

International Certification Examination
for Gambling Counselors



ICGC-I & ICGC-II
Exam Prep Handbook
2023

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This Handbook contains necessary information about the Certification Examination for Gambling Counselors. Please retain it for future reference.

CONTACT INFORMATION

<p>International Problem Gambling and Gaming Certification Organization (IPGGC)</p> <p>Email: Certification@IPGGC.org</p> <p>Website: http://www.ipggc.org</p>	<ul style="list-style-type: none">• Apply for examination through Certemy located at www.IPGGC.org• Obtain general application policy and procedure Information• Miscellaneous inquiries
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ATTENTION CANDIDATES

This handbook contains necessary information about the IPGGC Certification Examination for Gambling Counselors. It is required reading for those applying and taking the examination. Please retain this handbook for future reference. This handbook is subject to change.

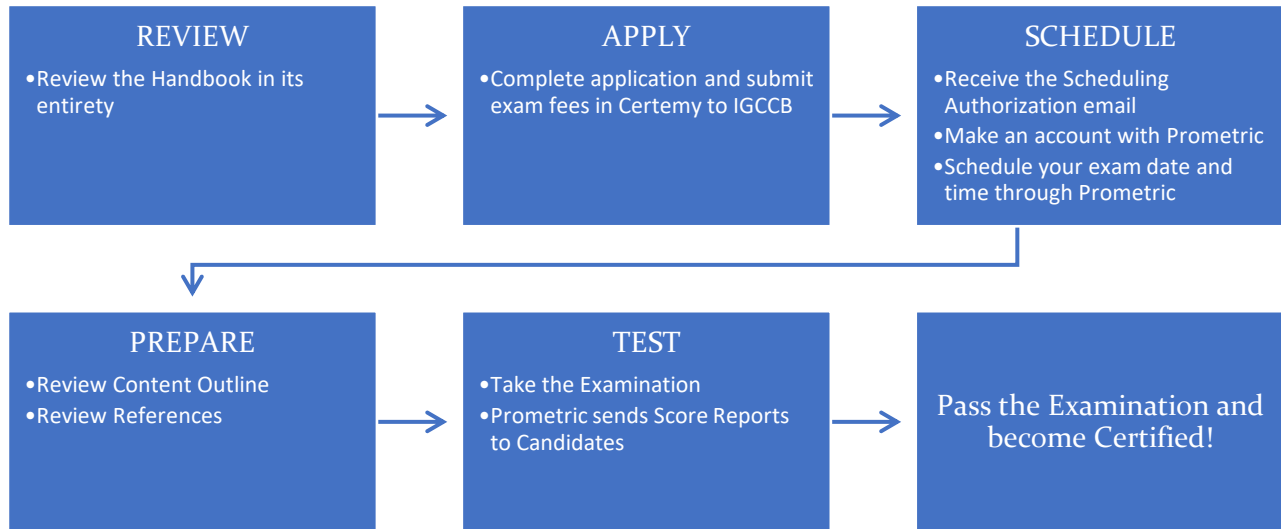
CERTIFICATION

The International Problem Gambling and Gaming Certification Organization (IPGGC) supports the concept of voluntary certification by examination of gambling counselors. Certification focuses specifically on the individual and is an indication of one's current level of knowledge in gambling counseling.

The purpose of certification in gambling counseling is to promote competency by:

1. Promoting high standards of training, competence, skills, and knowledge.
2. Providing a national and international standard for requisite knowledge in gambling counseling.
3. Recognizing formally those individuals who meet the standards of eligibility established by the IPGGC.
4. Encouraging continued professional growth in gambling counseling for the purpose of improving the quality of care to addicted persons and their families.
5. Establishing, measuring, and monitoring the level of knowledge required for certification in gambling counseling.

THE CERTIFICATION PROCESS



ELIGIBILITY REQUIREMENTS

LEVEL I GAMBLING COUNSELOR – (ICGC-I)

1. 30 hours of approved gambling specific training
2. A state or nationally recognized addiction or mental health certification OR a state or nationally recognized addition or mental health license
3. Taking and passing the International Certification Examination for Gambling Counselors
4. Payment of the application fee

LEVEL II GAMBLING COUNSELOR – (ICGC-II)

1. 60 hours of approved gambling specific training
2. A state or nationally recognized addiction or mental health certification OR a state or nationally recognized addition or mental health license
3. Taking and passing the International Certification Examination for Gambling Counselors
4. Payment of the application fee

EXAMINATION ADMINISTRATION AND SCHEDULING

The Certification Examination for Gambling Counselors is administered during monthly testing windows, excluding holidays, at computer-based testing facilities managed by Prometric.

