



Human Services Comprehensive
EXAMINATION[™]

Candidate Handbook
Human Services Comprehensive Examination[™]
(HSCE[®])

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For More Information

All questions and requests for information about Human Services Comprehensive Examination (HSCE) requirements should be directed to the program coordinator at your university.

All questions and requests for information about the HSCE program should be directed to:

Center for Credentialing & Education, Inc. (CCE)

7 Terrace Way

Greensboro, NC 27403

Voice: 336-482-2856

Fax: 336-482-2852

Email: cce@cce-global.org

Website: cce-global.org

All questions and requests for information about Pearson VUE test center and OnVUE examination scheduling should be directed to:

Pearson VUE

5601 Green Valley Dr.

Bloomington, MN 55437

Voice: 866-904-4432

Website: pearsonvue.com

Introduction

The Human Services Comprehensive Examination (HSCE) was created to assess a student’s understanding of and ability to apply cited competencies, theories, knowledge, values, ethical standards, and skills. This work is supported by the National Organization for Human Services (NOHS) and is consistent with the standards set by the Council for Standards in Human Service Education (CSHSE).

The National Board for Certified Counselors (NBCC) and the Center for Credentialing & Education (CCE) believe in the value of the human services professions and the importance of a credential to designate appropriate skill and competency in the field. The [Human Services-Board Certified Practitioner \(HS-BCP\) credential](#) was designed for this purpose.

About CCE

The Center for Credentialing & Education (CCE) is a not-for-profit organization that advances professional excellence through credentialing, assessment, and business services. Created in 1995 as an affiliate of NBCC, CCE credentials nearly 25,000 practitioners globally—across six continents and 16 countries—in a variety of fields.

About Pearson VUE

Pearson VUE is our computer-based testing partner for the administration and scoring of the HSCE. As an independent testing agency, Pearson VUE has test centers across the globe and is headquartered in Minneapolis, Minnesota, with regional offices in Australia, China, Dubai, India, Japan, the United Kingdom, and the United States

Nondiscrimination Policy

CCE does not discriminate against any candidate based on gender, race, creed, age, sexual orientation, national origin, disability, or any other basis prohibited by law.

Examination Administration Overview

Pearson VUE provides two test delivery options for the HSCE:

- In-person administration, at a Pearson VUE test center.
- Internet-based (online) administration through Pearson VUE’s OnVUE platform. The examination may be taken on a computer at home or in a private setting with a strong internet connection and webcam. Strict security protocols are in place to ensure the integrity and security of the testing process and examination content. For more information about the OnVUE process and system requirements, visit nbcc.org/exams/administration.



Holidays

Examinations are not offered on the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Juneteenth National Independence Day
- Independence Day
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Eve (Limited hours)
- Christmas Day





Examination Purpose, Content, and Format

Examination Purpose and Content

The HSCE aims to assess a student's understanding of and ability to apply cited competencies, theories, knowledge, values, ethical standards, and skills. The HSCE can also provide human services programs with the ability to gain an objective view of the effectiveness of their curriculum, standardize expectations regarding curricular structure across different geographical regions, offer pre- and post-test comparisons at various points during matriculation, compare student data to national averages, and utilize data in self-studies. HSCE scores can also help support programs in obtaining the necessary resources to provide adequate preparation for students entering the human services professions.

Examination Development

The HSCE includes content aligned with the curriculum section of the National Standards – Associate Degree in Human Services, put forth by the Council for Standards in Human Service Education (CSHSE).

The nine content domains are:

1. **History of Human Services.** Human services professionals understand and embrace how different human services emerged and the history that guided their development.
2. **Human Systems.** In addition to being knowledgeable of the nature of individuals and groups, human services professionals must also demonstrate an understanding of the multifaceted structure and dynamics of various human systems.
3. **Human Service Delivery Systems.** The human services professional recognizes the varying and dynamic needs related to identifiable human conditions and the delivery systems that provide services across the lifespan.
4. **Information Literacy.** Human services rely upon the effective utilization of multiple forms of knowledge and accompanying information systems.
5. **Program Planning and Evaluation.** Human services professionals are knowledgeable in assessing and evaluating clients' needs and in planning programs and interventions that will assist clients in reaching their goals and sustaining optimal functioning.
6. **Client Interventions and Strategies.** Human services professionals must understand the values and ethical principles that guide the profession.
7. **Interpersonal Communication.** Human services professionals establish authentic and empathetic relationships with others to provide effective services.
8. **Client-Related Values and Attitudes.** As agents of change, human services professionals must have an understanding of the knowledge, theory, and skills necessary to provide effective services and interventions for clients and client groups.



9. **Self-Development.** Human services professionals utilize their expertise to understand and assist clients while remaining aware of their own values, culture, biases, philosophical beliefs, personalities, and style along with how these characteristics affect clients and professional relationships.

For more detailed information concerning the core competencies and examination domains, please review **Appendix A** of this handbook for the HSCE Content Outline.

Minimally Qualified Candidate

It is recommended that programs determine when the HSCE is made available to students. The target candidate for the HSCE should currently be in their last semester of human services coursework within a human services degree program of study or certificate. The target population should be familiar with the nine content areas noted above in the **Examination Development** section.

Examination Format

The HSCE consists of 108 multiple-choice questions, with 12 items per domain. Of the 12 items per domain, 10 items will be scored and the remaining two will be unscored field-test items that are not identified to the candidate. These 18 unscored items are used for development purposes. Both scored and unscored items are of the same structure and are interspersed within the examination. Scores for each domain and a total score will be reported to institutions for each student. CCE will provide statistics on the program's students as well as national data. Candidates will have 3 hours to complete the examination. The institution may choose to add components to the examination such as essay questions or questions from specialty areas. CCE leaves the responsibility for scoring additional sections to the institution. In addition, the institution is responsible for determining a minimum cut (passing) score for their students.

Sample HSCE test questions can be found in Appendix B of this handbook. See the **Pass/Fail Determination** sections of this handbook on page 16 for more information about scoring.

Eligibility Requirements

Candidates should review all relevant program requirements concerning the eligibility process specific to their human services program and college or university.

To maintain the integrity of NBCC and CCE examinations, ensure test security, and minimize the likelihood that former Pearson VUE personnel taking an NBCC or CCE examination are exposed to test content, all Pearson VUE employees and contractors, including test administrators and examination proctors, are disqualified from taking any NBCC or CCE examination for any purpose during their employment or affiliation with Pearson VUE and for 2 years following separation from employment or affiliation with Pearson VUE. This disqualification period applies to Pearson VUE personnel who are involved with the development or maintenance of NBCC/CCE examinations and/or the delivery of in-person or online NBCC/CCE test administrations. Similarly, any individual who plans to take any NBCC or CCE examination within the next 2 years cannot serve as a proctor or test administrator for NBCC/CCE examinations.





