The Interchange Institute

Intercultural Training Expertise Certification

Guide

Table of Contents

INTRODUCTION 2

WHAT IS THE INTERCHANGE INSTITUTE? 2

WHAT IS THE INTERCULTURAL TRAINING EXPERTISE CERTIFICATION PROGRAM? 2

CERTIFICATION - AN OVERVIEW 3

THE CERTIFICATION PROCESS 4

OVERVIEW 4

SKILL AND KNOWLEDGE DOMAINS 5

HOW TO REGISTER AND SUBMIT EPORTFOLIO 14

COMMUNICATION 14

OVERVIEW 14

IMPORTANT DATES AND DEADLINE 14

ELIGIBILITY REQUIREMENTS 15

FEES 15

REFUNDS 15

SCORING 16

RUBRIC 16

SAMPLE SCORE REPORT 18

ECERTIFICATE AND PDF CERTIFICATE 19

THE INTERCHANGE INSTITUTE POLICIES 20

POLICIES RELATED TO CANDIDATES WITH LEARNING EXCEPTIONALITIES 20

CONFIDENTIALITY GUIDELINES 20

POLICY ON DENIAL OF CERTIFICATION 20

CONTACT US 20

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Introduction

What is The Interchange Institute?

The Interchange Institute is a 501(c)(3) not-for-profit organization, created in 1997 by Dr. Anne P. Copeland. Its focus is on understanding and supporting those who live and/or work with people from other cultures. Our community includes interculturalists, researchers, trainers, organizations, and expatriates themselves. The work of understanding others and helping others understand us is our mission.

We design and deliver specialized cross-cultural training workshops, train and consult to professionals in the field, conduct research on the process of intercultural transition and produce content to assist newcomers to the U.S. and abroad.

What is the Intercultural Training Expertise Certification program?

The **Intercultural Training Expertise Certification (ITEC)** program establishes and advances the quality of intercultural training in the international sphere (e.g., global relocation, multi-national teams, international education), by (1) helping interculturalists communicate their level of preparedness to do intercultural training in the international sphere, and (2) helping those who hire interculturalists assess the preparedness of trainers. Please note: The ITEC is not currently designed to address the needs and qualifications of interculturalists who work primarily on diversity, equity, inclusion, and belonging issues within a country or culture.

Specifically, the ITEC program;

- identifies the domains of knowledge and skills that accomplished intercultural trainers in the international arena are expected to have;
- provides a voluntary system to certify trainers who demonstrate expertise in these domains, for use in the marketing of their services;
- provides entrance to a global network of other ITEC holders; and
- assists providers of training services, who otherwise are left to sort through widely divergent paths of preparation, by offering an independent assessment of an intercultural trainer's preparedness.

There are three levels of ITEC in this program:

- ITEC Associate: The practitioner is a certified intercultural trainer who has completed The Interchange Institute's Crossing Cultures with Competence (CCwC) Training of Trainers program and satisfies the requirements of the ITEC Associate outlined in the Skill and Knowledge Domains. ITEC Associate is available only through CCwC, and the Associate assessment is included in the CCwC program fee.
- ITEC Professional: The practitioner is a certified professional intercultural trainer who has met the requirements for Associate status and has provided evidence of all four (4) Skill and Knowledge domains plus one (1) or more specialty areas and is prepared to deliver a wide range of intercultural services. Experienced practitioners with relevant university study or extensive in-field experience may apply directly for ITEC Professional or Senior Professional without first completing CCwC.
- ITEC - Senior Professional: The practitioner has met the requirements for Professional status and has provided evidence of (a) delivering extensive intercultural services and/or (b) has demonstrated thought leadership through writing, teaching, or training. Peer review assessed.

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Certification - An Overview

Since 1997, The Interchange Institute has been training and mentoring interculturalists around the globe, including over 600 trainers in 42 countries who have completed the Crossing Cultures with Competence (CCwC) Training of Trainers program, and a wider community of interculturalists who take part in our Culture Chat programme. In addition, the Institute recently completed an industry-wide survey of how emerging and established interculturalists have built and nurtured their careers.

In short, we have a deep understanding of how established intercultural trainers have successfully built their practices, and of the needs of emerging interculturalists who are looking for guidance about how to build the expertise that is expected of them.

