Overview and Table of Contents

This handbook provides all information a candidate needs to register for the IAHC Certification Exam. Please be sure to review all pages within this document, as there is highly important information.

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What is the International Health Coach Certification?

The International Association for Health Coaches (IAHC) Certified Health Coach credential distinguishes Health Coaches who have met the following requirements:

- Graduated from the Health Coach Training Program at the Institute for Integrative Nutrition (IIN)
- Passed the International Health Coach Certification exam

Coaches who have met these requirements will earn the title Certified International Health Coach (CIHC), valid for three years. After that, CIHCs will be able to take continuing education courses to renew their certification. These courses will be made available later in the year.

Exam Eligibility Requirements

Any graduate of the Health Coach Training Program (formerly called Professional Training Program) is eligible to take this exam. Graduates are automatically members of the International Association for Health Coaches and will be provided a membership ID number. This number will be needed when registering for the exam.

Any Health Coach who has not graduated from IIN must email info@iahcnow.org. After review, IAHC will determine if a non-Integrative Nutrition Health Coach is qualified to take this exam.
Exam Overview

The exam is 90 minutes long and consists of 71 questions. It must be taken in person at a Pearson VUE testing center. Pearson VUE has testing centers all over the world, so no matter where you are, you’ll be able to take this exam.

Questions will cover the following coaching skills:

- Coaching Agreements
- Ethical Guidelines and Coaching Standards
- Motivation
- Creating Trust and Intimacy
- Rapport
- Coaching Presence
- Accountability and Boundaries
- Effective Communication
- Active Listening
- High-Mileage Questions
- Client Support
- Goal Setting
- Facilitating Progress Tracking

A comprehensive study guide is available to download on the IAHC site. It’s strongly recommended that all candidates study for this exam. Study materials will not be allowed in the testing room during the exam.
How To Register For The Exam

The IAHC exam is administered at over 5,500 Pearson VUE test centers globally. The cost of the IAHC exam is $150 USD. Candidates pay the exam fee when scheduling. Payment may be made with a Visa, American Express, or MasterCard debit/credit card.
Retrieving Your IAHC Membership ID

You'll need your IAHC Membership ID to create a Pearson VUE web account to register for the exam. To find your ID, follow these steps:

Visit the IAHC Membership Portal log-in page:

https://portaliahc.cyzap.net/dzapps/dbzap.bin/apps/assess/webmembers/login?webid=iahc
Click on *Forgot Password?* next to the Login button:

**Welcome to the International Association for Health Coaches (IAHC) Membership Portal!**

Through this system you can easily:
- Setup your membership account
- Verify and update account and contact information

**Login**

Username
Password
Login
Forgot Password?

Input the email address you used with Integrative Nutrition and press Submit:

**Please note:** if you are not a graduate of IIN and have been approved to take the exam, use the email address you provided IAHC upon applying.

**Password Assistance**

Reset Password: Enter the e-mail address associated with your account, then click Submit. We'll email you a link which will allow you to reset your password.

Has your e-mail address changed? If you no longer use the e-mail address associated with your account, please contact the International Association for Health Coaches for help restoring access to your account.
An email will be sent to you with a clickable link to reset your password. This email may get placed in to your junk/SPAM folder. **Please make sure to check your junk/SPAM folder for this email.** Once you follow the link to reset your password, you’ll be able to log in to your IAHC Membership Portal.

**Please note:** If you don’t receive a password reset email, you won’t be able to create another account. Please contact support@iahcnow.org if this happens.

Once logged in, you can find your IAHC Membership ID in your Account Overview. The ID number will start with IND, and a 6-digit number will follow, i.e. IND-000000.

**Please note:** The below image has personal information removed, but shows you where your ID number will be located.)
Scheduling

First-time test takers must create a Pearson VUE web account (see below for detailed instructions). When creating your account and scheduling your test, you’ll need your IAHC Membership ID from the IAHC Member Portal. When inputting your ID number, don’t input the IND-; you’ll only need the 6-digit number. Appointments should be made at least two business days (48 hours) in advance.

If the name and/or address you originally provided IAHC is no longer accurate, you must resolve the discrepancies before you arrive at the test center. You can edit all of your demographic information except your name in the Pearson VUE website or by logging in to the IAHC Membership Portal (see above). If changes are made in the Membership Portal, they will take up to one business day to reflect in the IAHC system. If you need to edit your name, you must contact IAHC directly. Please email support@iahcnow.org for assistance changing your name. This change will also take up to one business day to reflect in the IAHC system.
Step 1 – Sign Up for Pearson VUE Web Account

International Association for Health Coaches (IAHC) - Create a Web Account: Step 1

Sign Up or Sign In

All fields are required.
Enter information on this page in the Roman alphabet (Alphanumeric).