Taking the Examination: In-Person at a Pearson VUE Test Center

Pearson VUE Examination Administration Requirements

The examination will be delivered in-person, via computer-based testing, at a physical Pearson VUE test center. Advanced computer experience or typing skills are not required to take the examination. Candidates will be required to select answer choices and, in some instances, scroll to the end of the current page using a mouse. On the day of the HSCE appointment, the candidate can check in up to 30 minutes before the examination and up to 15 minutes after the scheduled appointment time. **If the candidate checks in more than 15 minutes after the scheduled testing time, the candidate will not be allowed to test and will forfeit their registration fee.**

Prior to testing at the Pearson VUE test center, candidates are required to review and sign the [Pearson VUE Candidate Rules Agreement](#). The document explains what candidates should do if they need help during the examination and identifies other test administration policies.

Note: Candidates are required to present two forms of original (no photocopies), valid (unexpired) identification—one form as a primary ID (government issued with name, photo, and signature) and one form as a secondary ID (with name and signature or name and recent photo). The first and last name that the candidate used to register for the examination must exactly match the first and last name on the IDs that are presented on test day. All required IDs must be issued by the country in which the candidate is testing. If a candidate does not have the qualifying ID issued from the country they are testing in, a passport from their country of citizenship is required, along with a secondary ID.

Candidates with questions or concerns about the IDs that are required at the test center should contact **Pearson VUE customer service** at home.pearsonvue.com/Contact-Us.aspx.

Test Center Locations

Pearson VUE test centers have been selected to provide accessibility to candidates in all states and U.S. territories. A current listing of Pearson VUE testing centers, including addresses and driving directions, is available at pearsonvue.com/cce under “Find a Test Center.” Specific test center address information will also be provided once an examination appointment is made.



Examination Registration and Scheduling

Registration Process

Examination registration for the HSCE includes the following steps:

- Create an account on the Credentialing Gateway (my.cce-global.org) and select HSCE application.
- Transmit required eligibility materials, by uploading documentation of required training, and submit the HSCE application and examination fee: \$100.
- Certification and Credentialing Services staff review and verify application information and then notify the candidate whether their application is approved or rejected, or if additional information is required.
- If their application is approved, the candidate will receive an Authorization to Test email from Pearson VUE with their Candidate ID number. They may either schedule an appointment for the examination online or by telephone. Once the candidate receives their authorization to test, they will have 90 days to take the examination. See the **Scheduling an Appointment with Pearson VUE** section of this handbook on page 11 for more information on this process.

If a candidate is unsure of any part of the registration process, they should contact CCE via email at credentialinfo@cce-global.org.

Registration Expiration

The candidate must take the examination within the 90-day test authorization period. If not, the candidate is considered a “no-show” and must reregister for the HSCE through the Credentialing Gateway, paying a \$100 registration fee.

In certain limited circumstances, candidates may submit a written request to CCE seeking a waiver of the reregistration fee. Waiver requests may be granted by CCE for good cause, specifically circumstances that made it impossible or very difficult for the requesting candidate to have scheduled and completed the HSCE within the 90-day test authorization period. Candidates requesting a waiver of the reregistration fee are required to submit specific information and related documentation supporting the request.

Supporting documentation may include a letter from a health care provider, employer, government agency, and/or other organization or an individual with first-hand knowledge of the reason(s) and circumstance(s) serving as the basis for the waiver request. Such requests must be emailed to credentialinfo@cce-global.org with the subject line “HSCE.” Candidates must receive CCE waiver approval prior to reregistering for the HSCE.

Failure to Report for an Examination

Candidates who fail to report for an examination appointment will forfeit all registration fees paid to take the examination. A new authorization and HSCE examination fee will be required to reregister for the examination.



Examination Reregistration

If the candidate does not sit for the HSCE at the scheduled time, or is unsuccessful in their examination attempt, the candidate may retake the HSCE. Candidates may take the examination once every 90 days not to exceed three test administrations within a period of 2 years. Reregistration must be completed through the Credentialing Gateway. Candidates can contact credentialinfo@cce-global.org for assistance with reregistration and retesting. Candidates will be notified of the scheduling process via email once their examination reregistration is approved.

Fees and Refund Policy

Candidates must submit the appropriate fee to register.

- HSCE application fee (first attempt): \$100
- Reregistration fee to retake the examination (each subsequent attempt): \$100

Registration fee payments are made by credit card (VISA, MasterCard, or American Express), or personal check payable to CCE. Payments are also accepted from third parties (e.g., a candidate's employer). Examination fees are not refundable or transferable and are forfeited if the registration process is not completed within 1 year.

Scheduling an Appointment With Pearson VUE

After candidates have registered with CCE and are approved for their HSCE, they will receive an Authorization to Test email from Pearson VUE with their Candidate ID number. They may then either schedule an appointment for the examination online or by telephone. Candidates testing with approved special accommodations **must** schedule their appointment via phone and inform Pearson VUE staff of the need for special accommodations. See the [Accommodations for Candidates With Disabilities](#) section below for more information.

To schedule online (this is the preferred scheduling method):

- Retrieve the Candidate ID number from the Pearson VUE Authorization to Test email.
- Navigate to pearsonvue.com/cce and select Create Account.
- Follow step-by-step instructions to select the HSCE program and register for the HSCE.

To schedule by telephone (candidates may experience extended hold times):

- Call Pearson VUE at 866-904-4432 to schedule an examination appointment.
- This toll-free number is answered from 7 am to 7 pm Central Time, Monday through Friday, for scheduling purposes.

When scheduling an appointment, candidates should be prepared to confirm a location (for in-person testing), communicate a preferred date and time for testing, and provide their Candidate ID number. Pearson VUE uses the Candidate ID number only for identification purposes for maintaining candidate records. When a candidate contacts Pearson VUE to schedule an examination appointment, they will be notified of the time to report for the in-person administration at the test center.



Accommodations for Candidates With Disabilities

CCE and Pearson VUE provide reasonable and appropriate special examination accommodations (SEAs) for individuals with disabilities. The existence of a disability does not automatically necessitate an accommodation. Consistent with the Americans with Disabilities Act (ADA), a disability is a physical or mental impairment that substantially limits a major life activity or bodily function. SEAs must be requested for each examination administration.