While national or international certification programs exist in many related professions (for example, coaching, language teaching, education, mental health, relocation), this same structured approach does not exist in the intercultural field. This is, perhaps, understandable because the field exists at the intersection of many sectors (corporate, education, medicine, missions, military, foreign service, humanitarian aid) and many national cultures' educational systems.

The Interchange Institute's Intercultural Training Expertise Certification (ITEC) program is designed to fill this gap. It has been developed in consultation with senior interculturalists and those who hire them. It uses the knowledge we have gained from our community of new and established trainers. Emerging interculturalists can use the ITEC framework to shape their learning and development, building their ePortfolio over time until they are ready to apply.

The ITEC is a way for interculturalists to signal their readiness to offer services efficiently and with transparency, confirmed by an independent non-profit organization, and those who hire intercultural trainers to have increased confidence in their hiring, backed up by our certification. Hiring agencies may or may not require ITEC status and may have requirements beyond those included in the ITEC (for example, intercultural living experience, masters degrees, years of experience).

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The Certification Process

Overview

The ITEC is designed to evaluate an applicant's expertise in **four general Skill and Knowledge domains** based on evidence of accomplished practice. The ITEC applicant must provide evidence in an ePortfolio for each of the four domains:

- **Cultural Concepts and Competencies**
- **Training Expertise**
- **Understanding and Awareness of Bias**
- **Professional and Ethics Issues**

For ITEC Professional and Senior Professional the applicant must also provide evidence in an ePortfolio of their preparedness in one or more **specialty area(s)**:

- **Personal and/or Workplace Support for International Living**
- **Multicultural Team Work**
- **Cultural Aspects of Language and Communication**
- **Intercultural Coach**
- **Other**

Applications will be evaluated by the ITEC Review Board, which includes The Interchange Institute's board members and outside senior interculturalists skilled and qualified in one or more ITEC specialty areas. All have been trained on the certification process and how to apply scoring rubrics to ePortfolio assessment.

While the certification review process occurs quarterly, some applicants may choose to open an ePortfolio and collect evidence over time, demonstrating competency as they acquire it. The application payment is not due until the point of submission.

For ITEC Professional and Senior Professional, the certification process includes a review of evidence for four general domains and at least one specialty area. Additional specialty areas can be added for an additional cost.

In recognition of the fact that interculturalists gain their expertise in many different ways, the application process allows for a range of options to demonstrate expertise. Applicants who believe they have gained important insight and skill in a domain in a way that is not listed here are encouraged to include that, with a rationale, in their portfolio.

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Skill and Knowledge Domains

Applicants can help the reviewers understand how their presented work is evidence for their qualifications by providing annotations and details for the material they present.

Skill and Knowledge Domains	Examples of how applicant acquired expertise	Sample ways to demonstrate knowledge, for inclusion in ePortfolio
REQUIRED BY ALL APPLICANTS		
Cultural Concepts and Competencies A variety of core cultural concepts have helped practitioners describe sources of intercultural conflict and misunderstanding. Edward Hall, Geert Hofstede, Fons Trompenaars, Richard Lewis and others have provided vocabularies for understanding how values and expectations differ around the world. Erin Myer and others have amalgamated these ideas into other rubrics. Other theorists have focused on communication or conflict resolution. Still others argue that viewing cultural differences as dimensional misses important intersectionality. In addition to working within one or more conceptual frameworks, interculturalists must be culturally competent themselves. For example, they should be able to take the perspectives of others, be open-minded, and be skilled at leveraging the benefits of diverse points of view. Applicants should have command of a cultural framework(s) and be able to describe a critical perspective on the framework(s) they find most useful in their work. They should be able to demonstrate aspects of their own cultural competence.	• BA or higher course work in related area • Training of intercultural trainers' workshop • Theory-based certification workshop • Self-study • Work experience in a multi-cultural environment	**ITEC Associate** • Workshop/program syllabus or agenda attended by applicant **ITEC Professional** As per *Associate* plus one or more of the following: • Transcripts, syllabus, or description of course work • Case studies from applicant's personal practice that demonstrate understanding of cultural concepts and competencies (maximum 500 words per case study) • 5-minute (maximum) video segment that demonstrates applicant's expertise • Response to TII case study scenarios: comment on the cultural concepts and competencies within each scenario • Other way of demonstrating knowledge (include rationale) Plus: (required) Applicant statement (or evidence) about how they use the following in their work: • An Intercultural framework or their intercultural knowledge and • Their personal cultural competencies **ITEC Senior Professional** As per *Professional* plus a more in-depth or extensive demonstration of skills and knowledge, for example:

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		• Webinar or workshop syllabus or agenda (created by applicant) • Article, blog, conference presentation written by applicant in which cultural concepts and competencies are taught

Skill and Knowledge Domains	Examples of how applicant acquired expertise	Sample ways to demonstrate knowledge, for inclusion in ePortfolio
REQUIRED BY ALL APPLICANTS		
Training Expertise Training practitioners are expected to understand the fundamentals of how adults learn; the range of learning styles and cultural expectations that will affect trainees' ability to incorporate the material; how to design a varied and compelling training agenda; and to be comfortable and skilled at presenting material individually and/or in groups, as their target work demands.	• Training of intercultural trainers workshop • Training design workshop • Self-study: Training design books and articles • Apprenticeship with experienced trainer • Experience developing training programs in a work environment	**ITEC Associate** • Training agenda for a program delivered by applicant with annotations that describe the rationale for activity methods and timing • Evidence of delivering intercultural training within an observed environment **ITEC Professional** As per *Associate* plus one or more of these: • Evidence of having conducted 20+ hours of intercultural support or training, paid or as volunteer (e.g., letter of recommendation from sponsoring organization, program evaluations from trainees) • Confirmed employment/contract experience • 5-minute (maximum) video segment that demonstrates applicant's expertise • Other way of demonstrating expertise **ITEC Senior Professional** As per *Professional* plus:

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		• Evidence of having conducted 50+ hours of training (e.g., letter of recommendation from sponsoring organization, program evaluations from trainees)

Skill and Knowledge Domains	Examples of how applicant acquired expertise	Sample ways to demonstrate knowledge, for inclusion in ePortfolio
REQUIRED BY ALL APPLICANTS		
Understanding and Awareness of Bias One important aspect of cultural competence involves a deep understanding of how one's own values and history affect one's reactions, behavior, and attitudes as a foundation for understanding the same about those from other cultures. Understanding the history and ongoing impact of implicit and explicit bias is important. Applicants should be able to reflect on (1) how their values have been shaped by their own national culture, race, religion, ethnicity, religion, gender, sexuality, and other salient identities; (2) to describe how they use this insight in working with people; (3) to comment on how these factors may have affected their conduct of business (e.g., getting hired, hiring others, marketing, work design); and (4) to prepare their clients to manage these same issues.	• Experience living/working with those who are different in ways that have shaped the applicant's values, attitudes, and behavior e.g., being in an intercultural relationship, living outside one's passport country as an adult. • Deep conversations with those with different backgrounds • Self-study: webinars, books, conference presentations, social media • Participation in workshops focused on this topic	**ITEC Associate** • Write a statement detailing the factors related to bias that you take into consideration when formulating and conducting a training program **ITEC Professional** As per *Associate* plus one or more of these: • A reading list of 3-5 articles or books, with a brief annotation about how they have informed applicant's understanding • 5-minute (maximum) video segment that demonstrates applicant's understanding and ability to convey it to others • Workshop or training agenda segment that demonstrates applicant's inclusion of bias awareness in their planning, business and training • Other way of demonstrating understanding **ITEC Senior Professional** As per *Professional* plus one or more of the following: • Conference presentation or article written by the applicant on this topic

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		• A syllabus/agenda for a webinar or a sample training module or course delivered on this issue by applicant

Skill and Knowledge Domains	Examples of how applicant acquired expertise	Sample ways to demonstrate knowledge, for inclusion in ePortfolio
REQUIRED BY ALL APPLICANTS		
Professional and Ethics Issues Practitioners encounter myriad professional and ethics choices in their work, for example in how/when to offer confidentiality, how to manage relationships with hiring organizations and with other practitioners, and how to market their skills and availability. Applicants should be able to demonstrate their awareness of and experience in dealing with professional and ethical choices.	• Workshop, webinar or coursework focused on professional and ethics issues • Apprenticeship with experienced trainer • Familiarity with SIETAR-USA Living Code of Ethical Behaviour or other SIETAR Ethics Statements • Self-study: books or articles	**ITEC Associate** • A signed Code of Ethics Pledge for Intercultural Trainers **ITEC Professional** As per *Associate* plus one or more of these: • Written case study scenario that includes several professional and/or ethics issues, with annotations about how the situation would best be resolved • Written example of a professional or ethics dilemma and how you dealt with it • Response to TII case study scenarios with privacy/confidentiality issues and questions about hiring organization boundaries • 5-minute (maximum) video segment that demonstrates applicant's expertise • Other way of demonstrating understanding See sample ethics code (SIETAR Polska) to help guide your thinking. We encourage you to join your local SIETAR organization and review their ethics code. **ITEC Senior Professional** As per Professional plus:

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		• No additional requirement

Skill and Knowledge Domains	Examples of how applicant acquired expertise	Sample ways to demonstrate knowledge, for inclusion in ePortfolio
Additional Considerations for Reviewers		
Other experiences that have led to expertise that did not fall into the categories listed above		

Skill and Knowledge Domains	Examples of how applicant acquired expertise	Sample ways to demonstrate knowledge, for inclusion in ePortfolio
Specialty Domains – select at least one		
Personal and/or Workplace Support for International Living Those who offer their expertise to people moving to a new country help them to understand how cultural values affect their work and community living. Applicants may have a focus on work relationships and communication styles and/or may work primarily with family, personal, and emotional transition concerns. Specialty certification can be given for either or both of these emphases.	• Intercultural living experience as a child or adult, or other way of deep awareness, along with demonstrated ability to use this awareness to discuss intercultural transition with others whose experience may differ from applicant's • Workshop that includes focus on workplace and personal cultural differences • Professional roles with exposure to IC living challenges (e.g., HR international, volunteering, missionary work) • Self-study	**ITEC Associate** • Not applicable **ITEC Professional** One or more of these: • Syllabus/agenda from a workshop or course attended by applicant on this topic • Article written by applicant on this topic • Written case study from personal practice demonstrating awareness of personal and/or workplace support • 5-minute (maximum) video segment that demonstrates applicant's expertise • Other way of demonstrating knowledge **ITEC Senior Professional** As per Professional plus: • Article written by the applicant on this topic or agenda and sample training module for the workshop • Evidence of having delivered 200 hours (or more) of

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		relocation support programs

Skill and Knowledge Domains	Examples of how applicant acquired expertise	Sample ways to demonstrate knowledge, for inclusion in ePortfolio
Specialty Domains – select at least one		
Multicultural Team Work Those who offer their expertise to multicultural work teams, whose members may or may not be involved in relocating to a new country, are expected to be skilled in the cultural aspects of team member relationships e.g., leadership, giving feedback, written/electronic and spoken communication, conflict resolution, negotiation, persuasion, and building trust.	• BA or higher course work in related area • Workshop with emphasis on these topics • Theory-based certification workshop • Work experience as a member of a multicultural team • Apprenticeship with experienced trainer • Self-study	**ITEC Associate** • Not applicable **ITEC Professional** One or more of these: • Syllabus/agenda from a workshop or course attended by applicant on this topic • Agenda for workshop on this topic delivered by applicant • Written case study from personal practice demonstrating awareness of multicultural work team issues • 5-minute (maximum) video segment that demonstrates applicant's expertise • Other way of demonstrating knowledge **ITEC Senior Professional** As per *Professional* plus: • Article written by the applicant on this topic or agenda and sample training module for the workshop • Evidence of having delivered 200 hours (or more) of multicultural team support programs

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Skill and Knowledge Domains	Examples of how applicant acquired expertise	Sample ways to demonstrate knowledge, for inclusion in ePortfolio
Specialty Domains – select at least one		
Cultural Aspects of Language and Communication Certified teachers of second/other languages may be well-positioned to support their students on the tangential topic of culture and communication. These teachers are expected to be skilled at teaching about differences in intercultural communication, observing cultural differences in the classroom and incorporating lived cultural experiences into classroom teaching.	• Experience in the language teaching classroom • BA or higher course work in related area • Workshop with emphasis on these topics • Self-study	**ITEC Associate** • Not applicable **ITEC Professional** One or more of these: • Lesson plan/syllabus for addressing cultural issues in language-learning course • Syllabus/agenda from a workshop or course attended by applicant on this topic • Agenda for delivered workshop on this topic • Written case study from a language class demonstrating awareness of intercultural communication issues • 5-minute (maximum) video segment that demonstrates applicant's expertise • Other way of demonstrating expertise • Evidence of certified/qualified language teacher (not required) **ITEC Senior Professional** As per *Professional* plus: • Article written by the applicant on this topic or agenda and sample training module for the workshop • Evidence of having delivered 200 hours (or more) of support programs on the cultural aspects of language and communication