Scheduling Examination Appointments



The Scheduling Authorization will indicate how to schedule your examination appointment with Prometric as well as the dates during which testing is available. Appointment times are first-come, first-serve, so schedule your appointment as soon as you receive your Scheduling Authorization in order to maximize your chance of testing at your preferred location and on your preferred date. **Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and testing center. Candidates unable to schedule an appointment will forfeit their fees.**

After you make your test appointment, Prometric will send you a confirmation email with the date, time, and location of your exam. Please check this confirmation carefully for the correct date, time, and location. Contact Prometric at (800) 741-0934 if you do not receive this email confirmation or if there is a mistake with your appointment.

IMPORTANT!

You **MUST** present your current driver's license, passport, or U.S. military ID at the test center. Expired, temporary, or paper driver's licenses will **NOT** be accepted.

The name on your Scheduling Authorization **MUST** exactly match the name on your photo ID. **Fees will not be refunded for exams missed because of invalid ID.**

Below are the steps to properly register for an Exam through our Certemy/Prometric process. Make sure to understand and complete each step thoroughly. If you have any questions or concerns, contact us at certification@igccb.org.

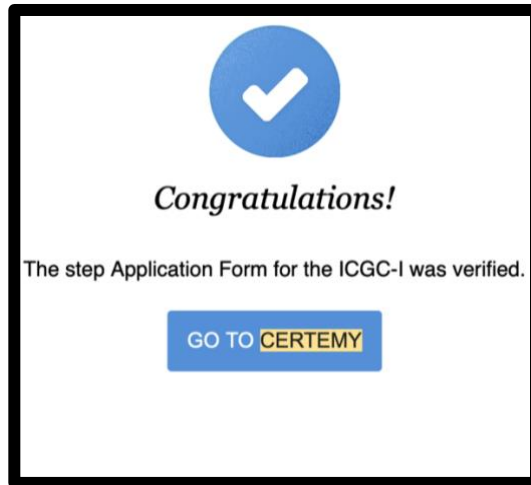
1. Start your application in Certemy

- a. From IPGGC's website, choose the corresponding application for the Exam you would like complete
- b. There are three sections to complete when starting the Exam process: **Prequalification, Training Approval** and **Exam Registration and Results**.
 - i. **Note:** While navigating through the Certemy system, use the arrows circled below to shift forward and back through the application



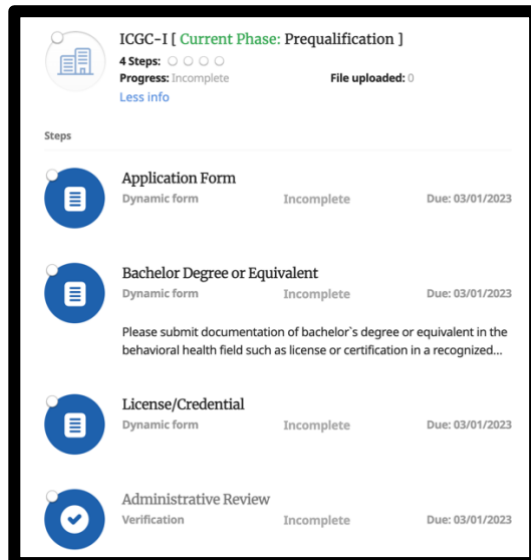
Certemy Navigation

- ii. **Note:** At the end of each section, you will have to wait for an administrative review. IPGGC will review submitted material and either approve or deny the submission. Once you are approved, you will receive an email prompting you to continue in the application. An example of what this email will look like is below and will come from support@ipggc.certemy.email. You will be able to follow the link on the 'Go to Certemy' button.



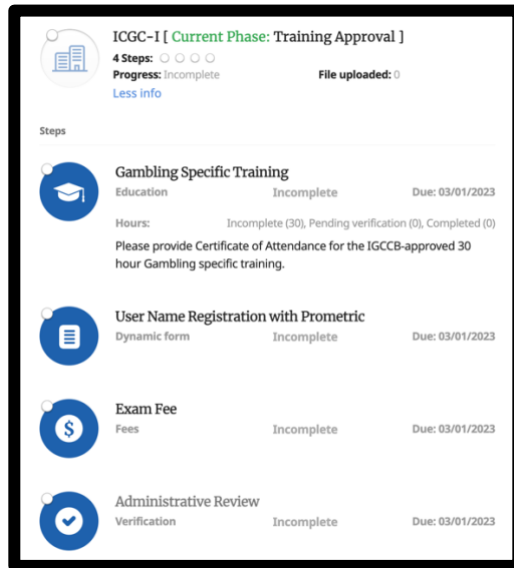
Approved Email from Certemy

- c. For the **Prequalification** phase, complete and submit all required forms. You will receive an email when it has been reviewed and approved.