Candidates with a recognized disability may request accommodations in accordance with the requirements set forth in the [NBCC-CCE Special Examination Accommodations Policy](#).

Candidates requesting accommodations must carefully review the NBCC-CCE Special Examination Accommodations Policy, which contains detailed information related to accommodation requests. To make a request for accommodations, a candidate may use the [Special Examination Accommodation Request Form](#), or submit substantially similar documentation in accordance with the requirements set forth in the NBCC-CCE Special Examination Accommodations Policy. Accommodations must be pre-approved by CCE before scheduling the examination.

Only specific, limited accommodations may be available for those candidates opting for the OnVUE online administration option of the HSCE.

For questions related to accommodations, please contact accommodations@cce-global.org.

Examination Appointment Changes

Candidates testing at a Pearson VUE test center may reschedule their test up to 24 hours before the currently scheduled examination appointment by calling Pearson VUE at 866-904-4432. Candidates with approved accommodations must call (800) 466-0450, and select Option 3, to reschedule their examination. Candidates who cancel less than 24 hours prior to their examination appointment, or after the scheduled appointment, must pay a \$100 reregistration fee, or request a reregistration fee waiver, as explained in the [Registration Expiration](#) section on page 10.

Circumstances Resulting in Forfeiture of Examination Registration Fees

Examination registration fees and all fees paid to take the examination are forfeited if a candidate:

- violates any NBCC/CCE or Pearson VUE policy, rule, procedure, or instruction from a proctor or examination administrator.
- engages in any prohibited conduct during the examination administration, such as conduct related to cheating or a test security breach.

Additionally, a candidate taking the examination in-person at a Pearson VUE test center forfeits their registration and examination fees if they:

- miss an appointment and fail to reschedule at least 24 hours before the examination appointment.
- arrive more than 15 minutes late for the examination.

Candidates must pay a separate examination registration fee when reregistering for the HSCE, unless a waiver is approved by CCE.



Personal Emergency, Inclement Weather, or Power Failure

In the event of a personal emergency or other circumstance that occurs within 24 hours of the examination start and prevents the candidate from taking the HSCE at the scheduled appointment time, the candidate is required to promptly contact CCE at credentialinfo@cce-global.org or 336-482-2856; explain the circumstances resulting in the inability to test; submit specific information and related documentation, if applicable, supporting the reason(s) and circumstance(s) identified to CCE; and identify when the candidate is available to reschedule the examination. CCE, at its sole discretion, will determine whether the candidate is permitted to cancel the current examination appointment and reschedule the HSCE, or is required to reregister to take the HSCE.

In the event of inclement weather, Pearson VUE will determine whether circumstances warrant the cancellation and rescheduling of an in-person, test center examination appointment. An examination will usually be rescheduled if the test center personnel are unable to open the facility. Every attempt is made to administer an examination as scheduled; however, should an examination be canceled at a test center, all scheduled candidates will receive notification by email or telephone regarding rescheduling or reregistration procedures.

Examination Process

Upon arrival at the test center, and following the check-in process, each candidate will be directed to a testing carrel. All candidate testing sessions will be monitored via video throughout the entirety of the examination administration.

Candidates will have a total test session of **180 minutes** (3 hours), as follows:

- Time to complete the Test Administration and Confidentiality Agreement: **5 minutes**
- Time to complete the testing tutorial: **10 minutes**
Following acceptance of the agreement, each candidate will be provided with a 10-minute tutorial that reviews how to navigate and respond to the test items. Upon completion of the tutorial, candidates will begin the timed examination.
- Time to complete the examination: **150 minutes**
- One scheduled break (after the 54th question): **15 minutes**

Total Test Session Time: **180 minutes**

The clock does not stop and will continue to run during any unscheduled break taken by the candidate during the test administration. Once the time has expired, the examination will terminate. A digital clock appearing on the computer screen indicates the time remaining to complete the examination.

Only one examination question is presented at a time. The question number appears in the upper right portion of the screen. Answer choices are identified as A, B, or C. Candidates will indicate their choice by clicking the option for the best response. To change an answer, the candidate simply clicks on the alternate option. Candidates are encouraged to provide an answer for every examination question before ending the examination, as there is no penalty for guessing.



Security Requirements

CCE and Pearson VUE maintain the highest degree of administration and security standards. All test centers are continuously monitored by audio and video surveillance equipment for security purposes.

The following security procedures apply during the in-person test administration:

- No cameras, notes, tape recorders, personal digital assistants (PDAs), pagers, cell phones, or smart watches are allowed in the testing room.
- No calculators are permitted.
- No guests, visitors, or family members are allowed in the testing room or reception areas.
- No personal items, valuables, or weapons should be brought to the test center.
- A locker is provided for storing keys, wallets, and cell phones. Pearson VUE is not responsible for items left in the reception areas. Cell phones must remain off during the entirety of the examination and must not be accessed during breaks.

CCE or Pearson VUE may modify these security requirements as needed.

Additional Examination Administration Restrictions

- Writing materials will be provided during check-in.
- All writing materials must be returned to the proctor at the completion of testing, or a score report will not be given. No documents or notes of any kind may be removed from the examination room.
- There will be a 15-minute break in the middle of the examination. Voluntary breaks may be taken during the examination; however, the examination clock will not stop during any voluntary breaks. Candidates must follow all Pearson VUE rules and procedures when requesting and taking a break.

Examination Rules and Requirements

Regardless of test delivery format selected by the candidate (i.e., in-person or online), candidates will be required to comply with all CCE and Pearson VUE test administration policies, rules, instructions, and security requirements, including the Pearson VUE Candidate Rules Agreement, which can be reviewed on the following web page: <https://www.pearsonvue.com/content/dam/VUE/vue/global/documents/candidate-rules/candidate-rules-agreement.pdf>.

Misconduct

Candidates must not engage in any prohibited conduct during the examination, including, but not limited to:

- cheating
- using any unauthorized materials or communication devices, such as cell phones, PDAs, smart watches, or pagers
- accessing other computer programs, applications, or content during the examination
- communicating with other candidates or other persons during the test administration
- being abusive to, or otherwise uncooperative with, the proctor and/or test administrator



- interruptions where others enter or walk through the testing room
- copying, or attempting to make copies of, any examination materials, including, without limitation, any questions, answers, or screen images
- attempting to take the examination for someone else
- being observed with notes, books, or other aids
- participating in any data dump activities (e.g., sharing specific test questions and content with others)
- reading aloud or mouthing the questions and answer choices
- looking around the room
- eating, drinking, chewing gum, or smoking (water in a clear container is permitted for online test administrations ONLY)
- asking the proctor or examination administrator questions about the examination content
- any other behavior deemed as misconduct or suspicious activity as reported by examination administrators or proctors

If CCE or Pearson VUE determines that a candidate has acted contrary to any applicable CCE or Pearson VUE test administration policy, rule, procedure, or instruction, or the terms of the Test Administration and Confidentiality Agreement, the candidate's examination may be terminated and/or their scores may be invalidated by CCE. Additionally, a candidate may be subject to appropriate corrective actions and/or sanctions, including, but not limited to, ineligibility for any future NBCC/CCE tests.

