

Human Services Practitioner (HSP) Credential Eligibility Policy

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Policy Manager: Director of Certification and Credentialing Services

Applies to: HSP Applicants

Date Approved: November 14, 2025

A. POLICY INTRODUCTION

The Center for Credentialing & Education (CCE) administers a rigorous, examination-based, credential program for human services practitioners, designated as the CCE Human Services Practitioner (HSP) Program. Those individuals who wish to be granted the HSP credential must demonstrate that they have met specific educational requirements related to a professional specialization in human services and successfully complete an examination to assess content knowledge in order to satisfy the requirements of this Program.

Effective as of November 30, 2025, this Policy establishes and explains the requirements that must be satisfied in order to obtain the HSP credential, including the HSP standards, guidelines, and procedures (HSP Program). Questions concerning this Policy or the credentialing process should be directed to the Director of Certification and Credentialing Services.

B. POLICY PURPOSE

The primary purpose of this Policy is to identify and explain the Human Services Practitioner (HSP) credential eligibility requirements. Specifically, the HSP Program establishes valid and appropriate eligibility requirements concerning: professional education necessary for competent practice as a human services practitioner; professional knowledge demonstrated by the completion of a comprehensive examination; and ethical standards and the reporting of ethics-related matters.

Applicants for the HSP credential understand and agree that their professional qualifications, including their education, clinical knowledge, and ethical standing, will be evaluated by the Center for Credentialing & Education (CCE), and that such CCE eligibility determinations are final. CCE has the exclusive authority to make and issue all HSP credential eligibility decisions.

C. CREDENTIAL EDUCATION/TRAINING REQUIREMENTS

In order to qualify for the HSP credential, the applicant must satisfy certain education and training rules, which include specific requirements relative to: educational degree attainment; human services–related course/training content completion; and supervised field experience.

Consistent with the terms of this Policy, applicants must satisfy the following education and training requirements in order to be eligible for the HSP credential:

1. Degree/Education Requirement.
 - a. Degree in Human Services: An associate or bachelor’s degree in human services from either a Council for Standards in Human Service Education (CSHSE)– accredited degree program or a human services program administered by an institutionally accredited educational institution is required for eligibility for the HSP. Applicants may be in their final semester of coursework to be initially eligible, but a transcript with degree conferral noted will be required for full approval of eligibility for the credential.

- (1). Applicants who hold an advanced degree in a human development profession with at minimum fifteen (15) semester hours or twenty-two (22) quarter hours of coursework in human services—specific training in three or more of the nine (9) credential content areas may be determined to meet the degree eligibility requirement. Advanced degrees that may meet this requirement include graduate degrees at a master’s or higher level in human development professions, including counseling, psychology, marriage and family therapy, social work, or rehabilitation studies. CCE has the exclusive authority to make all decisions concerning the eligibility of degrees and educational requirements for the HSP credential.
2. Coursework Content Areas Requirement. In order to qualify for the credential, applicants must complete coursework that includes and addresses the following content areas:

 - a. History of Human Services
 - b. Human Systems
 - c. Human Service Delivery Systems
 - d. Information Literacy
 - e. Program Planning and Evaluation
 - f. Client Intervention Strategies
 - g. Interpersonal Communication
 - h. Client-Related Values and Attitudes
 - i. Self-Development
3. Verification of Education and Course Content Requirement. Credential training requirements must be verified by CCE through the review of an official degree transcript, with courses listed. CCE also may require the submission of qualifying course syllabi necessary to verify course alignment with the human service content areas. Supplemental courses taken outside of the program awarding the applicant’s degree must be provided by an accredited (CSHSE or institutionally accredited) degree program.
4. Credential Eligibility Appeals. Under certain, limited circumstances, an applicant who is denied eligibility for the HSP credential may submit an appeal and request for reconsideration of their eligibility with respect to the training requirements in this Policy. All such appeals must be submitted consistent with the requirements of the CCE Credential Eligibility Appeals Policy, which is published at: <https://www.cce-global.org/assets/credentialing/ApplicationCredentialingAppealsPolicy.pdf>.

D. EXAMINATION REQUIREMENTS

In order to be eligible for the HSP credential, applicants must achieve a passing score on the Human Services Comprehensive Examination (HSCE or Examination). Complete information about the Examination may be found at: <https://www.cce-global.org/assessmentsandexams/hsce>.

