SCRUM ALLIANCE® CERTIFIED TEAM COACH℠ (CTC) APPLICATION INSTRUCTIONS

The CTC application is designed so that you reflect and learn about yourself and your learning journey while you are working on it. The Review Team will support you with honest feedback, and we will do our best to provide it in a timely fashion. Your process largely depends on asking for feedback, early and often, from many sources.

This application is in two parts and can be completed here, on the Survey Monkey Apply platform. Part I must be submitted and approved before Part II can be started. In Part I you will provide evidence that you meet the prerequisites to become a CTC. In Part II you demonstrate your learning, mindset, and approach as a coach across a diversity of experiences

Helpful tip: Prepare yourself by downloading and reading through the relevant sample application.

PRE-APPLICATION CALL

One of our most helpful requirements is your pre-application call with a member of the CTC Review Team. Your chosen Review Team member will evaluate your readiness to apply for the CTC application and give you valuable feedback. This conversation is required prior to your application being reviewed the first time or if you are re-applying. You may be asked to do a short coaching session with the reviewer and practice your coaching in real time. We advise that you hold a Certified Scrum Professional® (CSP®) certification before scheduling this call.

PART I: Qualification and Prerequisites

Part I of the application process gives you a chance to introduce yourself as a coach. It is an evaluation of the prerequisites required to become a Scrum Alliance Certified Team Coach. Part I is the same for both CTC and CEC. This includes being an active CSP®; team and organization coaching experience; agile community participation; coaching education and mentorship; and coaching tools, techniques, and approaches. Evidence of each prerequisite is required for qualification.

Helpful Tip: We are more interested in your **coaching** proficiency than in your **agile** expertise.

You will fill out your application on our application portal, Survey Monkey Apply. Start with entering your contact information to create a free account. You can save your application as you work through it and add collaborators to edit and provide feedback.

Helpful Tip: Ask mentors, colleagues, and/or other applicants to give feedback on your application early. In other words, work in short iterations.

When you have completed Part I, submit your application on Survey Monkey Apply to enter your application into the review team queue.

REVIEW

Once a reviewer picks up your application, the application status will be updated to "under review." Please allow the reviewer one to three weeks to complete their review.

Part I will be reviewed by one member of the CTC Review team. Once you submit it, the Review Team will assess Part I of your application within one week. If the Review Team feels the need for more development before proceeding to Part II, your application may be placed on hold with identified gaps and suggestions on how to address those gaps before continuing. Part I must be approved before you can continue to Part II.

The Review Team maintains a "no single point of failure policy." If the first reviewer assesses that your Part I does not meet qualifications, a second reviewer will be invited to review the application. If there is a split decision between the first two reviewers, a third reviewer will be invited to review the application as a tiebreaker. In this case, please allow an additional week for review for each reviewer.

In the case of deferral (two-three reviewers have determined that qualifications have not yet been met), you will be sent detailed feedback with a suggested re-application date. You will also be offered a feedback call with the reviewers to clarify any questions you have.

After you make any necessary revisions in the same application, schedule a resubmission call with one of our review team members. Then you can resubmit to enter your application in for review.

Once approved, you will be notified by Scrum Alliance staff via email and may continue with the Part II application!

PART II: Agile Knowledge, Coaching Competencies, Coaching Mindset, and Recommendations

Part II of the CTC Application is a qualitative evaluation of your capability as a multi-team coach as evidenced by your experience and ability to demonstrate proficiency across a set of required competencies. It evaluates your knowledge, mindset, and approach as a coach across diverse experiences.

Helpful Tip: Structure your text in a way that's obvious how it follows the question ("provide two examples..." → have two distinct paragraphs in your text, etc.). Again, ask mentors, colleagues, and/ or other applicants to give feedback on your application early. Many reviewers will quickly look at and comment on one answer from your application. Once you know you're moving in the right direction, you can proceed with more confidence.

Along with submitting Part II, you are required to provide three (3) recommendations, two (2) client, project leader, or organization leader recommendations, and one (1) mentor recommendation. Applicants who submitted references in prior application attempts are allowed to resubmit those recommendations to avoid having to ask again, so long as the recommendations were written within the last two years.

When you have completed Part II, submit or click submit on Survey Monkey Apply and the Review Team will be notified to begin reviewing Part II of your application..

REVIEW

Part II will be reviewed by two members of the CTC Review Team. Once you submit it, please allow three to four weeks for the Review Team to assess Part II of your application. If the Review Team identifies that you have not met the bar for Part II, your application may be placed on hold with identified gaps and suggestions on how to address those gaps before re-applying.