Examination Materials Ownership

The HSCE, including all test questions and answers, is confidential and cannot be provided to any other person(s). CCE owns all rights, titles, and interests related to the HSCE and all examination-related materials, including trademark and copyright interests and rights.

Candidates are prohibited from: copying, or attempting to make copies of any examination materials, including, without limitation, any questions, answers, or screen images; disclosing, reproducing, using, or transmitting any examination material, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose; and reconstructing, or attempting to reconstruct, any HSCE questions or answers from memory in any form, or discussing any of the content of the HSCE with any other person(s).

Following the Examination

Upon completion of the examination, candidates will be asked to complete a short evaluation of their examination experience. Test center candidates will then be instructed to report to the examination proctor to receive an unofficial score report. Please note, the report will not include a Pass or Fail status.

CCE reserves the right to withdraw or void official scores if CCE determines that a candidate engaged in any prohibited conduct during the examination, including any violation of a NBCC/CCE or Pearson VUE policy, rule, procedure, or instruction.

HSCE results are processed by Pearson VUE and uploaded to the university portals by the HSCE coordinator about 45 days after the candidate has completed their examination.



Please refrain from contacting CCE to request HSCE results, as the information is not provided to candidates, only to the respective university.

The raw score report may be accessed by logging in to a student's Pearson VUE account and selecting "View Score Report" under "My Account" to the left of the dashboard.

Pass/Fail Score Determination

The university sets the cut (passing) score for the HSCE and determines a pass/fail based on the candidates' official results. The examination score is determined only by the candidate's performance on the test. It is important to note that a candidate's ability to pass the HSCE depends on the knowledge and skills of the candidate and not on the performance of other candidates.

With the 108 questions on each form the HSCE, 90 of the questions are scored for the purpose of determining whether a candidate meets the cut (passing) score for that form. Each of these 90 multiple-choice questions count for one score point; thus, the maximum possible score a candidate can achieve is 90

Score Verification Requests

If the candidate requires a copy of their HSCE final result, they will need to contact their university program coordinator. CCE does not provide score verifications because the pass/fail result is determined by the university.

Appealing Examination Results

In the event that a candidate wishes to appeal a failing test result, the candidate must satisfy the requirements in the NBCC/CCE Examination Appeals Policy located on the NBCC website, at

https://cce-global.org/Assets/exams/NBCC_CCE_Examination_Appeals_Policy.pdf, and complete all appeal submission requirements. Failure to follow the appeal instructions identified in this policy will result in rejection of the appeal.

A free retake of the examination is the only remedy for an accepted and approved appeal. The candidate's test score will not be changed or modified.





Taking the Examination: Online Examination Delivery With OnVUE

OnVUE Examination Administration Requirements

The examination will be delivered via internet-based, online-proctored testing administered by Pearson VUE, at an appropriate location selected by the candidate. Advanced computer experience or typing skills are not required to take the examination. Candidates will be required to select answer choices and, in some instances, scroll to the end of the current page using a mouse. On the day of the HSCE appointment, the candidate can check in up to 30 minutes before the examination and up to 15 minutes after the scheduled appointment time. **If the candidate checks in more than 15 minutes after the scheduled testing time, the candidate will not be allowed to test and will forfeit their registration fee.**

Prior to testing, candidates are required to review and sign the [Pearson VUE Candidate Rules Agreement](#). The document explains what candidates should do if they need help during the examination and identifies other test administration policies. The document explains what candidates should do if they need help during the examination and identifies other test administration policies.

OnVUE Identification Requirements

On examination day, candidates will be prompted to take a photo of their government-issued ID and a real-time photo of themselves. Candidates will be required to show that same photo ID to the proctor via the webcam.

Before testing online, candidates will need to provide identification (ID) that meets the requirements outlined below.

- All IDs must be valid (unexpired) government-issued originals (i.e., not a photocopy)
- IDs must include the candidate's name and a recent, recognizable photo
- The first and last name on the ID must match the first and last name used to register for the examination
 - o Acceptable forms of ID:
 - International travel passport
 - Driver's license
 - Identification card (national, state or province ID card)
 - Alien registration card (green card or permanent resident/visa)

** Pearson VUE cannot accept restricted IDs—those prohibited by law from being photocopied, digitized, or captured on camera—as identification for online testing.

Note: The candidate must have proper identification to test via internet-based, online-proctored testing. Failure to provide appropriate identification at the time of the examination is considered a missed appointment, and the candidate will forfeit their examination fee.

Candidates with questions or concerns about the ID requirements should contact Pearson VUE customer service at home.pearsonvue.com/Contact-US.aspx.



Examination Registration and Scheduling

Registration Process

Examination registration for the HSCE includes the following steps:

- Create an account on the Credentialing Gateway (my.cce-global.org) and select HSCE application.
- Transmit required eligibility materials, by uploading documentation of required training, and submit the HSCE application and examination fee: \$100.
- Certification and Credentialing Services staff review and verify application information and then notify the candidate whether their application is approved or rejected, or if additional information is required.
- If their application is approved, the candidate will receive an Authorization to Test email from Pearson VUE with their Candidate ID number. They may either schedule an appointment for the examination online or by telephone. Once the candidate receives their authorization to test, they will have 90 days to take the examination. See the **Scheduling an Examination With OnVUE** section of this handbook on page 19 for more information on this process.

If a candidate is unsure of any part of the registration process, they should contact CCE via email at credentialinfo@cce-global.org.

Registration Expiration

The candidate must take the examination within the 90-day test authorization period. If not, the candidate is considered a “no-show” and must reregister for the HSCE through the Credentialing Gateway, paying a \$100 registration fee.

In certain limited circumstances, candidates may submit a written request to CCE seeking a waiver of the reregistration fee. Waiver requests may be granted by CCE for good cause, specifically circumstances that made it impossible or very difficult for the requesting candidate to have scheduled and completed the HSCE within the 90-day test authorization period. Candidates requesting a waiver of the reregistration fee are required to submit specific information and related documentation supporting the request.