New users, please sign up for a web account
You will need your IAHC ID to complete the sign up process.

- First Name / Given Name:
- Last Name / Surname / Family Name:
- IAHC ID:

Returning users, please sign in
If you have a username and password, please sign in.

Next

Our secure website encrypts your personal information so that it cannot be read by unauthorized internet users.

This website is best experienced using Microsoft Internet Explorer (IE) version 9 and above, Google Chrome version 30 and above, Safari version 7 and above or Mozilla Firefox version 26 and above. Please do not use the back button to navigate the site.

For your security, please remember to sign out of your account and close your browser when you finish your session.
Step 2 – Verify Personal Information

International Association for Health Coaches (IAHC) - Create a Web Account: Step 2

Verify Profile Information
Please verify the information that is displayed and provide any missing information.

Personal
Title: Example: Mr., Ms., Jr.
First Name / Given Name: Jane
Middle Names:
Last Name / Surname / Family Name: Doe
Suffix: Example: Jr., Sr., II, III

Primary Contact Information
Address Type: Home
Country of Residence: United States
Company:
Address 1: 123 Main Street
Address 2:
Address 3:
City: New York
State: New York
ZIP Code: 12345
Telephone: +1 718-123-4567
Extension:
Mobile Telephone Number:
Email: JaneDoe@gmail.com

Next
Step 3 – Create Account

![Create Account Form]

Step 4 – Account Creation Completed

![Account Creation Complete]

Success! Account Created
Candidates are directed to schedule appointments through the Pearson VUE website or through the call center, as indicated below. Scheduling is not available through test centers.

IAHC candidates can schedule an exam appointment at Pearson VUE Testing Centers either online or via phone by:

Visiting the Pearson VUE website: [www.pearsonvue.com/iahc](http://www.pearsonvue.com/iahc)

- To schedule your exam, first create a Pearson VUE Web account. You’ll need your IAHC member ID. Follow the instructions above or from the IAHC website to create an account. Once you set up your account, you can use it to review your exam information and also schedule, reschedule, and cancel your exam.

Via the Call Center

- Candidates can call the call center at (800) 505-4726 (toll free)
  Monday – Friday, 7am – 7pm Central Standard Time.

Exams should be scheduled at least two full business days (48 hours) in advance. **Please note** that when scheduling an exam appointment, you must list your name exactly as it appears on your photo ID. After you schedule your test, Pearson VUE will send a confirmation email with your test date, time, location, contact number, and directions.
Scheduling Your Exam

Scheduling Home Page:
Test Center Search:

Exam Selection: IAHIC223: International Health Coach Certification Exam | Language: English

Find test centers near: 5601 Green Valley Drive, Bloomington, MN
  e.g., “5601 Green Valley Drive, Bloomington, MN” or “Paris, France” or “56437”

MILITARY COMMUNITY looking for on-base test centers, please click here.

You can select up to three test centers to compare availability.

<table>
<thead>
<tr>
<th>Test Center</th>
<th>Distance*</th>
<th>Directions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearson Professional Centers- Bloomington (NPPLS)</td>
<td>0.1 mi</td>
<td>Get Directions</td>
</tr>
<tr>
<td>GED Testing West</td>
<td>6.0 mi</td>
<td>Get Directions</td>
</tr>
<tr>
<td>Dunn Solutions Group</td>
<td>6.5 mi</td>
<td>Get Directions</td>
</tr>
<tr>
<td>VM Training</td>
<td>7.2 mi</td>
<td>Get Directions</td>
</tr>
<tr>
<td>Southwest Metro Educational Cooperative</td>
<td>7.3 mi</td>
<td>Get Directions</td>
</tr>
</tbody>
</table>

Display more test centers...

*Distance is a straight line calculated from the center point of your search criteria and does not reflect driving distance.

Next
Appointment Selection – Choose the date first, then the time:

Choose Appointment

Test Center
Pearson Professional Centers-
Bloomington (MPLS)
9901 Green Valley Dr,
Suite 150
Bloomington, Minnesota 55437
United States

Select Date

Why can't I find an available appointment?

Available Start Times: Monday, August 17, 2015 at Pearson Professional Centers-Bloomington (MPLS)

<table>
<thead>
<tr>
<th>Morning</th>
<th>Afternoon</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00 AM</td>
<td>04:15 PM</td>
</tr>
<tr>
<td></td>
<td>05:00 PM</td>
</tr>
<tr>
<td></td>
<td>05:30 PM</td>
</tr>
</tbody>
</table>
Checkout - Enter payment:

Order Total

Subtotal: 150.00
Estimated Tax: 0.00
TOTAL DUE: USD 150.00

Required information is marked with an asterisk (*).