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Skill and Knowledge Domains	Examples of how applicant acquired expertise	Sample ways to demonstrate knowledge, for inclusion in ePortfolio
Specialty Domains – select at least one		
Intercultural Coach Certified life and executive coaches who work with clients living in a new culture and/or working within a multicultural environment have the opportunity to include a cultural lens in their work if they are familiar with core cultural and transition issues.	• Experience coaching clients from different cultures • Course on intercultural coaching • BA or higher course work in related area • Workshop with emphasis on intercultural topics • Self-study	**ITEC Associate** • Not applicable **ITEC Professional** One or more of these: • Agenda for delivered workshop on this topic • Coaching plan/agreement that includes a focus on intercultural issues • Syllabus from relevant coursework or workshops • Article written by applicant on topic • Written case study from personal practice demonstrating awareness of intercultural issues • 5-minute (maximum) video segment that demonstrates applicant's expertise • Other way of demonstrating expertise • Evidence of certified/qualified intercultural coach (not required) **ITEC Senior Professional** As per *Professional* plus: • Article written by applicant on this topic or agenda and a sample training module for workshop delivered by applicant • Evidence of having delivered 200+ hours (or more) of intercultural coaching

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Skill and Knowledge Domains	Examples of how applicant acquired expertise	Sample ways to demonstrate knowledge, for inclusion in ePortfolio
Additional Considerations for Reviewers		
Other experiences that have led to expertise that did not fall into the categories listed above		

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How to Register and Submit ePortfolio

Communication

We have created a robust, easy to follow onramp to the ePortfolio process. Email will be our primary source for communication throughout the certification process.

Overview

1. Read the information provided in this guide.
2. Complete the ***registration form***.
3. After completing your registration form, you will receive an email with payment information and a link to a Dropbox folder where you will upload your application's supporting documents and the Evidence Submission Form to be reviewed by the Review Board. If you do not intend to submit a completed application immediately, you may download this folder to your own computer, then upload it again when the application is complete. Please prepare supporting documents in English or provide an English translation.
4. Once documents are uploaded, make your payment, which finalizes application submission.
5. After payment, you will receive confirmation that your ePortfolio has been submitted for review, along with a receipt indicating payment.
6. You may be asked to clarify aspects of your submission and/or provide further evidence.
7. Please see "Important Dates and Deadlines" below.

Important Dates and Deadline

The table below is applicable for applicants submitting their ePortfolios for evaluation during 2026 and 2027.

<table>
<tr><th colspan="2">2026 and 2027 Important Dates and Deadlines</th></tr>
<tr><td>Registration form</td><td>Can be submitted anytime</td></tr>
<tr><td>Specialty area selection</td><td>Included with registration form</td></tr>
<tr><td>Payment for certification</td><td>Due immediately after uploaded complete submission of ePortfolio</td></tr>
<tr><td>ePortfolio Submission and resubmission dates and Score Report notification of certification outcome release date</td><td>
<table>
<tr><th colspan="2">2026 and 2027</th></tr>
<tr><th>ePortfolio Submission Deadline</th><th>Latest Score Report Release Date</th></tr>
<tr><td>May 1</td><td>July 31</td></tr>
<tr><td>August 1</td><td>October 31</td></tr>
<tr><td>November 1</td><td>January 31</td></tr>
<tr><td>February 1</td><td>April 30</td></tr>
</table>
</td></tr>
<tr><td>If awarded certification, receipt of eCertificate and PDF certificate</td><td>Included with the Score Report (notification of certification outcome)</td></tr>
</table>

Submission deadlines and Score Report release dates are subject to change.

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Eligibility Requirements

Please review the Skill and Knowledge Domain descriptions and self-evaluate your ability and the evidence you can provide to demonstrate knowledge for each domain. The Interchange Institute holds quarterly online group meetings to answer questions about the ITEC process. Contact itec@interchangeinstitute.org for upcoming dates.