Supporting documentation may include a letter from a health care provider, employer, government agency, and/or other organization or an individual with first-hand knowledge of the reason(s) and circumstance(s) serving as the basis for the waiver request. Such requests must be emailed to credentialinfo@cce-global.org with the subject line HSCE. Candidates must receive CCE waiver approval prior to reregistering for the HSCE.

Failure to Report for an Examination

Candidates who fail to report for an examination appointment will forfeit all registration fees paid to take the examination. A new authorization and HSCE examination fee will be required to reregister for the examination.



Examination Reregistration

If the candidate does not sit for the HSCE at the scheduled time, or is unsuccessful in their examination attempt, the candidate may retake the HSCE. Candidates may take the examination once every 90 days not to exceed three test administrations within a period of 2 years. Reregistration must be completed through the Credentialing Gateway. Candidates can contact credentialinfo@cce-global.org for assistance with reregistration and retesting. Candidates will be notified of the scheduling process via email once their examination reregistration is approved.

Fees and Refund Policy

Candidates must submit the appropriate fee to register.

- HSCE application fee (first attempt): \$100
- Reregistration fee to retake the examination (each subsequent attempt): \$100

Registration fee payments are made by credit card (VISA, MasterCard, or American Express), or personal check payable to CCE. Payments are also accepted from third parties (e.g., a candidate's employer). Examination fees are not refundable or transferable and are forfeited if the registration process is not completed within 1 year.

Scheduling an Examination With OnVUE

After candidates have registered with CCE and are approved for their HSCE, they will receive an Authorization to Test email from Pearson VUE with their Candidate ID number. They may then either schedule an appointment for the examination online or by telephone. Candidates testing with approved special accommodations **must** schedule their appointment via phone and inform Pearson VUE staff of the need for special accommodations. See the **Accommodations for Candidates With Disabilities** section below for more information.

To schedule online (this is the **preferred** scheduling method):

- Retrieve the Candidate ID number from the Pearson VUE Authorization to Test email.
- Navigate to pearsonvue.com/cce and select Create Account.
- Follow step-by-step instructions to select the HSCE program and register for the HSCE.

To schedule by telephone (candidates may experience extended hold times):

- Call Pearson VUE at 866-904-4432 to schedule an examination appointment.
- This toll-free number is answered from 7 am to 7 pm Central Time, Monday through Friday, for scheduling purposes.

When scheduling an appointment, candidates should be prepared to communicate a preferred date and time for testing, and provide their Candidate ID number. Pearson VUE uses the Candidate ID number only for identification purposes for maintaining candidate records. When a candidate contacts Pearson VUE to schedule an examination appointment, they will be notified of the time to report for the online administration via OnVUE.



Accommodations for Candidates With Disabilities

CCE and Pearson VUE provide reasonable and appropriate special examination accommodations (SEAs) for individuals with disabilities. The existence of a disability does not automatically necessitate an accommodation. Consistent with the Americans with Disabilities Act (ADA), a disability is a physical or mental impairment that substantially limits a major life activity or bodily function. SEAs must be requested for each examination administration.

Candidates with a recognized disability may request accommodations in accordance with the requirements set forth in the [NBCC-CCE Special Examination Accommodations Policy](#).

Candidates requesting accommodations must carefully review the NBCC-CCE Special Examination Accommodations Policy, which contains detailed information related to accommodation requests. To make a request for accommodations, a candidate may use the [Special Examination Accommodation Request Form](#), or submit substantially similar documentation in accordance with the requirements set forth in the NBCC-CCE Special Examination Accommodations Policy. Accommodations must be pre-approved by CCE before scheduling the examination.

Only specific, limited accommodations may be available for those candidates opting for the OnVUE online administration option of the HSCE.

For questions related to accommodations, please contact accommodations@cce-global.org.

Examination Appointment Changes

Candidates may reschedule their test up to 24 hours before the currently scheduled examination appointment by contacting Pearson VUE at 866-904-4432. Candidates with approved accommodations must call 800-466-0450, and select Option 3, to reschedule their examination. A rescheduling fee of \$50 will be charged to the candidate. The fee for an OnVUE administration will be automatically refunded in 3–5 days of cancellation.

If the candidate is unable to test on the selected test date for their OnVUE administration but can test within their 6-month authorization window, they can reschedule their examination appointment by logging in to their Pearson VUE account, clicking the appointment link at the top of the dashboard, and then selecting “reschedule” on the next screen to the far right. They may alternatively contact Pearson VUE via telephone. Candidates with approved accommodations must call 800-466-0450, and select Option 3, to reschedule their examination.

It is the candidate's sole responsibility to reschedule or cancel their HSCE examination appointment. They can either cancel via their Pearson VUE account or contact Pearson VUE customer service.

Circumstances Resulting in Forfeiture of Examination Registration Fees

Examination registration fees and all fees paid to take the examination are forfeited when a candidate:

- violates any NBCC/CCE or Pearson VUE policy, rule, procedure, or instruction from a proctor or examination administrator.
- engages in any prohibited conduct during the examination administration, such as conduct related to cheating or a test security breach.
- misses an appointment and fails to reschedule at least 24 hours before the examination appointment.
- arrives more than 15 minutes late for the examination.



Personal Emergency, Inclement Weather, or Power Failure

In the event of a personal emergency or other circumstance that occurs within 24 hours of the examination start and prevents the candidate from taking the HSCE at the scheduled appointment time, the candidate is required to promptly contact CCE at credentialinfo@cce-global.org or 336-482-2856; explain the circumstances resulting in the inability to test; submit specific information and related documentation, if applicable, supporting the reason(s) and circumstance(s) identified to CCE; and identify when the candidate is available to reschedule the examination. CCE, at its sole discretion, will determine whether the candidate is permitted to cancel the current examination appointment and reschedule the HSCE, or is required to reregister to take the HSCE.

During an OnVUE online HSCE administration, if the candidate experiences a power outage that temporarily interrupts the administration of the examination, the HSCE will restart at the last question completed. The candidate will need to log back in to restart the examination. Details about this process and the steps a candidate must follow, including conducting a system test for software compatibility prior to testing, are provided at pearsonvue.com/cce. Important FAQs and instructions are provided under the “Learn More” tab of the Pearson VUE/CCE webpage.

Examination Process

Candidates are encouraged to review the OnVUE test administration rules and procedures, which are explained on the Pearson VUE website, at home.pearsonvue.com/cce/onvue.

Upon accessing the secure examination, the candidate will be instructed to show the proctor a full view of the testing area after the candidate’s identification has been confirmed. Candidates will be monitored by video and audio throughout the examination session.