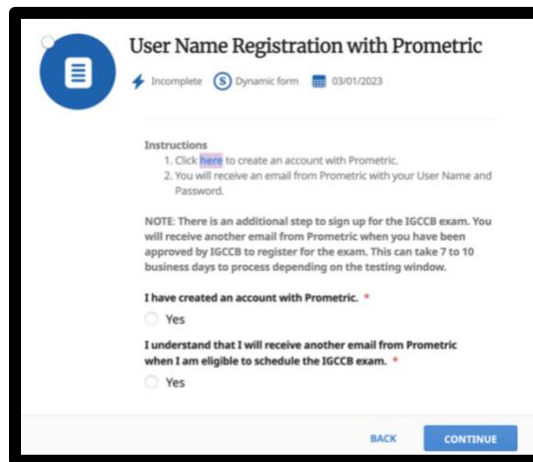


Prequalification Phase

- d. Under the **Training Approval** section, while completing the **Username Registration with Prometric**, you will be shown the below screens and asked to create an account with Prometric.

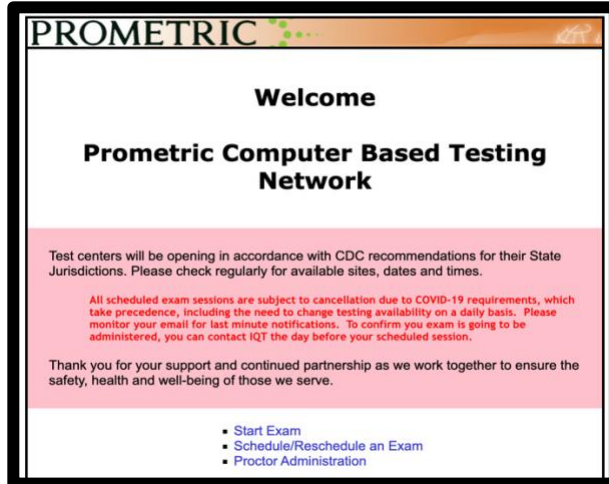


Training Approval Phase

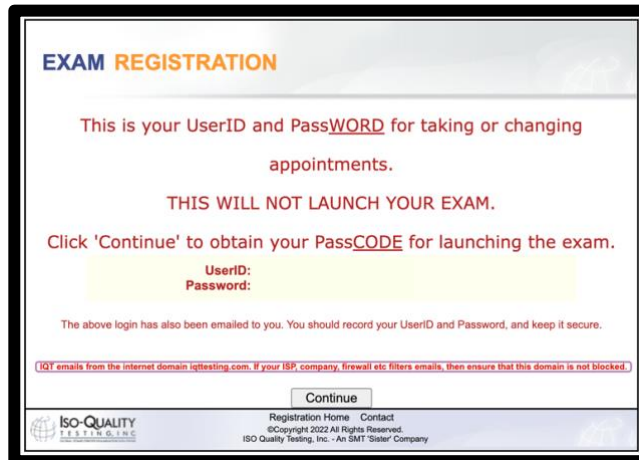


Username Registration with Prometric

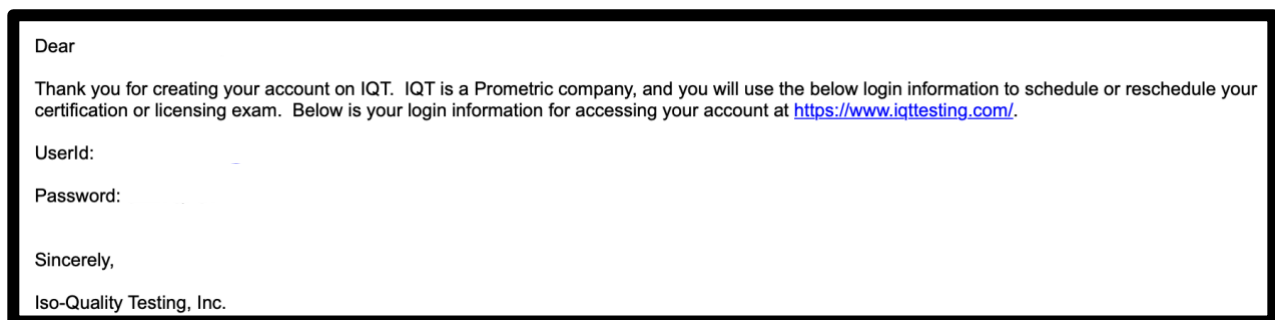
- e. Before clicking on the highlighted 'here' link, read the full page on Certemy. Once you have read everything, now follow the link, this will open a different browser tab and show the Prometric home screen. Please click 'schedule/reschedule for an exam' and you will be able to register a new account. Once you are registered, you will be shown your log-in information, you will also receive an email with the same information from SMT Notice at registrations@isoqualitytesting.com. This email should come quickly, so if you did not receive it, please check the email address it was sent to and your spam folder.



