

# National Federation of Professional Trainers



## **Test Proctor Training Manual** **NFPT Examination Security and Delivery** **Policies and Procedures**

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## CHAPTER 1. Introduction

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### General

There are many steps and requirements which make up the NFPT examination process. NFPT Testing Proctors and Independent Credentialed Teachers/Testing Centers (named “Interim Proctor” for the duration of this manual) must comply with the standards set forth to ensure the credibility and integrity of the NFPT exam. This *Proctor Training Manual* has been designed to give test center personnel the necessary information regarding regulations and requirements for administering the NFPT examination. NFPT exams are administered by both the paper/pencil and computer based methods. NFPT Computer Based Testing (CBT) sites are secure testing facilities that meet the requirements set forth in this manual (visit [www.isoqualitytesting.com](http://www.isoqualitytesting.com) for more information regarding Computer Based Testing.)

### Definitions/Description of Two Types of Appropriate Test Proctors

1) Permanent NFPT State Representative:

These individuals are front line representatives of the National Federation of Professional Trainers. The individuals who apply for this position do so out of interest and support for the NFPT and its test delivery system through standardized proxy. There are benefits and incentives to an NFPT State Representative, but most importantly they participate in a way which is conducive to all policies and procedures outlined in this manual to maintain test integrity.

2) Interim Proctor:

These individuals are proctors who administer the test on a one time basis, a temporary proctor. The NFPT very much appreciates this type of proctor as they are willing to take the time to review, understand, and adhere to the policies and procedures as detailed in this manual. An NFPT interim proctor is sought out by the test candidate as a result of permanent NFPT test sites being too great a distance. This route may be taken when a permanent NFPT State Representative is located 20 miles or greater from the test candidate’s location. NFPT is not responsible for locating interim proctors but takes measures to assure that these individuals adhere to as high a standard as those who are appointed as permanent NFPT State Representatives.

### Test Candidate Options for Test Administration

Candidates have three options:

- 1) Contact Permanent NFPT State Representative and make an appointment
- 2) Go to [www.isoqualitytesting.com](http://www.isoqualitytesting.com) and register to take a computer based test
- 3) Make arrangements for interim proctor to administer the exam

### Fundamentals of NFPT Test Authorization

ALL NFPT Proctors enter into an agreement (**Appendix D** for interim proctor – **Appendix E** for appointed NFPT State Representative) whereby the proctor is entitled to promote and run NFPT tests at an authorized facility in accordance with all requirements and regulations documented in this *Proctor Training Manual*.

The **essential requirements** (detailed in Chapter 3) of each test proctor and his/her facility are as follows:

- Possession of a Personal Trainer certification and/or Education degree/license
- Lines of communication readily accessible
- Must provide the NFPT with 2 professional references and 1 personal reference

- NFPT State Representative must provide signed NFPT Permanent Proctor (State Representative) Application (**Appendix E**) and must own and/or operate a health club or related fitness/wellness facility at the time of initial application
- Interim Proctor must provide signed NFPT Proctor Agreement/Information Document (**Appendix D**) each time a test is administered

## Training

This *Proctor Training Manual* covers all relevant topics including an overview of all NFPT programs and tests, NFPT requirements, test system administration, test administration tasks, test delivery procedures, and compliance issues. It is required that all proctors read and understand this training and, in addition, provide NFPT Proctor Agreement (**Appendix D**) or State Representative Application (**Appendix E**) to indicate such.

## Appointed NFPT Proctor (State Representative) Benefits and Incentives

An NFPT Proctor represents an extremely valuable part of the organizational structure and should be compensated accordingly. Many incentives to the NFPT State Representative include those that are not monetary, but equally valuable. NFPT State Representative eligibility requires an ownership or management position with a reputable health/fitness facility and requires that this location/Representative be more than 25 miles away from an existing paper/pencil or CBT site. NFPT appreciates your time and dedication to the test process in accordance with these requirements and regulations and will provide you and your facility with the following:

- A proctor fee of \$20 will be given to you by the test candidate for each exam administered (CPT or specialty exam.) If the candidate does not have the funds available to you on the test date, you reserve the right to reschedule the test date until compensation for your service is fulfilled. Proctoring the examination without receipt of this administrative fee may result in unpaid service rendered. **NFPT will not be responsible for funds not paid.**
- An NFPT Permanent Proctor will officially be named “NFPT State Representative” and will be provided an additional certificate which states such. Your status will make you a part of an elite group and an NFPT point of contact in your area. You will be informed first of any changes and or revisions to NFPT systems, and many times asked for your personal advice in situations which may warrant change.
- An NFPT State Representative may use the NFPT logo, and is encouraged to do so, to identify oneself and respective facility as an NFPT test site location.
- An “NFPT State Representative” will be acknowledged as an elite group member through [www.nfpt.com](http://www.nfpt.com) and on occasion through [www.PersonalTrainerToday.com](http://www.PersonalTrainerToday.com) (NFPT’s online magazine) which offers additional exposure.
- Free renewals. The annual NFPT renewal fee will be waived for the duration of your appointment as “NFPT State Representative.”
- The title “NFPT State Representative” not only lends respect and credential incentive to your personal resume, but also allows for recruitment opportunities. By facilitating the NFPT test, you are being introduced to new and existing personal trainers in your area. This may benefit you and the test candidate tremendously in regard to hiring new trainers inside your facility.