The candidate will review their candidate information to confirm that the information is accurate. Candidates will have a total test session of **180 minutes** (3 hours), as follows:

- Time to complete the Test Administration and Confidentiality Agreement: **5 minutes**
- Time to complete the testing tutorial: **10 minutes**
Following acceptance of the agreement, each candidate will be provided with a 10-minute tutorial that reviews how to navigate and respond to the test items. Upon completion of the tutorial, candidates will begin the timed examination.
- Time to complete the examination: **150 minutes**
- One scheduled break (after the 54th question): **15 minutes**

Total Test Session Time: **180 minutes**

The examination will terminate if the time allowed is exceeded. A digital clock indicates the time remaining to complete the examination.

Only one examination question is presented at a time. The question number appears in the upper right portion of the screen. Answer choices are identified as A, B, or C. Candidates will indicate their choice by clicking the option for the best response. To change an answer, the candidate simply clicks on the alternate option. Candidates are encouraged to provide an answer for every examination question before ending the examination, as there is no penalty for guessing.



For security reasons, no unscheduled breaks will be permitted during the OnVUE test administration. If a candidate anticipates needing additional breaks outside of the scheduled 15-minute break, the candidate is strongly encouraged to test in person at a testing center.

OnVUE Examination Administration Requirements

The candidate will be required to adhere to the following NBCC/Pearson VUE test administration policies and rules with respect to internet-based testing:

Security Requirements

- Immediately prior to the start of their testing session, each candidate must run a computer system check to ensure that the computer being used to complete the examination meets all Pearson VUE computer system and technical requirements. Information concerning the systems check is available at home.pearsonvue.com/cce/onvue. Failure to perform the system check may result in technical deficiencies that could adversely affect a candidate's test administration or ability to complete the examination.
- Prior to accessing the examination, candidates will be required to show their testing space to the online proctor via the computer webcam and capture four photos of their testing environment.
- Constant online proctoring/monitoring will be conducted by both artificial intelligence and a Pearson VUE-certified proctor by webcam and microphone throughout the test administration.
- Computers used to take online examinations are not always protected from security threats by third parties. In order to protect both the security and integrity of NBCC/CCE examinations, and the candidate taking the test, Pearson VUE is constantly monitoring for unknown software, threatening computer programs, unauthorized access to a candidate's computer, and/or other potential security risks. In the event any threat or risk is identified, a candidate will be prohibited from accessing the examination and/or the examination will be revoked immediately, among other remedial actions. If a candidate is denied access to an examination or their examination is revoked, the candidate should contact NBCC/CCE at credentialinfo@cce-global.org for further information and instructions.

Testing Space Requirements

During the test administration, the candidate MUST:

- **Be alone in the room.** Other individuals (including children) and pets (except service animals) are not allowed in the testing environment. It is recommended that candidates use a room with a locking door to reduce the likelihood that an interruption will occur.
- **Have a clear desk and testing area.** The candidate is not permitted to have textbooks, cell phones, smart watches, or other materials that may have test content or exam-related information in their testing location, including bulletin boards, white boards, or other items.
- **Be connected to a power source and the internet.**
- **Keep their webcam, speakers, and microphone on for the duration of the test.** The proctor must be able to see and hear the candidate throughout the test.

The candidate CANNOT:

- use a phone or headphones.
- use dual computer monitors.



- leave their seat or get up for any reason, unless specifically instructed by the proctor. A 15-minute break will be offered to all candidates at the halfway point of the examination.
- talk or read the test questions aloud.

Any interruption, including contact with any person other than the examination proctor, or any violation of these test administration rules will result in termination of the online administration of the HSCE.

The proctor may provide other directives regarding the examination environment. Failure to follow any instructions or directives from the proctor will result in termination of the examination and forfeiture of the test appointment and HSCE registration fee.

Additional Examination Administration Restrictions

- A 15-minute break will be offered to all candidates at the halfway point of the examination, after question 54. No additional test time will be given to candidates. Candidates cannot return to questions reviewed prior to the break.
- Candidates may not eat or drink during the test administration, unless specifically approved by NBCC/CCE. Exception: Candidates may have water in a clear container during the examination.

Examination Rules and Requirements

Regardless of test delivery format selected by the candidate (i.e., in-person or online), candidates will be required to comply with all CCE and Pearson VUE test administration policies, rules, instructions, and security requirements, including the Pearson VUE Candidate Rules Agreement, which can be reviewed on the following web page: <https://www.pearsonvue.com/content/dam/VUE/vue/global/documents/candidate-rules/candidate-rules-agreement.pdf>.

Misconduct

Candidates must not engage in any prohibited conduct during the examination, including, but not limited to:

- cheating
- using any unauthorized materials or communication devices, such as cell phones, PDAs, smart watches, or pagers
- accessing other computer programs, applications, or content during the examination
- communicating with other candidates or other persons during the test administration
- being abusive to, or otherwise uncooperative with, the proctor and/or test administrator
- interruptions where others enter or walk through the testing room
- copying, or attempting to make copies of, any examination materials, including, without limitation, any questions, answers, or screen images
- attempting to take the examination for someone else
- being observed with notes, books, or other aids
- participating in any data dump activities (e.g., sharing specific test questions and content with others)
- reading aloud or mouthing the questions and answer choices



- looking around the room
- taking an unauthorized break in test centers
- eating, drinking, chewing gum, or smoking (water in a clear container is permitted for online test administrations ONLY)
- asking the proctor or examination administrator questions about the examination content
- any other behavior deemed as misconduct or suspicious activity as reported by examination administrators or proctors

If CCE or Pearson VUE determines that a candidate has acted contrary to any applicable CCE or Pearson VUE test administration policy, rule, procedure, or instruction, or the terms of the Test Administration and Confidentiality Agreement, the candidate's examination may be terminated and/or their scores may be invalidated by CCE. Additionally, a candidate may be subject to appropriate corrective actions and/or sanctions, including, but not limited to, ineligibility for any future NBCC/CCE tests.

Examination Materials Ownership

The HSCE, including all test questions and answers, is confidential and cannot be provided to any other person(s). CCE owns all rights, titles, and interests related to the HSCE and all examination-related materials, including trademark and copyright interests and rights.

Candidates are prohibited from: copying, or attempting to make copies of any examination materials, including, without limitation, any questions, answers, or screen images; disclosing, reproducing, using, or transmitting any examination material, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose; and reconstructing, or attempting to reconstruct, any HSCE questions or answers from memory in any form, or discussing any of the content of the HSCE with any other person(s).