Prometric Home Page



Prometric Log-in Information



Prometric Email Example

- f. Once confirmed that you received this email, **DO NOT** click continue. Simply exit out of the current Prometric tab and return to Certemy. Back in Certemy, click 'yes' that you have created your Prometric Account.

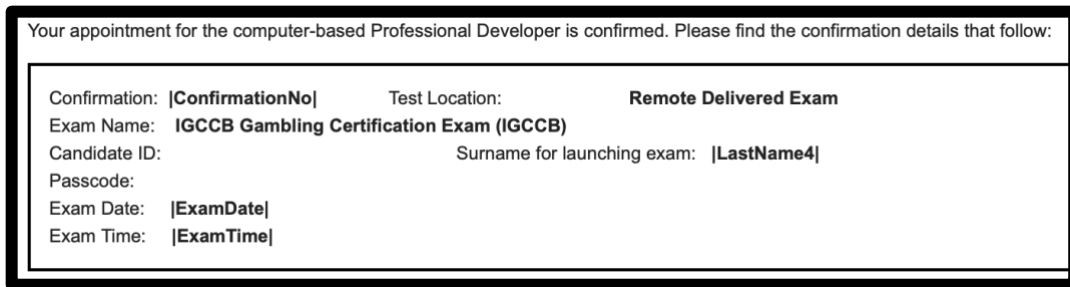
IMPORTANT

Here is where IPGGC will assign you to your Exam, this process may take **7-10 business days**. Once you are preregistered, you will receive an email from Prometric (shown in step two). This means you can now continue in Certemy. Thank you for your patience.

- g. Pay the Exam fee.
 - i. **Note:** For individuals whose organization will pay their Exam fee, please pay using the third-party option and type the required information into the response box for IPGGC to properly process this payment.
- h. For the **Training Approval** phase, complete and submit all required forms. You will receive an email when it has been reviewed and approved.

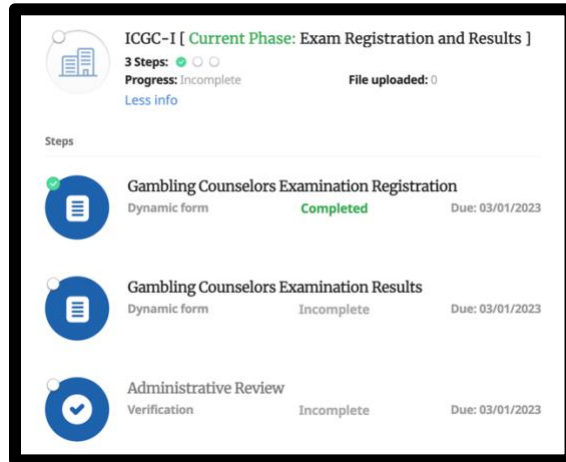
2. Register for your Exam on Prometric

- a. When IPGGC preregisters you for your Exam, you will receive an email from Prometric with further instructions. The beginning of this email is shown below and will come from registrations@isoqualitytesting.com. Here you will be able to see important information regarding the exam i.e., Exam title, registration dates etc. Please read the email thoroughly and confirm this is the correct Exam; if it is not, contact IPGGC immediately. **DO NOT** follow any links on the emails until you complete everything in Certemy first.



Exam Preregistration Email from Prometric

- b. Return to Certemy to complete **Exam Registration and Results**. While in the third section of Certemy, you will be shown the below screens. Using the highlighted 'here' link, you will return to the Prometric home page. As before, click 'schedule/reschedule an exam' where you will be prompted to sign in. After signing in, confirm the demographic information shown is correct.



