

# Frequently Asked Questions about NCCP

[I have never taken an NCCP course and don't have an NCCP #, how do I get one?](#)

[I have already taken an NCCP course but I don't know my NCCP #?](#)

[How can I view my NCCP Transcripts and Personal Information?](#)

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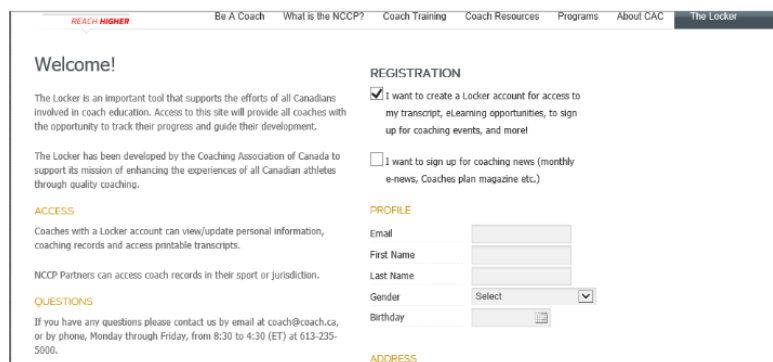
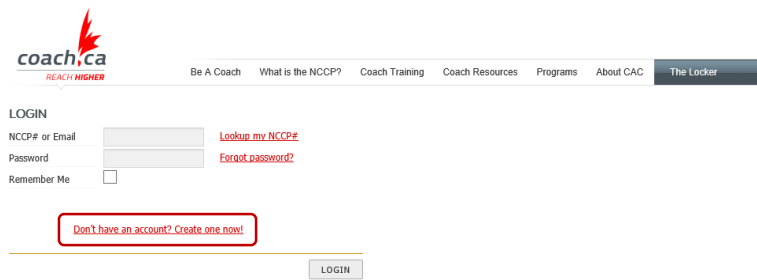
[How do I take my Make Ethical Decisions on-line evaluation?](#)

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## I have never taken an NCCP course and don't have an NCCP #, how do I get one?

It can often take several weeks after taking an NCCP course to obtain your new NCCP number. If you have never taken an NCCP course, we recommend you create an account and obtain a new NCCP number. **IMPORTANT: Do not follow this step if you have already taken an NCCP course and been assigned an NCCP number, as this step will create a different number and your course completion details will not be included on the transcript under this new NCCP number.**

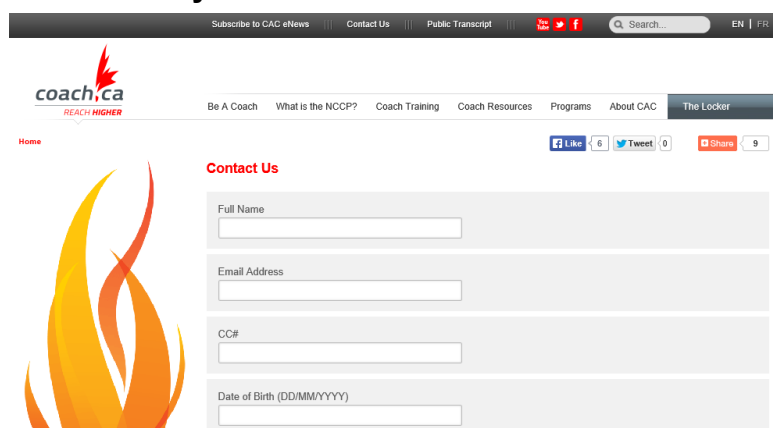
Go to [www.coach.ca](http://www.coach.ca) and click on "THE LOCKER" tab in the upper right corner to reach the login screen. Click on "DON'T HAVE AN ACCOUNT? CREATE ONE NOW!" and follow the instructions on the next several screens to obtain your new account and NCCP #. It is critical that you use this number every time you take an NCCP course. You can even print a handy wallet-sized card from the website by clicking on the CARD icon on your Profile page.



## I have already taken an NCCP course but I don't know my NCCP #?

Whenever someone takes an NCCP course for the first time, they are assigned an NCCP # when the Workshop Participant List is submitted to the Coaching Association of Canada. If you have taken a previous NCCP course, regardless of how long ago that was, your public transcripts are available on line.

If you do not remember your NCCP # and have never created a Locker Account, complete the Contact Us Form at <http://www.coach.ca/forms/cac/contactus-f110>. In the comments section, advise that you have lost your NCCP # and cannot retrieve your account online.

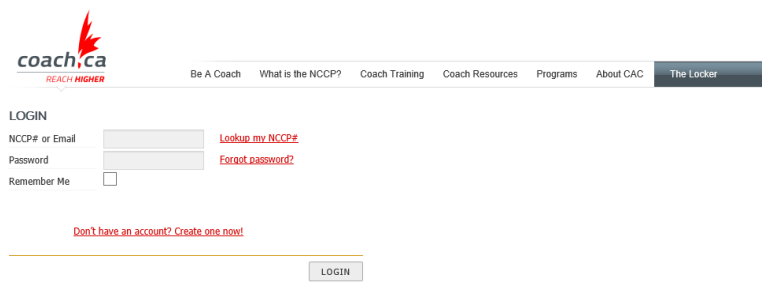
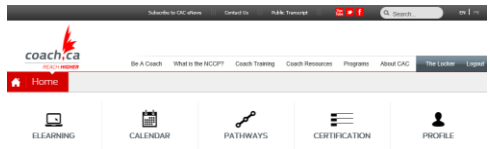


NCCP will require the following information to provide your NCCP number and password:

- Full name
- Full address (if you believe that you've moved since you were first entered into their database, then include your previous address as well)
- Telephone number
- Date of birth
- An e-mail address unique to you

## How can I view my NCCP Transcripts and Personal Information?

Click on “The Locker” tab. Enter your NCCP# or Email address and Password. Click LOGIN.