Following the Examination

Upon completion of the examination, candidates will be asked to complete a short evaluation of their examination experience. Candidates taking the examination through OnVUE will be able to access their unofficial score report containing raw score data from their dashboard. Please note, the pass or fail status will not be reflected on this report. To access, log in to the Pearson VUE account and select the "View/Print Score Report" option under "My Account" to the left of the dashboard. This process may take 24–48 hours to complete. If this option is not available after 48 hours, they should contact Pearson's customer service at 866-904-4432 to request a copy.

CCE reserves the right to withdraw or void official scores if CCE determines that a candidate engaged in any prohibited conduct during the examination, including any violation of a NBCC/CCE or Pearson VUE policy, rule, procedure, or instruction.

HSCE results are processed by Pearson VUE and uploaded to the university portals by the HSCE coordinator about 45 days after the candidate has completed their examination.

Please refrain from contacting CCE to request HSCE results, as the information is not provided to candidates, only to the respective university.

Pass/Fail Score Determination

The university sets the cut (passing) score for the HSCE and determines a pass/fail based on the candidates' official results. The examination score is determined only by the candidate's performance on the test. It is important to note that a candidate's ability to pass the HSCE depends on the knowledge and skills of the candidate and not on the performance of other candidates.

With the 108 questions on each form the HSCE, 90 of the questions are scored for the purpose of determining whether a candidate meets the cut (passing) score for that form. Each of these 90 multiple-choice questions count for one score point; thus, the maximum possible score a candidate can achieve is 90.

Score Verification Requests

If the candidate requires a copy of their HSCE final result, they will need to contact their university program coordinator. CCE does not provide score verifications because the pass/fail result is determined by the university.

Appealing Examination Results

In the event that a candidate wishes to appeal a failing test result, the candidate must satisfy the requirements in the NBCC/CCE Examination Appeals Policy located on the NBCC website, at [https://cce-global.org/Assets/exams/NBCC CCE Examination Appeals Policy.pdf](https://cce-global.org/Assets/exams/NBCC_CCE_Examination_Appeals_Policy.pdf), and complete all appeal submission requirements. Failure to follow the appeal instructions identified in this policy will result in rejection of the appeal.

A free retake of the examination is the only remedy for an accepted and approved appeal. The candidate's test score will not be changed or modified.



HSCE Content Outline

Examination Purpose

The purpose of the Human Services Comprehensive Examination (HSCE) is to assess a student's understanding of and ability to apply cited competencies, theories, knowledge, values, ethical standards, and skills.

The HSCE can also provide human services programs with the ability to gain an objective view of the effectiveness of their curriculum, standardize expectations regarding curricular structure across different geographical regions, offer pre- and post-test comparisons at various points during matriculation, compare student data to national averages, and utilize data in self-studies. HSCE scores can also help support programs in obtaining the necessary resources for providing adequate preparation for students entering the human services professions.

Target Population

It is recommended that programs determine when the HSCE is made available to students. The target examinee for the HSCE should currently be in their last semester of human services coursework within a human services degree program of study or certificate. The target population should be familiar with the following content areas:

- History of Human Services
- Human Systems
- Human Service Delivery Systems
- Information Literacy
- Program Planning and Evaluation
- Client Interventions and Strategies
- Interpersonal Communication
- Client-Related Values and Attitudes
- Self-Development

Examination Content

The HSCE includes content aligned with the curriculum section of the National Standards - Associate Degree in Human Services, put forth by the Council for Standards in Human Service Education (CSHSE). The nine domains are:

1. **History of Human Services.** Human services professionals understand and embrace how different human services emerged and the history that guided their development.
2. **Human Systems.** In addition to being knowledgeable of the nature of individuals and groups, human services professionals must also demonstrate an understanding of the multifaceted structure and dynamics of various human systems.



3. **Human Service Delivery Systems.** The human services professional recognizes the varying and dynamic needs related to identifiable human conditions and the delivery systems that provide services across the life span.
4. **Information Literacy.** Human services rely upon the effective utilization of multiple forms of knowledge and accompanying information systems.
5. **Program Planning and Evaluation.** Human services professionals are knowledgeable in assessing and evaluating clients' needs and in planning programs and interventions that will assist clients in reaching their goals and sustaining optimal functioning.
6. **Client Interventions and Strategies.** Human services professionals must understand the values and ethical principles that guide the profession.
7. **Interpersonal Communication.** Human services professionals establish authentic and empathetic relationships with others to provide effective services.
8. **Client-Related Values and Attitudes.** As agents of change, human services professionals must have an understanding of the knowledge, theory, and skills necessary to provide effective services and interventions for clients and client groups.
9. **Self-Development.** Human services professionals utilize their expertise to understand and assist clients while remaining aware of their own values, culture, biases, philosophical beliefs, personalities, and style along with how these characteristics affect clients and professional relationships.

Examination Format and Scores

The HSCE consists of 108 multiple-choice questions, with 12 items per domain. Of the 12 items per section, 10 will be scored items and the remaining two will be pretest items that are not identified to the examinee. These 18 unscored items are used for development purposes. Both scored and unscored items are of the same structure and are interspersed within the examination. Scores for each section and a total score will be reported to institutions for each student. The Center for Credentialing & Education (CCE) will provide statistics on the program's students as well as national data. Candidates will have 3 hours to answer the examination questions.

The institution may choose to add components to the examination such as essay questions or questions from specialty areas. CCE leaves the responsibility for scoring additional sections to the institution. In addition, the institution is responsible for determining a minimum criterion score for their students.



Table 1. The Weight for Each Domain

Domain		Percent of Items*	Number of Scored Items
1	History of Human Services	11	10
2	Human Systems	11	10
3	Human Service Delivery Systems	11	10
4	Information Literacy	11	10
5	Program Planning and Evaluation	11	10
6	Client Interventions and Strategies	11	10
7	Interpersonal Communication	11	10
8	Client-Related Values and Attitudes	11	10
9	Self-Development	11	10

*Each domain represents one-ninth of the examination content. The percentages displayed above have been rounded down from 11.1%.

Table 2. Content Outline**I. History of Human Services**

- A. Recognize the historical roots of informal helping systems and human services as a discipline and profession.
- B. Identify historical and current legislation affecting human services delivery.
- C. Distinguish how public and private attitudes influence legislation and the interpretation of policies related to human services.
- D. Understand the broader sociopolitical issues that affect human services systems.