Card Details

- *Card Type: Select one...
- *Card Number: (Do not include hyphens or spaces)
- *Expiration Date: 07  2015
- *Cardholder's Name: (name as it appears on card)
- *Security Code: What is this?

Billing Address

This address must match the address that appears on the account.

- *Country: United States
- *Address 1: 123 Main street
- Address 2:
- Address 3:
- *City: New York
- *State: New York
- *Zip/Postal Code: 12345
- *Telephone: 1 718-123-4567

Your card will not be charged until you submit your order on the next page.
Checkout - Submit order and view receipt:

### My Order

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
<th>Price</th>
<th>Actions</th>
</tr>
</thead>
</table>
| IAHC223: International Health Coach Certification Exam | Appointment  
Monday, August 17, 2015  
Start Time: 08:00 AM CDT  
Change Appointment | 150.00 | Remove |
| Language: English  
Exam Length: 100 minutes | Location  
Pearson Professional Centers-Bloomington (MPLS)  
5601 Green Valley Dr  
Suite 150  
Bloomington, Minnesota 56437  
United States  
Change Test Center | | |

### Total Due

- **Subtotal:** 150.00
- **Estimated Tax:** 0.00
- **ESTIMATED TOTAL DUE:** USD 150.00

[Proceed to Checkout](#)

Copyright © 1996-2015 Pearson Education, Inc. or its affiliate(s). All rights reserved. [Terms] | [Privacy] | [Contact]
An email confirmation has been sent to: JaneDoe@gmail.com

### Exam Details

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
<th>Order Information</th>
<th>Price</th>
</tr>
</thead>
</table>
| Exam UAC223: International Health Coach Certification Exam | Appointment: Monday, August 17, 2015  
Start Time: 08:00 PM CDT  
Location: Pearson Professional Centers-Bloomington (MPLS)  
Get Directions | Order Number/Invoice  
Order Number: 6022-6749-3747  
Registration ID: 286591610  
Status: Scheduled | 150.00 |

| Language: English  
Exam Length: 100 minutes |                                      |                     |        |

### Payment Details

| Name: Jane Doe  
IAHC ID: 000000 | Order Total |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subtotal: 150.00</td>
<td>Estimated Tax: 0.00</td>
</tr>
<tr>
<td>AMEX***1000 USD 150.00</td>
<td></td>
</tr>
</tbody>
</table>
Your IAHC Membership Portal and Pearson VUE Accounts

Your IAHC Membership Portal Login is not the same as your Pearson VUE Login. Your IAHC Membership Portal account requires your email address and a password, while your Pearson VUE account requires a username and a password.

Rescheduling and Canceling

If you need to reschedule or cancel your exam appointment you must do so at least one full business day in advance, via the Pearson VUE website or call center. Appointments must be rescheduled within the authorized exam delivery period. If your request is made less than one full business day before your scheduled appointment time, or you fail to arrive for your appointment, you’ll be considered a no-show and forfeit your exam fee.

Retake Policy

There is a 30-day waiting period before you can retake the exam. Candidates are not permitted to retake a passed exam.

Test Center Procedures

We ask that you arrive at the test center 30 minutes before your scheduled appointment time. This will give you adequate time to complete the necessary sign-in procedures. Please be prepared to show two (2) valid, non-expired forms of personal identification (ID). Both IDs must have your signature, and one of the two must have your photo. If you arrive more than 15 minutes late for an exam and are refused admission, you’ll be considered a no-show and forfeit your exam fee. Please note, you won’t be allowed to take any personal items with you into the testing room, including all bags, books, notes, phones, pagers, watches, wallets, or other materials not authorized for this exam.
When arriving at the test center, candidates will:

- Receive the Professional Examination Rules Agreement
- Submit two valid, non-expired forms of ID
- Have their digital signature captured to verify that signatures match
- Have their palm vein pattern captured
- Have a photograph taken
- Store belongings
- Be given a dry erase board for use during the examination. No scratch paper is allowed.

Identification Requirements

In order to enter the testing room, the candidate will need to provide a primary form of ID that contains the candidate’s signature and picture, and a secondary form of ID that contains the candidate’s signature. The name on both forms of ID should be the same as the name that appears on the testing application.