## Appointed NFPT Proctor (State Representative) Renewal Process

NFPT State Representatives will renew their certification on a yearly basis, with no associated fee. You will receive a renewal notice and a reply to this must be made within 60 days. If no reply to this notice has been made within 60 days, NFPT will attempt to call and/or email to confirm the desire to remain an NFPT State Representative. No reply to this message may result in dismissal of NFPT State Representative status.

Though complete address and contact information will be a part of the renewal notice and process, it is necessary to **notify NFPT with any contact information change/s/ immediately.**

## Compensation for Interim Proctor

- A reasonable proctor fee may be assessed by the teacher/testing center providing the test service. (example: \$20 fee is payable to appointed/permanent NFPT proctors.) It is the responsibility of the interim proctor to collect any payment which has been agreed upon by the proctor and the test candidate on the test date. If the candidate does not have the funds available to you on the test date, you reserve the right to reschedule the test date until compensation for your service is fulfilled. Proctoring the examination without receipt of the administrative fee may result in unpaid service rendered. **NFPT will not be responsible for funds not paid.**

## Updates to Information

The information in this manual, and related documents, may change periodically. The NFPT will notify all State Representatives via email any time that a revision which effects policy is made. This *Proctor Training Manual* can be reviewed from [www.nfpt.com](http://www.nfpt.com).

## **CHAPTER 2. The NFPT Programs and Tests Mission**

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### **NFPT Programs/Mission**

NFPT, National Federation of Professional Trainers, is made up of 1 Personal Trainer Certification program and 3 Specialty Level Certificate programs. Each program differentiates a personal fitness trainer's scope of practice. Completion of any one Specialty Level program would provide the trainer's client an understanding of that trainer's specific knowledge area. The mission of the NFPT is to provide high qualifications for acceptance through organizational certification credentials for consumer recognition of competence.

### **NFPT Tests and Certifications**

The NFPT offers 1 Personal Fitness Trainer Certification credential and 3 Specialty Level Certificate programs. They are as follows:

#### **Personal Trainer Certification - *The Fundamentals***

This program is designed for the Personal Trainer, whether looking for a foundational knowledge as a beginner or an additional credential to broaden the scope of the experienced trainer's existing knowledge.

This program consists of approximately 50-60 hours of home-study accompanied by a 120 question examination. The Personal Trainer Certification is subject to renewal policies and procedures as detailed in the *NFPT Candidate Handbook*.

#### **Specialty-Level Certificate Programs**

Endurance Training Specialist  
Weight and Resistance Training Specialist  
Sports Nutrition Specialist

These programs are designed to enhance specific knowledge and are intended for the experienced Personal Trainer who seeks to complement their current certification with an education that is specific to their desired area of expertise.

Specialty courses consist of approximate 40-50 hours of home-study accompanied by an approximate 150 question exam. A Certificate of Completion will be provided; no associated renewal policies exist.

### **Purpose of Programs**

The purpose of all NFPT programs are to:

- Promote quality assurance
- Raise Personal Training knowledge areas
- Facilitate job placement
- Improve Personal Trainer effectiveness

## NFPT Test Delivery

NFPT tests are delivered in a secure environment and proctored only by “NFPT State Representatives,” interim proctors, or CBT site proctors. The time allotment given to the test candidate is 2 hours which will be monitored by the test proctor.

Tests are received and returned systematically for each program as follows:

***ENTRY LEVEL CERTIFICATION***  
*Volume I, The Fundamentals*  
*\*May be taken by paper/pencil or CBT method*

When proctoring the NFPT exam, there is a step-by-step procedure that must be adhered to in order to ensure that the exam is delivered correctly. These instructions are implemented immediately following the approval of your NFPT State Representative application or receipt and approval of the signed proctor agreement/information and related documents.

- The test candidate will call or email you to set up a mutually convenient date and time for the examination. The candidate will be informed that they are to give you at least two weeks notice as to allow for mailing and to avoid scheduling conflicts.
  - **Interim Proctor:** Same applies, however additional step includes the completion and receipt of the Proctor Agreement/Information Document (**Appendix D**) and a copy of your teaching license/credentials.
- You will **email** NFPT at [info@nfpt.com](mailto:info@nfpt.com) with **your** name and address and the name and address of the **test candidate** along with the expected test date.