II. Human Systems

- A. Identify theories of human development, including from a biopsychosocial perspective.
- B. Comprehend the role of small groups in human services settings:
 - i. Differentiate theories of group dynamics.
 - ii. Identify skills needed for group facilitation.
- C. Understand changing family structures and roles.
- D. Recognize the organizational structures of communities (micro and macro levels, ecological systems, family systems, and the structure of agencies).
- E. Understand trauma-informed care, adverse childhood experiences, and the impact of trauma on families, communities, and marginalized groups.



- F. Recognize the capacities, limitations, and resiliency of human systems, as well as risk factors and protective factors.
- G. Identify the context and the role of diversity (including, but not limited to ethnicity, culture, gender, sexual orientation, learning styles, ability, and socio-economic status) in determining and meeting human needs across the life span.

III. Human Services Delivery Systems

- A. Recognize the range and characteristics of human services delivery systems and organizations.
- B. Understand the range of populations served and needs addressed by human services.
- C. Identify the models that are used to conceptualize and integrate prevention, maintenance, intervention, rehabilitation, and healthy functioning.

IV. Information Literacy

- A. Demonstrate knowledge of how to obtain, synthesize, and clearly report information from various sources.
- B. Recognize the quality of information from various sources, including but not limited to print, audio, video, web, social media, and artificial intelligence-generated content, and understand its application.
- C. Identifying appropriate means to uphold confidentiality and share information.
- D. Demonstrate knowledge of technologies to locate, evaluate, and effectively disseminate information.

V. Program Planning and Evaluation

- A. Demonstrate knowledge of the skills needed to assess and analyze the needs of clients or client groups.
- B. Recognize the skills needed to develop goals, and design and implement a plan of action.
- C. Identify the skills needed for monitoring and evaluating progress towards goals, outcomes, and the impact on the client or client group.

VI. Client Interventions and Strategies

- A. Comprehend theory and knowledge bases of prevention, intervention, and maintenance strategies.
- B. Understand the helping skills and mechanisms needed to identify the needs of clients or client groups (observation, interviewing, active listening, collaboration, consultation, and research).
- C. Demonstrate knowledge of the skills needed for:
 - i. Case management
 - 1. Intake interviewing
 - 2. Identification and use of appropriate resources and referrals
 - 3. Assessment, planning, and implementation



- ii. Group facilitation
 - 1. Stages and characteristics of groups and group members
 - 2. Types of groups (e.g., psychoeducation groups, psychotherapy)
 - 3. Skills and techniques to facilitate groups
- iii. Consultation
 - 1. Interagency (e.g., peers and supervisors) and interdisciplinary
 - 2. Ethical considerations when consulting

VII. Interpersonal Communication

- A. Identify expectations for professional relationships and service provisions.
- B. Identify effective methods for dealing with conflict.
- C. Understand how to establish rapport with clients and build a therapeutic alliance.
- D. Recognize how to develop and sustain behaviors that are congruent with the values and ethics of the profession.

VIII. Client-Related Values and Attitudes

- A. Identify the least intrusive intervention in the least restrictive environment.
- B. Recognize the concepts of client autonomy, self-direction, and self-determination.
- C. Understand the importance of confidentiality of information.
- D. Understand the importance of demonstrating unconditional positive regard and acceptance (the worth and uniqueness of the individual including culture, ethnicity, race, class, gender, religion, ability, sexual orientation, marginalized groups, and other expressions of diversity).
- E. Recognize that individuals, service systems, society, and technology can change.
- F. Identify interdisciplinary team approaches to problem solving.
- G. Understand how to establish and maintain appropriate professional boundaries.
- H. Identify how to apply the ethical standards outlined by the National Organization for Human Services (NOHS) and the Council for Standards in Human Service Education, available at www.nationalhumanservices.org/ethical-standards-for-hs-professionals.

IX. Self-Development

- A. Identify appropriate and conscious use of self, including awareness of one's values, cultural bias, philosophies, personality, and style in the effective use of the professional self.
- B. Recognize the distinction between personal and professional values.
- C. Demonstrate awareness of DEI, anti-racism, accessibility, and social justice.
- D. Recognize the importance of and strategies for holistic self-care.
- E. Demonstrate the capacity of self-evaluation and reflection on professional self (e.g., journaling, development of a portfolio, or project demonstrating competency).



Appendix B

HSCE Sample Examination Questions

Following are six sample questions in the same style and with similar content as questions on the HSCE. Candidates can use the sample questions to verify their understanding of the topics on the examination. Answers are provided for the sample questions.

1. History of Human Services

What Christian-based community agency was founded in 1880 by William Booth in London to help those who lived in poverty?

- A. Boy Scouts
- B. Goodwill Industries
- C. Salvation Army

2. Human Systems

In the context of human services, how does the ecological systems theory explain individual behavior?

- A. Individuals interact with various systems like family, community, and broader society.
- B. Individuals behave differently based on their environment.
- C. Individual behavior is solely determined by genetics.

3. Human Service Delivery Systems

Which of the following is a common characteristic of delivery models used in human services?

- A. emphasizes maximizing organizational efficiency with streamlined processes
- B. prioritizes making digital interventions and services available for clients
- C. emphasizes individual needs and preferences with a client-centered approach

4. Information Literacy

Which is most important to consider when using technology to manage client information in human services?

- A. cost
- B. confidentiality
- C. ease of use



5. Program Planning and Evaluation

Which method is most effective for gathering in-depth information about clients' experiences within a service program?

- A. focus groups
- B. employee surveys
- C. attendance records

6. Client Interventions and Strategies

Which group stage is characterized by a sense of anticipation, excitement, resistance, and confusion from group members?

- A. Stage 1: Beginning Stage
- B. Stage 2: Conflict Stage
- C. Stage 3: Working Stage

7. Interpersonal Communication

Which are qualities commonly used by human service professionals to establish rapport and build a therapeutic alliance?

- A. warmth, acceptance, and genuineness
- B. judging, questioning, and interrogation
- C. silence, projection, and reflection

8. Client-Related Values and Attitudes

Which best represents the concept of "the least intrusive intervention in the least restrictive environment"?

- A. offering outpatient counseling for a client with moderate depression
- B. referring a client with severe social phobia to participate in a large group
- C. using medication as a first approach for a minor behavioral issue

9. Self-Development

Which term best describes when a person denigrates, discriminates, stigmatizes, and consciously puts down another person because of their gender?

- A. prejudice
- B. sexism
- C. stereotyping



Sample Item	Answer
1	C
2	A
3	C
4	B
5	A
6	A
7	A
8	A
9	B

The **HSCE Content Outline** is available at cce-global.org/Assets/HSCE/HSCE-Content-Outline.pdf.