Fees

The following table lists the fees applicable to the Intercultural Training Expertise Certification. After your application has been processed, you will receive a receipt indicating payment. ITEC Associate is included in the Crossing Cultures with Competence (CCwC) program fee; the fees below apply to ITEC Professional and Senior Professional applications and to moving between levels.

Fee Type	Details	Amount	Deadline
ITEC Professional and Senior Professional application and certification fee	Includes administrative fee and review of ePortfolio (also includes eCertificate and PDF certificate if awarded the certification)	$1200	Due upon submission of ePortfolio
Resubmission of ePortfolio fee (in case reviewers do not approve application and request more information)	Cost for each resubmission (regardless of the number of Skill and Knowledge Domains being revisited)	$150	Due upon resubmission of ePortfolio
Additional specialty area certifications fee (beyond the one required specialty area)	Cost for additional certifications applied for	$150 (per speciality area)	Due upon submission of ePortfolio
ITEC progression fee	Cost to move between certification levels e.g., associate to professional or professional to senior professional	$650	Due upon submission of ePortfolio

*The Interchange Institute reserves the right to change the fees stated above.

Refunds

There are no refunds once an ePortfolio is submitted and payment has been received.

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Scoring

Rubric

Intercultural Training Expertise Certification (ITEC) is a standards-based assessment. Your score reflects the level to which evaluators were able to locate clear, consistent, and convincing evidence that indicates standards were met. Evaluators will score applicants' ePortfolios using a 4-point scale system for each domain (e.g., Cultural Concepts and Competencies, Training Expertise, Understanding and Awareness of Bias, and Professional and Ethics Issues) along with one or more specialty areas (e.g., Personal and/or Workplace Support for International Living, Multicultural Team Work, Cultural Aspects of Language and Communication, and/or Intercultural Coach) for the Professional and Senior Professional Trainer applicants. In order to achieve an ITEC Associate, applicants must score a 3 or 4 for each skill and knowledge domain. To achieve ITEC Professional, applicants must score a 3 or 4 for each skill and knowledge domain and for the specialty area(s). For applicants to achieve the ITEC Senior Professional, they must submit evidence that satisfies the requirements for "Senior Professional" and score a 3 or 4 as outlined in each skill and knowledge domain and specialty area (s). Participants are able to submit additional evidence for resubmission (see fees above).

Level of Accomplishment	Score	Depth of Evidence
Scores of 3 and 4 represent accomplished intercultural expertise	4	Clear, consistent, and convincing
	3	Clear
Scores in 1 and 2 represent not-yet-accomplished intercultural expertise	2	Limited
	1	Little
Evidence not submitted or unable to be evaluated	*0	Not provided

*A score may result in a zero if:

- evidence was not submitted for the skill and knowledge domain
- material was submitted in a language other than English and did not contain a translation

ePortfolio evaluators are experienced trainers and specialty area experts who are responsible for ensuring the integrity of the evaluation process. One or more evaluators assess each of the skill and knowledge domains and specialty area. Final scores are reviewed and approved by the ITEC Review Board. Scores are reported for each skill and knowledge domain and specialty area, and evaluator comments are provided from the evaluating team for domains and specialty areas that did not meet score requirements. Suggested continuing professional development focuses are also highlighted for applicants.

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Note: The Interchange Institute's ITEC policies and procedures relating to assessment and certification (as set in ITEC Guide) are subject to change at the sole discretion of The Interchange Institute for the betterment of the ITEC program.

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Sample Score Report

The Interchange Institute

Intercultural Training Expertise Certification

Applicant Name:	Jane Smith
Specialiality Area(s):	Personal and/or Workplace Support for International Living
	Multicultural Work Team
	N/A
	N/A
Submission Date:	18-Feb-22

Status: A	Not yet Achieved

Score Requirements B

This section reports whether or not you met the score requirements for each domain and speciality area.
If there is a YES for each of the four domains plus at least one speciality area - you achieved the Intercultural Expertise Certification.