For Example:

Proctor: John Doe

123 Main Street (address must be consistent with approved location)

City, State, Zip

Test Candidate: Jane Doe

Test Date: August 15, 2004

If testing more than one person, it is necessary that you list all of those who will be tested as we will only send the exact number of tests and answers sheets per test candidate. **NO**

**DUPLICATION OF THE EXAM IS PERMITTED**

- **Interim Proctor:** Proctor Agreement/Information Document (**Appendix D**) and license/credential may be faxed to 765-471-7369, emailed to [info@nfpt.com](mailto:info@nfpt.com), or mailed to NFPT Headquarters – PO Box 4579 – Lafayette, IN 47903. This document includes all necessary information for test ordering.
- NFPT will complete your test order by sending your request to Schroeder Measurement Technologies (SMT), NFPT’s outsourced test development and processing company. SMT will send the test/s/ and answer sheets to you so that this material arrives by Federal Express approximately 2 days prior to the scheduled test date.
- When you receive the exam, follow the instructions provided with the test package which require an email or phone call to SMT directly as confirmation of receipt of the test material.

- **The exam must be proctored within 48 hours of delivery. The test must be secured, protecting it from damage, misplacement, theft, and conditions that might reveal exam content.**
- You are responsible for collecting the \$20 test administration fee (or, in the case of interim proctors, an assessed reasonable proctoring fee) upon the candidates' arrival. If the test candidate does not have funds available on the test date, you reserve the right to refuse service. Administering the test without receipt of payment may result in unpaid service rendered. **NFPT is not responsible for proctor fee not paid.**
- **The test and answer sheets, along with the Test Candidate Information Form (Appendix A), Rules of Conduct for NFPT Test/Test Appeals Form (Appendix C), and postage paid return envelope (provided by SMT with test/s/) must ALL be given to each participating test candidate before administration of test/s/.**
- You will administer the test in accordance to the NFPT's **Policies and Procedures as detailed in this manual (refer to Chapter 3, page 11 for details.) ALL NFPT TESTS ARE CLOSED BOOK**
- **It is required that the test proctor be present through the duration of the exam.**
- You will collect the sealed envelope from the test candidate asking if all necessary forms, as referenced above, have been placed in the envelope to assure that they in fact have. Write your return address on the envelope/FedEx shipment label and **mail within 24 hours** of test administration.
- Please inform test candidate/s/ that all address changes need to be made by calling NFPT at 800-729-6378 or emailing to [info@nfpt.com](mailto:info@nfpt.com). **Address changes which are mailed in with exams will not be properly recorded.**

### ***SPECIALTY COURSES***

*(Endurance Specialist, Advanced Weight Training Specialist, Advanced Sports Nutrition Specialist)*

NFPT Specialty course exams will be administered using the same process as the entry level Personal Trainer Certification, with a few exceptions. Step-by-step instructions are as follows and are immediately implemented following the approval of your NFPT State Representative application or receipt and approval of signed proctor agreement/information and related documents:

- NFPT will provide any of the specialty exams to the designated proctor upon request. It is the responsibility of the proctor to house the test/s/ in a secure environment, protecting it from damage, misplacement, theft, and conditions that might reveal exam content. Upon completion of the exam/s/, send the **test/s/, answer sheets, and all other documents as detailed below**, back to NFPT Headquarters.
- The test candidate will call or email you to set up a mutually convenient appointment for the examination date. You will need to contact NFPT with the expected test date allowing NFPT at least 10 days notice for every test request.

- Interim proctors must provide NFPT Proctor Agreement/Information Document (**Appendix D**) along with copy of teaching license/credential to NFPT Headquarters. The appropriate test and answer sheets will be mailed to the proctor immediately following receipt of these documents.
- You are responsible for collecting the \$20 test administrative fee (or, in the case of interim proctors, an assessed reasonable proctoring fee) upon the candidates' arrival. If the test candidate does not have funds available on the test date, you reserve the right to refuse service. Administering the test without receipt of payment may result in unpaid service rendered. **NFPT is not responsible for proctor fee not paid.**
- **The test, answer sheet, Test Candidate Information Form (Appendix A), Rules of Conduct for NFPT Test/Test Appeals Form (Appendix C), and envelope for sealing and returning test, must ALL be given to each participating test candidate before administration of test/s/.**
  - **FOR ALL PROCTORS: IT IS NECESSARY THAT THE SPECIALTY TEST/S/ BE RETURNED, INCLUDING ALL RELATED DOCUMENTS, TO NFPT DIRECTLY (PO Box 4579 Lafayette, IN 47903) IN POSTAGE PAID ENVELOPE PROVIDED BY NFPT.**
- You will administer the test in accordance to the **NFPT's Policies and Procedures as detailed in this manual (refer to Chapter 3, page 11 for details.) All NFPT EXAMS ARE CLOSED BOOK.**
- **It is required that the test proctor be present through the duration of the exam**
- Collect the sealed envelope from test candidate asking if all necessary forms, as referenced above, have been placed in the envelope to assure that they in fact have. Write your return address on the pre-postage paid envelope provided and **mail within 24 hours** of test to NFPT Headquarters – PO Box 4579 – Lafayette, IN 47903.

