015). *Career information, career counseling, and career development*. (11th Ed). Upper Saddle River, NJ: Pearson Education, Inc.
- Bryan, W. V. (2010). *Sociopolitical aspects of disabilities: The social perspectives and political history of disabilities and rehabilitation in the United States*. (2nd Ed.). Springfield, IL: Charles C. Thomas Publisher, Ltd.
- Capuzzi, D., Gross, D. R., & Stauffer, M. D. (2010). *Introduction to group work*. (5th Ed.). Denver, CO: Love Publishing Company.
- Chan, F., Berven, N. L., & Thomas, K. R. (2015). *Counseling theories and techniques for rehabilitation and mental health professionals*. (2nd Ed.). New York, NY: Springer Publishing Company.

- Corey, G. (2017). *Theory and practice of counseling and psychotherapy*. (10th Ed.). Boston, MA: Cengage.
- Corey, G., Corey, M. S., & Callanan, P. (2019). *Issues and ethics in the helping professions*. (10th Ed.). Boston, MA: Cengage.
- Corey, M. S., Corey, G., & Corey, C. (2018). *Groups: Process and practice*. (10th Ed.). Boston, MA, CA: Cengage.
- Cottone, R. R. & Tarvydas, V. M. (2016). *Ethics and decision making in counseling and psychotherapy*. (4th Ed.). New York, NY: Springer Publishing Company
- Crimando, W. & Riggat, T. F. (2005). *Community resources: A guide for human service workers*. (2nd Ed.). Long Grove, IL: Waveland Press, Inc.
- Doweiko, H. E. (2015). *Concepts of chemical dependency*. (9th Ed.). Boston, MA: Cengage.
- Falvo, D. R. & Holland, B. E. (2018). *Medical and psychosocial aspects of chronic illness and disability*. (6th Ed.). Burlington, MA: Jones & Bartlett Learning.
- Forsyth, D. R. (2019). *Group dynamics*. (7th Ed.). Boston, MA: Cengage Learning.
- Gladding, S. T. (2019). *Family therapy: History, theory, and practice*. (7th Ed.). Upper Saddle River, NJ: Pearson Education, Inc.
- Goldenberg, I., Stanton, M., & Goldenberg, H. (2017). *Family therapy: An overview*. (9th Ed.). Boston, MA: Cengage.
- Gysbers, N. C., Heppner, M. J., & Johnston, J. A. (2014). *Career counseling: Holism, diversity, and strengths*. (4th Ed.). Alexandria, VA: American Counseling Association.
- Hays, D. G. (2017). *Assessment in counseling: Procedures and practices*. (6th Ed.). Alexandria, VA: American Counseling Association.
- Jackson-Cherry, L. R. & Erford, B. T. (2018). *Crisis assessment, intervention, and prevention*. (3rd Ed.). New York, NY: Pearson Education, Inc.
- Lee, C.C. (2018). *Multicultural issues in counseling: New approaches to diversity*. (5th Ed.). Alexandria, VA: American Counseling Association.
- Levers, L. L. (Ed.). (2012). *Trauma counseling: Theories and interventions*. New York, NY: Springer Publishing Company.
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- Marini, I., Millington, M. J., & Graf, N. M. (2017). *Psychology aspects of disability: Insider perspectives and counseling strategies*. (2nd Ed.) New York, NY: Springer Publishing Company, LLC.

- Marini, I. & Stebnicki, M. A. (Eds.). (2017). *The psychological and social impact of illness and disability*. (7th Ed.). New York, NY: Springer Publishing Company.
- McGuire-Kuletz, M., Otto, B., & Diehl, B. (Eds.). (2015). *Understanding the affordable care act: A toolkit for VR counselors*. (Institute on Rehabilitation Issues Monograph No. 37). Washington, DC: The George Washington University, Center for Rehabilitation Counseling Research and Education.
- McGuire-Kuletz, M., Tomlinson, P., & Siblo, M. (Eds.). (2010). *Vocational rehabilitation and corrections: Achieving successful employment outcomes for persons with disabilities and criminal history*. (Institute on Rehabilitation Issues Monograph No. 35). Washington, DC: The George Washington University, Center for Rehabilitation Counseling Research and Education.
- McGuire-Kuletz, M., Shivers, S., & Anderson, P. (Eds.). (2009). *When Johnny (or Jeannie) comes marching home ...and back to work: Linking Veterans Affairs and state vocational rehabilitation services for service men and women*. (Institute on Rehabilitation Issues Monograph No. 34). Washington, DC: The George Washington University, Center for Rehabilitation Counseling Research and Education.
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- Sue, D. W. & Sue, D. (2016). *Counseling the culturally diverse: Theory and practice*. (7th Ed.). Hoboken, NJ: John Wiley & Sons, Inc.
- Szymanski, E. M. & Parker, R. M. (Eds.). (2010). *Work and disability: Contexts, issues, and strategies for enhancing employment outcomes for people with disabilities*. (3rd Ed.). Austin, TX: Pro-Ed, Inc.
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- University of Arkansas Currents. (2011). *Performance management: Program evaluation and quality assurance in vocational rehabilitation*. (36th Institute on Rehabilitation Issues). Hot Springs, AR: University of Arkansas Currents.
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- Webber, J. & Mascari, J. B. (Eds.). (2010). *Terrorism, trauma, and tragedies: A counselor's guide to preparing and responding*. (3rd Ed.). Alexandria, VA: American Counseling Association.
- Weed, R. O. & Field, T. F. (2012). *Rehabilitation consultant's handbook*. (4th Ed.). Athens, GA: Elliott & Fitzpatrick, Inc.
- Weed, R. O. & Berens, D.E. (Eds.). (2019). *Life care planning and case management handbook*. (4th Ed.). Boca Raton, FL: CRC Press.
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SECTION 14: EXAMINATION SCORES, RESULTS, CERTIFICATES, AND INQUIRIES