Domains 1	Your Highest Score 2	Met Score Requirement? 3	Evaluator Comments 4
Cultural Concepts and Competencies	3	Yes	
Training Expertise	4	Yes	
Understanding and Awareness of Bias	3	Yes	
Professional and Ethics Issues	2	No	You may wish to provide more consistent and convincing evidence of insight on professional and ethical issues.
Specialty 1			
Personal and/or Workplace Support for International Living	3	Yes	
Multicultural Work Team	1	No	You may wish to provide more consistent and convincing evidence of your ability and experience with multicultural work teams.
Cultural Aspects of Language & Communication	N/A	N/A	
International Coach	N/A	N/A	

0 = No score because evidence for a domian or specialty area was not submitted, viewable, audible, or did not contain a verified English translation

Score Information

For information on interpreting your scores and important resubmission considerations, please see pages 18 and 19 in the ITEC Guide.
If your score was less than 3 in any domain or specialty area, your score report includes feedback tailored to your individual submission.

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A. Your Status

Your status displays whether you achieved the ITEC or not, or whether your certification is in progress. See the table below with the three possible outcomes, what each means, and the next steps.

Your certification Status, Definitions, and Next Steps

Achieved Certification	You attempted all four skill and knowledge domains and one or more specialty areas and met all score requirements. Congratulations! You will receive an eCertificate and PDF certificate.	Please stay engaged with The Interchange Institute. Update your contact information as needed. itec@interchangeinstitute.org
Not Yet Achieved	You have completed your application for all four skill and knowledge domains and at least one speciality area but have not met the score requirements for all components. You may submit additional evidence for resubmission.	Thoroughly review your score report, evaluator comments, and the ITEC Guide. More work experience may be required to achieve certification.

B. Score Requirements

This section shows whether or not you met score requirements for each skill and knowledge domain and specialty area(s). If there is a "yes" for each of the four domains and at least one specialty area (five requirements), you achieved the Intercultural Training Expertise Certification.

1. Domain/Specialty Area(s): This column displays the four required skill and knowledge domains and your proposed specialty area(s) submitted for assessment.
2. Your Highest Score: This column displays your highest scores for each of the five score requirements in the event of resubmission.
3. Met Score Requirement?: This column displays if you met the score requirement. A "yes" must be displayed for each of the five requirements.
4. Evaluator Comments: This column displays comments from the reviewers and Review Board for the applicant to consider when preparing for resubmission.

eCertificate and PDF Certificate

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The Interchange Institute uses a digital credentials provider to issue a verified and secure digital certificate, eCertificate, that is unique and only trackable to you. Once you have "Achieved Certification" you will receive an email with an eCertificate link, which you are able to display on social media and link to your resume/CV. You will also receive, in the same email, a PDF certificate which you may print or download.

The Interchange Institute Policies

Policies Related to Candidates with Learning Exceptionalities

The Interchange Institute complies with the regulations of Americans with Disabilities Act of 1990 (ADA). The Interchange Institute is committed to assisting applicants with disabilities by providing appropriate accommodations. If you have a disability that requires an accommodation under the ADA, please contact itec@interchangeinstitute.org to discuss. Applicants are encouraged to submit accommodation requests as early as possible in the application process. Accommodations must be approved by the ITEC Review Board prior to the ePortfolio submission.

Confidentiality Guidelines

The Interchange Institute complies with all guidelines set forth in the Data Protection Act 2018 (European Union), particularly GDPR data regulations. The Interchange Institute takes precautions to ensure an applicant's candidacy and application materials are strictly confidential. All names, agencies, clients, certification areas, report scores, etc. will not be published in any public domain but will be shared with reviewers and the Review Board. The Interchange Institute will release the certification scores/decision only to the candidate seeking the ITEC certification, unless The Interchange Institute receives written authorization from the candidate.

The Interchange Institute will collect information from applicants, which may be used to present data about the ITEC certification program. The Interchange Institute will assure applicants' identity, information within the ePortfolio, and certification designation is concealed when research data is shared.

The Interchange Institute has procedures requiring its employees, reviewers, and Review Board members, who have access to an applicant's identity and ePortfolio, to understand the strict confidential nature of the applicant's information and sign a confidentiality agreement.

The Interchange Institute will take precautions to protect written and electronic information.

Policy on Denial of Certification

Participants who are denied the ITEC will receive feedback based on the Review Board's findings. Participants are encouraged to provide additional evidence for skill and knowledge domains and specialty areas where intercultural expertise was not evident and resubmit their application (for a fee). Participants are also able to request a re-review of their ePortfolio by a second, different, panel which includes an outside reviewer for a fee of $150.

Contact Us

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Contact

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