

# Sample ACC Exam Questions

The following ten items are representative of the types of questions that may be on the ACC Exam. The questions are designed to measure a candidate's knowledge of the ICF Core Competencies, Code of Ethics, and definition of coaching.

For each knowledge-based item, four possible response options are provided. There is one correct response for each item. Correct responses are shown in bold and italicized.

## • Question 1

Which of the following actions is considered a violation of the ICF Code of Ethics?

- A) Maintaining confidentiality of client information
- B) ***Engaging in a romantic relationship with a client***
- C) Continuing professional development
- D) Setting clear agreements with clients

## • Question 2

How **MUST** a coach maintain records pertaining to a client's coaching session?

- A) In folder that is easy to access for reference
- B) In digital and hardcopy formats
- C) ***In a secure format that promotes client confidentiality***
- D) With the other records for the client

## • Question 3

After two months of a six-month coaching engagement, a client begins missing appointments and not following through on agreed-upon actions. What is the **BEST** approach for the coach to take?

- A) Terminate the coaching agreement immediately

- B) Ignore the issue for now and hope the client gets back on track
- C) Refer the client to a colleague who may be a better fit
- D) ***Explore with the client whether or not to continue with the coaching***

#### • Question 4

A client asks a coach for advice about how to carry out a new, challenging assignment. What is the best action for the coach to take?

- A) Give the client the requested advice
- B) Suggest that the client ask their supervisor for advice
- C) Send the client an email after the coaching session with several strategies the client could consider
- D) ***Explain the distinction between coaching and consulting and invite the client to identify strategies they could explore together***

#### • Question 5

A coach accepts a new client who values the coach's industry work experience. Which is the best action for the coach to take?

- A) Offer the coach's advice based on their industry work experience
- B) ***Clarify the distinction between coaching and consulting***
- C) Provide the coach's credentials in the industry
- D) Suggest engagement goals for the client, based on the coach's industry experience

#### • Question 6

What is a key difference between coaching and facilitation?

- A) Coaching involves giving direct advice, while facilitation focuses on asking questions.

B) Coaching is primarily for personal development, while facilitation is only for professional settings

C) ***Coaching is a thought-provoking and creative process to support a client to meet their full potential, while facilitation is about guiding group discussions***

D) Coaching requires a license to practice, while facilitation does not

## • Question 7

Which of the following represents the most important purpose of silence in coaching?

A) ***To allow a client to process their thoughts***

B) To enable the coach and client to hear one another

C) To provide the coach time to think of their next question

D) To provide the client time to think of the right response to the coach's question

## • Question 8

Respecting a client's perceptions is a critical element of which coaching competency?

A) ***Cultivates trust and safety***

B) Listens Actively

C) Facilitates Client Growth

D) Establishes and Maintains Agreements

## • Question 9

A coach asks the client permission to coach in a new and sensitive area. What is the purpose of this request?

- A) To allow the client to think through their potential solutions
- B) To make the client feel anxious to speed results
- C) To create a space where the coach is able to accept negative feedback
- D) ***To create a safe space where the client has a choice***

## • Question 10

Using metaphors as a coaching tool is most useful in which of the following situations?

- A) The coach is teaching a concept
- B) The coach wants to nuance a message
- C) ***The client is seeking clarity or meaning***
- D) The client does not see the coach's perspective