Examination Scores

The examination is scored using a conjunctive scoring model whereby the examination is divided into two parts. One of the parts tests knowledge with regard to counseling and the other part tests knowledge with regard to rehabilitation and disability issues. Applicants must achieve a passing score on both parts on a single exam administration in order to pass the examination as a whole.

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 applicant 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 part 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 as a whole.

Because of the need for security, multiple forms of examinations, each containing a different combination of questions, are used. 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 applicants. 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 applicants demonstrate the same level of ability in order 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 window, examinees will receive a follow-up email. Examinees who pass will receive a preliminary score report. Examinees who do not pass will receive a final score report profile including diagnostic information. This information can be used for further study.

Approximately four weeks following the close of the test administration window, applicants will be mailed their examination results.

Category 1 and 2

An applicant who applies as a student (under Category 1 or 2) will be required to submit the official transcript emailed to CRCC at transcripts@crccertification.com. **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 applicants who obtained a passing score on the examination. This transcript must also reflect the successful completion of a 600-hour**

internship in rehabilitation counseling. If an electronic version not available, the transcript may be mailed to CRCC, 1699 E. Woodfield Road, Suite 300, Schaumburg, IL 60173. In order to protect the privacy of the applicant, results are confidential and will **ONLY** be released to the applicant **IN WRITING BY FIRST CLASS MAIL**. Examination results cannot be released over the phone or by electronic communication.

Certificates

Each individual who receives a passing score and completed all the requirements for the CRC will receive a final email confirmation. The CRC certificate which will be sent via US mail to the address in CRCCconnect database. Individuals are entitled to begin using the designation “CRC” after their names as soon as they receive the CRC certificate. Duplicate or replacement certificates can be requested from CRCC (refer to Section 17 Fees). All certificates remain the property of CRCC. Individuals who do not receive their original certificate within eight weeks of their examination should contact CRCC immediately.

Examination Inquiries

Applicants 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 applicant 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 CRC/Retired Certified Rehabilitation Counselor/Retired

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 those 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.
2. Have been officially notified by CRCC through the receipt of an 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 within 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

Applicants 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 in order 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-year intervals. Participation in continuing education throughout the five-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. All CRCs must document 100 clock hours of approved continuing education, 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.

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. **CRCC urges all certificants to update their contact information making any changes necessary to ensure prompt delivery of communications (electronic and/or mail). CRCC's primary method of communication is electronic via email.**

SECTION 17: FEES

All fees are non-refundable, unless otherwise noted.

Note that all fees are subject to change without notice.

CERTIFICATION FEE \$410

The certification application fee, which includes the cost of the examination, is submitted at the time of application. A refund of \$100 will be issued to applicants deemed ineligible. The candidate must sit the exam during the exam window on their application, or the window immediately following it.

Note: If the applicant deferred on their initial application, they must take the exam at the next consecutive window.

RE-EXAMINATION FEE \$225

This fee must be paid by applicants 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. Additionally, re-examination can only occur at the next subsequent exam window date. The re-examination fee must also be paid by applicants who are not seated for a scheduled appointment due to invalid identification, late arrival, or who do not appear (No-Show) for their appointment or applicants who cancel a scheduled appointment 48 hours or less prior to their scheduled appointment.

ADDITIONAL EXAMINATION FEE INFORMATION:

Refer to **Section 11** in this CRC Certification Guide for detailed information regarding:

Exam Deferral \$ 75

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

CERTIFICATION RENEWAL FEE \$405

See certification renewal guide for more information.

CRC/RETIRED DESIGNATION FEE \$100

See certification renewal guide for more information.

Handling Fee for Returned Checks \$ 35

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.

e-Mail Verification \$ 30

Written (via US Mail) \$ 40

Expedited \$ 55

Replacement Certificate

(Except at renewal time.) \$ 30

Please send a written request to CRCC along with payment.