



International Coaching Federation Credentials and Standards

Credentialing Performance Evaluation Transcript Requirements, Best Practices, and Examples

Introduction

As part of the performance evaluation, ICF Credentialing candidates must submit transcripts for each recorded coaching session submitted as part of the credential application. Transcripts must meet certain requirements to be accepted by ICF. If these requirements are not met, you may be asked to revise and resubmit your transcript.

ICF Transcript Requirements

All transcripts submitted to the ICF for credentialing performance evaluation purposes must meet the following requirements:

- Transcripts must be a verbatim, written word-for-word record of the coaching session(s) submitted.
- Transcripts must indicate who is speaking—the coach or the client—at any time in the conversation.
- Transcripts must list the coach’s statements and the client’s statements on separate lines.
- Transcripts must include timestamps at every change in speaker (coach and client).
- Transcripts need to be in the same language used in the recording. If ICF does not offer a performance evaluation in the language of the recording, applicants will need to submit a transcript with the language used in the recording **and** an English translation of the transcript.
- Transcript must be provided in .DOC, .DOCX or similar word processing file format. **Transcripts provided in PDF format will not be accepted.**

Note: You can use any method you would like to create the transcript, including using an app or software, or hiring an individual or business, as long as the transcript you submit meets the requirements listed above.

Transcript Best Practices

In addition to meeting the requirements listed above, here are a few best practices to create a high-quality transcript:

1. Ensure that the timestamps in the transcript match the speaking time in the recording. Mismatches can create confusion and may cause problems during the evaluation process.
2. Check to ensure correct spelling.
3. Ensure that the transcript is not missing any words or sentences. The transcript must be a verbatim written record of the recording. Refrain from using summaries or truncated words.
4. Make sure that no additional words or phrases are present in the transcript that are not present in the recording.
5. Do not use highlights, coloring, underlining, bolding, or any other method of emphasizing parts of the transcript.
6. Do not add comments, explanations, remarks, or annotations to the transcript.
7. Do not include the client’s full name in the transcript or the recording audio.

Single Language Transcript Example

If you are submitting a recording to ICF in a language that ICF currently assess, you will only need to submit one transcript in the same language as the recording. For example, if your recording is in French (a language that ICF assess at all credential levels), you only have to provide a French transcript. For a list of languages ICF currently assesses, visit the webpage found [here](#).

Below is an example of a transcript that meets the ICF transcript requirements for single language transcripts.

Example 1: A Single Language Transcript

In this example, the applicant submitted a recording in a language the ICF assesses in (English). Therefore, they submitted one English transcript.

Coach	00:01	Hi Mary. How are you doing today?
Client	00:04	I'm well, thank you. How are you?
Coach	00:08	I'm pretty good.
Client	00:10	I'm glad to hear that.
Coach	00:12	Thank you. Would you like to get started today?
Client	00:16	Sure!
Coach	00:18	Okay, great! So what topic or goal are you bringing to coaching today?
Client	00:24	Well, I used to be a teacher and I have moved on to being a coach, been coaching since 2001 and really love it. As we talk more today I'd like to talk about how my education background could be useful in my coaching.
Coach	00:40

Dual Language Transcript Examples

If you are submitting a recording/transcript in a language that ICF does not assess, you will have to submit two transcripts: one in the language spoken in the recording you are submitting, and one in English. For example, if your recording is in Russian (a language that ICF currently does not assess at any credential level), you will have to provide a Russian transcript and an English transcript (i.e., an English translation of the Russian transcript). For a list of languages ICF currently assesses, visit the webpage found [here](#).

Below are two examples for dual language transcripts, each of which meets the ICF transcript requirements.

Example 1: One Transcript with Both Languages

In this example, the applicant submitted a recording in a language that is not accepted for the ICF performance evaluation process (Russian). Therefore, the applicant had to submit two separate transcripts of the recording: one in Russian and one in English. The applicant combined these two transcripts into a single document.

Coach	00:01	Ты не возражаешь, если в учебных целях мы будем записывать нашу сессию?	Would you mind if we record our session for educational purposes?
Client	00:04	Конечно, отлично	Of course not, great.
Coach	00:08	И скажи, пожалуйста, о чем бы ты сегодня хотел поговорить?	And please tell me what you would like to talk about today?
Client	00:10	Я хотел бы поговорить о том, как мне понять чего я хочу достичь через 5 лет, куда хочу прийти и что мне нужно для этого делать.	I would like to discuss how to understand for myself what I want to achieve in 5 years, where I want to come and what I need to do for it.
Coach	00:40

Dual Language Transcript Examples

Example 2: Two Separate Transcripts

In this example, the applicant submitted a recording in a language that is not accepted for the ICF performance evaluation process (Russian). Therefore, the applicant submitted two separate transcripts of the recording: one in Russian and one in English.

Transcript 1: Russian

Coach	00:01	Ты не возражаешь, если в учебных целях мы будем записывать нашу сессию?
Client	00:04	Конечно, отлично
Coach	00:08	И скажи, пожалуйста, о чем бы ты сегодня хотел поговорить?
Client	00:10	Я хотел бы поговорить о том, как мне понять чего я хочу достичь через 5 лет, куда хочу прийти и что мне нужно для этого делать.
Coach	00:40

Transcript 2: English

Coach	00:01	Would you mind if we record our session for educational purposes?
Client	00:04	Of course not, great.
Coach	00:08	And please tell me what you would like to talk about today?
Client	00:10	I would like to discuss how to understand for myself what I want to achieve in 5 years, where I want to come and what I need to do for it.
Coach	00:40

We hope these guidelines and examples are helpful. If you have any questions about these guidelines or examples, please contact ICF Credentialing and Standards at support@coachingfederation.org.