Acceptable forms of primary ID are valid and non-expired with the candidate’s photograph and signature, including:

- Government-issued driver’s license, including temporary licenses with all required elements
- U.S. Department of State driver’s license
- U.S. learner permit (plastic card only with photo and signature)
- National/State/Country Identification Card
• Passport
• Passport cards
• Military ID
• Military ID for spouses and dependents
• Government-issued local language ID (plastic card with photo and signature)

The following are examples of unacceptable forms of ID:

• Any form of ID that is expired, unless it’s accompanied by renewal paperwork
• Library card
• Marriage certificate
• Voter’s registration card
• Club membership card
• Public aid card
• Temporary driver’s license without proper paperwork and photo identification
• Video club membership card
• Traffic citation (arrest ticket)
• Fishing or hunting license

Without acceptable forms of ID, candidates will not be allowed to test and will forfeit their voucher. Pearson VUE reserves the right to deny any candidate from taking the exam if there is a question in regards to the validity of their ID(s).
Test Center Restrictions

To ensure that examination results for all candidates are earned under comparable conditions, it’s necessary to maintain a standardized testing environment.

Candidates must adhere to the following:

• No reference or study materials may be brought into the examination room. Candidates will not be allowed to take anything into the examination room other than those items given to them by the administrator and their identification documents.

• Documents or notes of any kind may not be removed from the examination room. All computer screens, paper, and written materials are the copyrighted property of Pearson VUE and may not be reproduced in any form.

• Prohibited items will not be allowed into the examination room. Prohibited items include, but are not limited to the following: calculators, pagers, cell phones, electronic digital devices (PDAs, watches), recording or photographic devices, weapons, briefcases, computers or computer bags, and handbags or purses. Candidates cannot bring in drinks or snacks of any kind.

• Eating, drinking, and smoking are prohibited in the test center.

• Questions regarding the content of the examination may not be asked of the test center administrator during the examination.
Security

Each candidate will be required to electronically sign a nondisclosure agreement at the beginning of the examination session. If a candidate doesn’t understand or agree to the terms of the nondisclosure agreement, the candidate will be unable to continue with the examination and will forfeit his or her voucher.

IAHC/Pearson VUE holds all proprietary rights in the examinations, including copyrights and trade secrets. In order to protect the integrity of the examinations and to ensure the validity of the scores reported, candidates must adhere to strict guidelines regarding proper conduct in handling copyrighted proprietary examinations.

Any attempt to reproduce all or part of the examinations, including but not limited to, removing materials from the examination room, aiding others by any means in reconstructing any portion of the examinations, selling, distributing, receiving, or having unauthorized possession of any portion of the examinations, is strictly prohibited by law.

Alleged copyright violations will be investigated and, if warranted, prosecuted to the fullest extent of the law. It should be noted that all examination scores may be invalidated in the event of this type of suspected breach.

A candidate may be disqualified from taking or continuing an exam, or receiving exam results if Pearson VUE determines the student was engaged in prohibited behavior during administration of the exam.

Test centers are continuously monitored by audio and video surveillance equipment for security purposes.
Misconduct

Individuals who engage in the following conduct may be dismissed from the test center, and their scores will not be reported.

Examples of misconduct include, but are not limited to:

- Using electronic communications equipment such as personal digital assistants (PDAs), calculators, pagers, and cellular telephones.
- Giving or receiving help during the examination or being suspected of doing so.
- Attempting to take the examination for someone else.
- Using notes, books, or other aids.
- Removing or attempting to remove notepaper from the test center.
- Creating a disturbance or behaving in an abusive or otherwise uncooperative manner.

Cancellation Due to Bad Weather or Other Emergencies

In the event of bad weather, a natural disaster, or other emergency (for example, a test center power outage), Pearson VUE will determine whether circumstances warrant cancellation and rescheduling of the examination. Examinations will not be cancelled and rescheduled if the test center administrator can open the test center. Every attempt will be made to administer all examinations as scheduled.

However, should examinations at a test center be cancelled, all affected candidates will be contacted by Pearson VUE to reschedule their examinations.
Accommodations

IAHC will provide standard accommodations to take the exam. To obtain an accommodation, you must submit a request via email to info@iahcnow.org. All requests will be reviewed within 48 hours. Scheduling an exam can take up to two weeks once approved.

Score Report

Immediately after completing the exam, candidates will be provided an official score report, which will state whether they passed or failed. This score report will be printed for candidates to take with them. Candidates who pass will also be sent an official certificate in the mail 4-6 weeks after taking the exam.

Acclaim Badge

In recognition of your IAHC certification, you’ll be issued a digital badge from our badging platform, Acclaim. Your badge allows clients and employers to instantly verify your abilities, as designated by your certification.

Certification Renewal

Information on these courses will be made available as soon as approved courses have been determined, and will be listed on the IAHC website and in this handbook.