Exam Registration and Results Phase



Exam Registration with Prometric



Prometric Log-In

- c. Clicking next, you will then be able to choose a testing center and date to sit for the Exam or a date and time to take the Exam. This depends on whether your Exam is proctored or in-person. Make sure your time zone/testing center is correct before moving forward.

- i. **IMPORTANT:** The in-person Exam is **highly preferred and recommended** by IPGGC. Please plan to complete your Exam at a testing center. Only when there is no available Exam at a testing center near you, is when you should register for a proctored Exam.
- ii. **IMPORTANT:** You will **not** be able to cancel/reschedule your exam within **24 hours** of your registered Exam date.
- iii. **Note:** If you would like to register your Exam for a later date, you can use the 'Start Date' and blue 'Go' button to change the Exam search dates. Changing the start date will repopulate Exam date and time options. You can register your Exam for as far out as your registration time limit allows; this is a year.

The screenshot shows the 'EXAM REGISTRATION' page. At the top, it says 'Please select your Organization and Exam.' Below this, there are two dropdown menus. The first is labeled 'Organization' and has 'IGCCB . . . International Gambling Counselor Certification Board' selected. To its right is a 'Show All Organizations' button. The second dropdown is labeled 'Exam' and has 'IGCCB Gambling Certification Exam (IGCCB)' selected. At the bottom of the form is a 'Next' button. The footer contains the ISO-QUALITY TESTING, INC. logo and text: 'IQT Home ©Copyright 2022 All Rights Reserved. ISO Quality Testing, Inc. - An SMT 'Sister' Company'.

Pre-Registered Exam Title Confirmation

The screenshot shows the 'EXAM REGISTRATION' page with the title 'Exam - IGCCB Gambling Certification Exam (IGCCB)'. It features two dropdown menus for 'Test Centers' and 'Exam Times'. Below these is a 'Search Parameters' section with a 'Delivery Method' section containing radio buttons for 'Test Center' (selected) and 'Remote Proctor'. There is a 'Start Date' field with '4/4/2022' and a blue 'Go' button. A note below says: 'Change date to reflect date you would like to test. From Start Date, the first 50 session of a test center's available exam times are shown in the Exam Times box above. Filter the results by using this section. Click the button GO immediately after the input area to refresh the results.' Below this are fields for 'Country' (United States USA), 'State' (Pennsylvania), 'Zip Code' (15219), and 'City' (Pittsburgh), each with a blue 'Go' button. A 'Next' button is at the bottom. The footer contains the ISO-QUALITY TESTING, INC. logo and text: 'Registration Home Contact ©Copyright 2022 All Rights Reserved. ISO Quality Testing, Inc. - An SMT 'Sister' Company'.

In Person Exam Registration

EXAM REGISTRATION

Exam - IGCCB Gambling Certification Exam (IGCCB)

TIME ZONE < There are no nearby testing centers for these search parameters. >

Exam Times < >

Search Parameters

Delivery Method Test Center Remote Proctor

Start Date 4/4/2022

From Start Date, the next available exam times are shown in the Exam Times box above.
Filter the results by using this section. Click the button GO immediately after the input area to refresh the results.

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Online Proctored Exam Registration

- d. Moving on, once you have confirmed your registration, you will be sent an email from SMT Notice titled 'Please Print or Reprint Today - IQT Examination Admission Letter for Exam Registration Receipt: IPGGC Gambling Certification Exam (IGCCB)' with important information regarding your Exam and Prometric's process. The email contains the same information which is on the Exam date confirmation screen.
 - i. **IMPORTANT: Print and keep record** of your Exam registration receipt. You **will need** this to sit for your Exam.



Examination Admission Letter for Exam Registration Receipt

3. Prepare for your Exam

- a. You are now registered for your IPGGC Exam. Use this time to study, review the handbook and emails from Prometric and other material necessary for success.
- b. Reference you admission letter for information on how to properly access the Exam.

4. After you pass your Exam

- a. Once you have received your Exam results from Prometric, upload them to your Certemy profile.

- b. For the **Exam Registration and Results** phase, complete and submit all required forms. You will receive an email when it has been reviewed and approved and your Certemy workflow will then be complete.