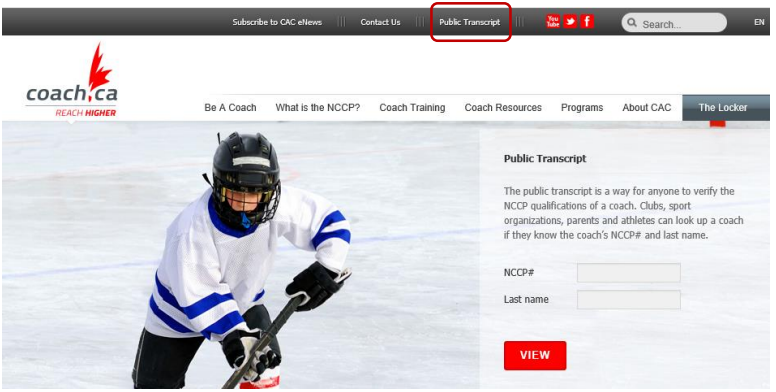
After logging in, click on the Certification icon. This will provide you with access to your transcripts with all of the courses and evaluations you have taken.



You can also update your personal profile by clicking on the Profile icon.

## Can anyone view my transcripts?

If someone knows your NCCP # and last name, they can access your transcripts online. This is a valuable tool for Coaching Accreditation Administrators to verify the courses or evaluations you have taken. Only transcripts are accessible and that person will not be able to see any of your personal information.



Click on the Public Transcripts link (top / centre), enter your NCCP# and last name. Click VIEW.

## How do I take my Make Ethical Decisions on-line evaluation?

There are two methods of taking the on-line evaluation:

- Take the MED on-line evaluation after you’ve taken the MED module
- Challenge the evaluation without taking the MED module (for equivalencies for those with the old NCCP Level 1)

For new coaches, it is strongly encouraged that you take the Make Ethical Decisions workshop first, rather than challenging the on-line evaluation for a number of reason:

- The workshop will provide you the opportunity for small group decisions of various scenarios to understand all of the steps necessary to make ethical decisions
- Once you have completed the MED stand-alone workshop (or included in the Part A workshop) and your transcript is updated in your Locker, you will have unlimited attempts to take the on-line evaluation, at no additional charge
- If you simply want to challenge the on-line evaluation without taking the module—the cost is more than double the workshop fee, you will have only 2 attempts to achieve a passing grade of 75% and if unsuccessful after these 2 attempts you will have to sign up and pay for the MED workshop training

Once your transcript has been updated to show you have taken either the MED workshop or the Part A workshop, LOGIN to your Locker and select the “eLearning” icon.



It is important that you see “**You have the required training to take this evaluation free of any fees.**”

Click BEGIN.

The screenshot shows the NDFC eLearning interface. At the top, there are navigation links: 'Be A Coach', 'What is the NCCP?', 'Coach Training', 'Coach Resources', 'Programs', 'About CAC', 'The Locker', and 'Logout'. Below this is the 'eLearning' header with language options for 'ENGLISH' and 'FRENCH'. A sidebar on the left lists various courses, with 'Make Ethical Decisions Online Evaluation - Community Sport' highlighted in yellow. The main content area displays the course title and details: Language (English), Passing grade (75.00), and Cost (\$85.00). A 'PREREQUISITE' table shows 'Make Ethical Decisions' as completed on 2-Oct-2005. A yellow box with a red border contains the message: 'You have the required training to take this evaluation free of any fees.' A 'BEGIN' button is located at the bottom right of the course details.

You will have the option to take a Practice Evaluation first that won't count toward your score or you can begin the evaluation by clicking on Scenario One.

If you are unsuccessful the first time, remember that you have unlimited attempts at obtaining a passing grade of 75%.

The screenshot shows the evaluation page for the 'Make Ethical Decisions Online Evaluation - Community Sport' course. The page has a red header with the course title and an image of two athletes. Below the header, the word 'Evaluation' is displayed. A paragraph explains that users can choose to complete an optional practice evaluation, which will not be scored and cannot result in a passing credit. It also states that the practice evaluation is not equivalent to or a substitute for training. There are two buttons: 'Practice Evaluation (optional)' and 'Scenario One'. A note below the buttons says: 'When you are ready to start the evaluation, click on Scenario One below.'

## How do I submit my transcript to the NDFC for tracking?

You must submit your Coaching Designation form to the NDFC first before tracking will begin. This form needs to be completed and sent to [coaching@ndfc.ca](mailto:coaching@ndfc.ca) along with your acknowledgement of the Coaches Code of Ethics. Both these documents can be found at [For Coaches](#).

To update your information in the NDFC database to include any new NCCP courses, contact [coaching@ndfc.ca](mailto:coaching@ndfc.ca) and provide your name, NCCP # and the recent course or evaluation you have taken. Your transcript will be publicly reviewed for verification by the Administrator of Coaching Accreditation and any new courses will be updated in our data base.

Note: All **NDFC** Coaching Courses and completion of **NDFC** Practical Assignments are automatically updated in our database.

The screenshot shows the 'Coach Accreditation Registration' form. It includes fields for 'NDFC #' and 'NCCP CCB'. Below these are fields for 'Name', 'Address', 'City', 'Prov.', 'PC', and 'Email'. There are also checkboxes for 'M' and 'F' under the 'Name' field. At the bottom, there is a section for 'TRAINING AND EVALUATION' with a small disclaimer and a link to the 'ACKNOWLEDGEMENT OF THE COACHES CODE OF ETHICS'.