1. Examination Requirements. Applicants must successfully complete the Human Services Comprehensive Examination (HSCE) to fulfill the examination requirement for the HSP credential. The Examination measures an examinee's knowledge and understanding of the competencies, theories, values, ethical standards, and skills articulated by the Council for Standards in Human Service Education (CSHSE) as necessary for entry-level professionals.
2. Examination Format. The HSCE consists of approximately one hundred (100) multiple-choice questions, of which eighteen (18) items are included for field testing and are not scored. Three hours are allowed for the completion of the HSCE.
3. Special Examination Accommodations. CCE complies with the Americans with Disabilities Act and ensures that no applicant with a qualified disability is deprived of the opportunity to take an Examination solely by reason of that disability. CCE will provide reasonable accommodations to applicants with disabilities. A complete explanation of the CCE disability accommodations rules and procedures is provided in the Special Examination Accommodations Policy, which is published at: <https://www.nbcc.org/exams/accommodations>.
4. Examination Retest Policy. Applicants who fail to pass the HSCE on the first attempt are eligible to schedule a retest 90 days after the failed attempt and may schedule a retest on the next available administration date by reregistering for the Examination, including the payment of the required fee. Applicants are permitted to retest up to two (2) additional test administrations through the credential application process within two (2) years of the applicant's original application date. If an applicant fails the Examination three (3) times, or when two (2) years have passed since submission of the credential application, the application will be closed, and a new HSP application must be submitted if the applicant seeks to be credentialed by CCE.
5. Examination Appeals. Under certain, limited circumstances, applicants who fail to pass the HSCE may submit an appeal and request another test administration without a reregistration fee. The permitted reasons or grounds for appeal are explained in the CCE Examination Appeal Policy, and are summarized as follows:
 - a. Examination Administration Appeals. The applicant claims that a test administration condition negatively affected their ability to complete or pass the Examination, including certain appeals related to: physical test site problems; test computer equipment problems; test administration issues; or conduct issues concerning test center personnel or others present during the test administration.

- b. Special Examination Accommodation Appeals. The applicant claims that they were not provided with an approved special examination accommodation during the test administration, or alleges that another problem existed with respect to a disability accommodation during an Examination administration. An applicant cannot submit an appeal concerning a special disability accommodation that was not previously approved by CCE.
- c. Examination Content Appeals. The applicant claims that one (1) or more specific Examination items and/or answers are inaccurate or incorrect, and that their failure to receive credit for such items and/or answers caused the applicant to fail the Examination.
- d. Unacceptable Grounds for Examination Appeals. As established and explained in the CCE Examination Appeal Policy, applicant claims and issues concerning a variety of test-related circumstances cannot be the subject of an Examination appeal, including, but not limited to: lack of understanding of test administration policies, instructions, and requirements; test anxiety or nervousness; a personal situation that may have negatively affected the applicant, such as illness, injury, or family problem; errors related to understanding or recording test questions; computer-related problems that are not promptly reported to a proctor or do not significantly affect the test administration; reasonable and commonly occurring sounds in the testing location; late test arrival; the general validity of the Examination; the Examination passing score; and a belief that the applicant should have received a passing score on the Examination.

E. ETHICS REQUIREMENTS

CCE applicants and credential holders are responsible for ensuring that their behavior adheres to the standards and rules identified in all applicable ethics codes, including professional license and certification ethical standards, and all applicable CCE policies.

1. Ethics Requirement. CCE applicants and credential holders must ensure that their professional and public behaviors are consistent with the conduct standards set forth in the CCE Eligibility Ethics Policy, the code of ethics and conduct standards applicable to their professional license and/or national certification, and the CCE Ethics Case Procedures.
2. Ethics Disclosure Requirement. As a condition of credential eligibility, an applicant must accurately and fully complete the required HSP application sections titled: Attestation; and Applicant Agreement and Release Authorization. These application sections require the disclosure of all prior legal, criminal, and disciplinary matters related to the applicant. All such application ethics-related disclosures are reviewed in accordance with the CCE Credential Eligibility Ethics Policy, which is published at: <https://www.cce-global.org/Assets/Ethics/CredentialEligibilityPolicy.pdf>.