EXAMINATION FEES

Fee Type	Amount	Details
Application Fee for ICGC-I & ICGC-II Certification	US \$310.00	<ul style="list-style-type: none"> Non-refundable¹ Non-transferable Includes testing center fees
Application Fee for state-specific certification	US \$410.00	<ul style="list-style-type: none"> Non-refundable² Non-transferable Includes testing center fees Includes non-refundable \$100 administrative fee



There will be no refund of fees unless applicants are ineligible for the examination. Ineligible candidates will be refunded their fees minus an administrative fee. **Please be advised: Prometric does not have the authority to grant transfers to another testing period or refunds.**

SPECIAL ACCOMMODATIONS

IPGGC and Prometric support the intent of and comply with the Americans with Disabilities Act (ADA). Prometric will take steps reasonably necessary to make certification accessible to persons with disabilities covered under the ADA. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (such as neurological, endocrine, or digestive system). The information you provide and any documentation regarding your disability and special test accommodations will be held in strict confidence.

All approved testing accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted.

¹ Applicants who are ineligible to take the examination or whose applications are incomplete by the application deadline will have their examination fees returned minus an administrative fee.

² Applicants who are ineligible to take the examination or whose applications are incomplete by the application deadline will have their examination fees returned minus an administrative fee.

PREPARING FOR THE EXAMINATION

- Check your government issued photo ID (driver's license, passport or U.S. Military ID) when you make your examination appointment. Is it expired? Does the name on your ID match the name on your Scheduling Authorization email? Proctors at the Prometric testing center **will** refuse admission to candidates with expired IDs, IDs with names that do not match their records, and temporary paper IDs. Candidates will be marked as no-shows and will forfeit their exam fees.
- Check your Scheduling Authorization email and Appointment Confirmation email from Prometric to make sure everything is accurate (i.e., your name, exam name, appointment date, time, and location).
- Make yourself familiar with the location of your chosen testing site. Review any requirements they may have for parking or visiting and check the weather and traffic conditions before you leave for the testing center. Make sure you give yourself plenty of time to arrive as late arrival may prevent you from testing.
- In the event of inclement weather, check the Prometric website for site closures: <https://www.prometric.com/closures>.
- Prometric's website provides information on what you can expect on your test day, including a walkthrough of check in and security procedures: <https://www.prometric.com/test-center-security>.
- This Handbook provides the Content Outline for the Examination (see appendix). Use these to help you start studying for the examination.
- Please see [Prometric's website](#) for more information about what to expect on testing day.

RULES FOR THE EXAMINATION

Please read the information below carefully. You are responsible for adhering to the examination rules while at the testing center.

- ⇒ You must present your current driver's license, passport, or US Military ID at the testing center. Candidates without valid ID will **NOT** be permitted to test. Temporary or paper copies of your ID will not be accepted.
- ⇒ No Electronic devices that can be used to record, transmit, receive, or play back audio, photographic, text, or video content, including but not limited to, cell phones, laptop computers, tablets, Bluetooth devices; wearable technology (such as smart watches), MP3 players (such as iPods), pagers, cameras, and voice recorders are permitted to be used and cannot be taken in the examination room. Prometric provides lockers for your personal items.



- ⇒ No papers, books, or reference materials may be taken into or removed from the testing room.
- ⇒ No questions concerning content of the examination may be asked during the examination session. The candidate should read carefully the directions that are provided on screen at the beginning of the examination session.
- ⇒ Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of going to the restroom.
- ⇒ Bulky clothing, such as sweatshirts (hoodies), jackets, coats, and hats (except hats worn for religious reasons), and most types of jewelry may not be worn while taking the examination. Proctors will ask you to remove such items and place them in your locker. Please see [Prometric's statement on Test Center Security](#) for more information.
- ⇒ All watches and "Fitbit" type devices cannot be worn during the examination.
- ⇒ No food/beverages are permitted inside the testing room. Leave these items in your assigned locker.

Violation of any of the rules listed above may lead to forfeiture of fees, dismissal from the testing room, and cancellation of your test scores.

CONFIDENTIALITY

IPGGC will release the individual test scores ONLY to the individual candidate. Any questions concerning test results should be referred to IPGGC.

REEXAMINATION

The International Certification Examination for Gambling Counselors may be taken as often as desired upon filing of a new Application and fee. There is no limit to the number of times the examination may be repeated.

ATTAINMENT OF CERTIFICATION & RECERTIFICATION

Eligible candidates who pass the International Certification Examination for Gambling Counselors must ALSO fulfill all other requirements as found at <http://www.ipggc.org> to receive certification. Only once ALL requirements have been fulfilled AND the application has been approved will candidates receive certificates from the IGCCB and be eligible to use the appropriate registered designation ICGC-I or ICGC-II after their names. A registry of Certified Gambling Counselors will be maintained by the IPGGC and may be reported in its publications. Certification is recognized for a period of three (3) years at which time the candidate must meet current eligibility requirements to maintain certification.