Reviewers may request additional feedback if they have questions or need clarification. In this case, your application will be reopened to allow you to make changes in response to reviewer questions. Please resubmit your application when you have made the appropriate changes to alert your reviewer(s) that it is ready for continued review.

Once both reviewers have finished their review, you will receive a response from Scrum Alliance about the results of your application.

There are three possible results of the review:

Approval: Both reviewers assess that you meet the qualifications for the CTC certification! Scrum Alliance will notify you that you have passed and provide next steps for setting up your certification.

Deferment: If you do not yet meet the qualifications of the program, you will receive written feedback from the Review Team, encouraging you to address your qualification gaps and resubmit your application after the designated deferment period. You will also be offered a zoom call with the Review Team to talk through their feedback. Do not miss this opportunity! It is possible that either your writing did not reflect your coaching awareness in its entirety, or that their perception of your writing differs from your intention. Use the call to clarify.

Tiebreaker review: If the two reviewers do not agree on their assessment of your application, a third reviewer will act as a tiebreaker vote in the decision. Please note: in the case of a tiebreaker review, the team may take an additional 3 weeks to do a third review, finalize their results and provide feedback.

CERTIFICATION SUCCESS!

You're now a Scrum Alliance® Certified Team Coach. As a CTC, you will be required to pay an annual license fee ($500) and complete renewal requirements to maintain an active certification. Congratulations and welcome to the beginning of your coaching journey!

APPLICATION TIPS

1 Make sure you actually answer the prompt.
If the prompt is unclear, seek guidance from a mentor, the candidate Google group, your pre-application call coach, or other sources. Have a conversation before writing an answer that doesn't effectively address the prompt.

2 Enlist a CTC to preview your application iteratively.
Before you fill out either part of the application, engage with a current CTC and discuss how you satisfy the prerequisites as well as some of your proposed answers, to get early feedback. A Scrum Alliance Certified Agile Coaching credential is demanding, and early feedback may save you hours of rework. You may share your application document with mentors or other informal reviewers to assist you in your application process. Remember this is a learning journey. Keep in mind that being agile is all about collaboration, and frequent inspection and adaptation. While completing the application should not be a team effort, your application will benefit from the agile practice of inspecting, adapting, and retrospection.

3 Show your range of experience.
Provide a description of your diverse coaching experiences by using different client engagement examples in each question in Part II. Repeat examples will be seen as a sign of limited experience and will be disregarded. Read all the sections in Part II prior to responding to the first question.

4 Scrum Coaching Recommendations (Part II)
Recommendations take time to acquire. Start planning for those early and choose your recommenders wisely. Recommendations that represent more substantial coaching engagements and support the diversity of your experience are key. You may want to identify people from whom you would seek a recommendation before you begin Part II.

5 **Application Word Counts**
Most of the response areas have word-count limits. These limits are in place to provide guidance as to the level of detail the Review Team is seeking. The Team levels the responses from all applicants so the reviewers can focus on the quality of the content over the quantity of written text. All response text boxes will reflect and limit your word count in Survey Monkey Apply.

Non-native English applicants may increase the word counts by 25% to accommodate. Please indicate your usage of this exception in the Application Language field. Please don't use that additional word count if your fluency is comparable to native speakers.

APPLICATION DEFINITIONS

Organizations:	An organization is any client/company entity that engages a Coach to increase its effectiveness through the use of Scrum and other agile approaches. This includes an organization that you work for as an internal employee or to which you deliver professional services as an external coach. Larger companies typically contain multiple organizations, such as business units, divisions, or departments. Applying to be a Certified Agile Coach requires proof of engagement with multiple organizations that represent a diversity of experience across multiple companies or within one company.
Scrum and Agile Coaching	Scrum and Agile Coaching is defined as engaging with an organization during which you are performing one or more of the following activities:

- Assessing team(s) and organization(s) for effectiveness in applying agile principles and practices
- Mentoring others in Scrum and other agile principles and practices
- Advising and consulting with organizations on Scrum and other agile practices
- Facilitating teams, groups, and organizations to achieve higher-quality collaboration and enable greater results
- Developing teams and organizations through guided self-discovery and growth
- Challenging the organizational and leadership status quo and enabling an agile culture

Scrum and Agile Coaching engagements do NOT include:

- Serving as a ScrumMaster on one or more teams
- Serving as an organizational leader in a capacity other than coach

Scrum Alliance Certified Team Coach (CTC) vs. Scrum Alliance Certified Enterprise Coach (CEC)	A **Team Coach** works primarily with groups of interrelated teams within a larger project, a department, or a program. An **Enterprise Coach** has a wider reach across an organization and focuses more on executive coaching, agile transformation, organizational change, and sustainable business agility. Enterprise Coaches are expected to have more experience working with organizational change and more mature coaching skills.