REVOCATION OF CERTIFICATION

Certification can and will be revoked for any of the following reasons:

1. Falsification of any information, including experience data, requested in the application.
2. Misrepresentation of certification status.
3. Revocation of prior or current license, certification, or registration.
4. Violation of the Ethical Standards for Certified Gambling Counselors.

The Appeals Committee of the IPGGC provides the appeal mechanism for challenging revocation of certification. It is the responsibility of the individual to initiate this process with a written or documented request.

CONTENT OF THE EXAMINATION

The Certification Examination for Gambling Counselors is a computerized exam with a total testing time of 3 and 1/4 hours. The exam consists of 200 multiple-choice questions. You must have a score of 142 or higher to pass the exam.

The questions for the examination are obtained from individuals with expertise in gambling counseling and are reviewed for construction, accuracy, and appropriateness by IPGGC and Prometric’s psychometricians.

The Certification Examination for Gambling Counselors will be weighted in approximately the following manner:

I.	Basic Knowledge of Problem and Pathological Gambling	20%
II.	Gambling Counseling Practice	40%
III.	Special Issues in Gambling Treatment	30%
IV.	Professional Issues	10%

CONTENT OUTLINE

I. BASIC KNOWLEDGE OF PROBLEM AND DISORDERED GAMBLING

A. Scope of Legalized Gambling in the U.S.

1. Prevalence of Gambling Problems

- a. Among Adults
- b. Among Youth
- c. Among Treatment Populations
- d. Among diverse cultural, racial, and ethnic groups

2. Definitions of Gambling and Disordered Gambling

3. Gambling Disorder

- a. Terminology
- b. Etiology and Progression of the Disorder
- c. Subtypes and Pathways model
- d. Similarities and differences with Substance Use Disorders

B. Client Evaluations

1. Screening
2. Assessment
3. Diagnostic Criteria

II. GAMBLING COUNSELING PRACTICE

- A. Examination of Attitudes/Feelings
 - 1. Attitudes towards money
 - 2. Deception and Self-Deception
 - 3. Meaning and role of gambling
 - 4. Spirituality
 - 5. Transference and Countertransference
 - 6. Irrational Thinking/Cognitive Distortions
 - 7. Cultural Beliefs and Attitudes
- B. Considerations of Alternative Solutions
 - 1. Abstinence
 - 2. Harm Reduction
 - 3. Natural Recovery
- C. Skills For Gambling Disorders
 - 1. Engaging clients with gambling disorder
 - 2. Integrating the topic of gambling and problem gambling into SUD and MH treatment
 - 3. Motivational Interviewing and Enhancement strategies
 - 4. Mindfulness Based Interventions
 - 5. Cognitive Behavioral Treatment
 - 6. Client and family education
 - 7. Family/concerned others interventions
 - 8. Individual Counseling
 - 9. Group Counseling
 - 10. Family/Significant Other
 - 11. Treatment Planning
 - 12. Financial Management Issues
 - a. Restitution
 - b. Budget Preparation
 - c. Money protection planning
 - d. Pressure Relief Group through GA
 - 13. Legal Issues
 - 14. Multi-cultural Counseling
- D. Relationship to Substance Abuse and Mental Health
 - 1. Integration of problem gambling into substance use disorder and mental health treatment
 - 2. Impact of gambling on recovery from substance use and mental health disorders
 - 3. Impact of substance use and mental health disorders on problem gambling treatment and recovery
- E. Client Care
 - 1. Crisis Management
 - a. Identification
 - b. Resolution
 - 2. Referral Resources and case management
 - 3. Consultation
 - 4. Levels of Care and ASAM criteria
 - 5. Peer Counseling and Recovery Support Systems

F. Education

1. Orientation to treatment and recovery
2. Problem Gambling Information
3. Co-Occurring Disorders
 - a. Screens and assessments
 - b. Psychopharmacology and medication
 - c. Medical
 - d. Gambling and substance use
 - e. Gambling and mental health
4. Self-Help Programs
 - a. Gamblers Anonymous
 - b. Gam-Anon
 - c. SMART Recovery
 - d. Faith based self-help programs
5. Research
 - a. Neurobiology, medication, and psychopharmacology
 - b. Treatment
 - c. Co-occurring disorders

G. Continuing Care

III. SPECIAL ISSUES IN GAMBLING TREATMENT

- A. Adolescence
- B. Older Adults
- C. Gender
- D. Cultural Minorities
- E. Relapse and Relapse Prevention
- F. Suicide
- G. Trauma and Survivors Issues
- H. Chronic Illness
- I. Criminal Justice
- J. Military
- K. Stigma

IV. PROFESSIONAL ISSUES

- A. Law and Regulation
 1. Client Rights
 - a. Confidentiality
 - b. Informed Consent
 - c. Reporting
 - 1) Child/Other Abuse
 - 2) Duty to Warn
 2. Discrimination
 3. Managed Care
 - a. Utilization Review
 - b. Outcome Studies
- B. Ethics as it Pertains to IPGGC Standards
- C. Supervision

1. Administrative
 2. Clinical
 3. Gambling Specific Consultation
- D. Future Trends
1. Convergence with Gaming
 2. Sports betting
 3. Online Gambling
 4. Specific Cultural gambling activities
 5. Cryptocurrency
-

SAMPLE EXAMINATION QUESTIONS

In the following questions, choose the one best answer.

-
1. In DSM 5, Pathological Gambling has been renamed
 - A. Gambling Disorder.
 - B. Addictive Gambling.
 - C. Impulsive Gambling.
 - D. Compulsive Gambling.

 2. Compared to men, women problem gamblers are likely to start gambling
 - A. at the same age.
 - B. earlier in life.
 - C. later in life.
 - D. only in response to stress.

 3. Gamblers Anonymous was founded in
 - A. 1949.
 - B. 1957.
 - C. 1976.
 - D. 1980.

 4. Which of the following substances are disordered gamblers most likely to abuse?
 - A. Alcohol
 - B. Cocaine
 - C. Marijuana
 - D. Amphetamine

 5. Which of the following screening tools is used to assess for a gambling disorder?
 - A. ASI
 - B. NED
 - C. NORC
 - D. NODS-CLIP

Answers	
Q	A
1	A
2	C
3	B
4	A
5	D

FAQS

1. **Why can't I find the IPGGC Gambling Exam in my Prometric Account?** We have a 2-step registration process. 1st step is to create a Prometric Account. Then you will need to wait 2-5 business days while IPGGC verifies your eligibility. 2nd step is when you receive a second email from Prometric allowing you to log back in and select the IPGGC Gambling Exam.
2. **In my Certemy account, I don't see where I can register for the exam?** There are multiple phases to the ICGC-I and ICGC-II workflow in Certemy. The second phase is when you can start the process of registering for the exam.
3. **Where can I get the ICGC-I & ICGC-II Study Guide?** You can get the most up-to-date study guide from most Preferred Providers. Typically this is available when you take the 30-hr IPGGC approved course.
4. **What is the best way to study for the exam?** Use the Study Guide, your handouts, and course notes to prepare for the exam. Review the **References** in this handbook for additional study materials. There is also an E-PREP exam course available on the IPGGC.org website.
5. **How do I re-register for the exam if I didn't pass it the 1st time?** Please email Certification@ipggc.org and request to take the exam again. You will be directed to a special workflow in Certemy to pay and register again. The exam fee is the same each time you register.
6. **Should I take the exam at the testing center or schedule for a proctored exam?** The proctored exam is only recommended when there is no testing center available to you (geographically). The proctored exam will require that you have clean room with no papers, folders, books, etc. nearby and you will need to scan the room with your computer camera. You need to have the room be as similar to a testing center as possible. This may require a considerable amount of time to get the room prepared and approved by Prometric.

REFERENCES

The International Problem Gambling and Gaming Certification Organization has prepared a suggested reference list to assist in preparing for the International Certification Examination for Gambling Counselors. These references contain journals and textbooks which include significant information regarding gambling counseling practice. Inclusion of certain journals and textbooks on this list does not constitute an endorsement by the IPGGC of specific professional literature which, if used, would guarantee candidates' successful passing of the certification examination.

American Psychiatric Association. DSM 5: Diagnostic and Statistical Manual of Mental Disorders, Fourth Edition. Washington, DC: American Psychiatric Association (2013).

Barnes, G. M., Welte, J. W., & Tidwell, M. C. O. (2017). Gambling involvement among Native Americans, blacks, and whites in the United States. *The American Journal on Addictions, 26*(7), 713-721.

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Beck, A. K., Forbes, E., Baker, A. L., Kelly, P. J., Deane, F. P., Shakeshaft, A., ... & Kelly, J. F. (2017). Systematic review of SMART Recovery: Outcomes, process variables, and implications for research. *Psychology of Addictive Behaviors, 31*(1), 1.

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