## CHAPTER 3. NFPT Test Proctor Requirements

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### NFPT State Representative Application Process

Before becoming an NFPT State Representative (test proctor) there is a step-by-step application process that must be followed.

1. **Read this *NFPT Proctor Training Manual*.** This manual must be read in its entirety. These policies and procedures must be understood and followed at each NFPT test site location.
2. The NFPT State Representative must be at least 25 miles from an existing test site location and must own or manage a health club/wellness facility with an available test setting which meets test environment requirements.
3. **Submit an Application.** The application is submitted after the training manual has been read and understood. The application requires information about the facility or facilities that you will be using for NFPT standardized testing as well as questions concerning personal experience and references. This application is a binding agreement which allows you to offer the NFPT tests only under the conditions as set through the policies and procedures outlined in this manual. See **Appendix E** for this application.
4. **Submit a copy of your Personal Trainer Certification credential (if not certified by NFPT.)** To be considered for an NFPT State Representative position, you must be currently certified by an accredited certification agency. If you are certified by NFPT, this information will exist in NFPT records and therefore it will not be necessary to supply a copy of this document.

If a location/proctor fails to meet NFPT requirements and is denied the NFPT State Representative position, the application may be re-submitted when it is determined that all criteria has been met; however, the appointment of NFPT test sites is at NFPT's full discretion.

Upon approval of the NFPT State Representative position, notification of this appointment, accompanied by a "State Representative" certificate, will be issued for public display.

### NFPT Interim Proctor Application Process

1. **Read this *NFPT Proctor Training Manual*.** This manual must be read in its entirety. Policies and procedures must be understood and followed at each NFPT test site location. This manual is referred to in the Proctor Agreement/Information Document (**Appendix D**).
2. **Sign and Submit the NFPT Proctor Agreement/Information Document.**
  - a. (**Appendix D**) The agreement requires information about the facility that you will be using for NFPT standardized testing as well as personal education and references. This is a binding agreement which requires you to offer the NFPT test/s/ only under the conditions as set through the policies and procedures outlined in this manual.
3. **Submit a Copy of Your Teaching License/Credentials.** You must submit this information, or some equivalent of, to NFPT's satisfaction, before consideration of an interim proctor position can be confirmed.

## Test Proctor Requirements/Definitions

There are a number of requirements for approved test sites/proctors. These requirements fall into three (3) main categories: proctor notification requirements, standardized testing conditions, and test proctor personnel requirements

### Proctor Notification Requirements: Application Process (as outlined in Chapter 1)

- Possession of a Personal Trainer certification and/or Education degree/license
- Lines of communication readily accessible:
  - Must provide a working phone number with available voicemail
  - Must have working and consistently reviewed email
  - Must return phone and email messages in timely manner
- Must provide the NFPT with 2 professional references and 1 personal reference
  - NFPT State Representative provides documentation of this on NFPT Permanent Proctor (State Representative) Application (**Appendix E**)
  - Interim Proctor provides documentation of this on Proctor Agreement/Information Document (**Appendix D**)
- NFPT State Representative must provide signed NFPT Permanent Proctor (State Representative) Application (**Appendix E**) at time of initial application
- Interim Proctor must provide signed NFPT Proctor Agreement/Information Document (**Appendix D**) each time a test is administered

### Standardized Testing Conditions

All test site facilities (permanent NFPT State Representatives, Interim Proctors, and CBT facilities) must adhere to the following standards for test environment/facility.

- Test must be proctored in quiet atmosphere
- Test must be proctored in well lit atmosphere
- Test must be proctored in well ventilated space in a reasonable temperature
- No food or drink on table where test will be taken
- Tests being proctored to more than one candidate at one time requires at least a space of 4 feet between candidates or by partitions
- Test workstation must have adequate desk space that allows candidate to test comfortably
- Candidate must be provided with chair/seat that ensures comfort

### **Examination Room Pre-Check**

- Room within facility that is used for testing must be checked prior to test administration
  - This check would be for the purpose of assuring proper test conditions related to atmosphere
  - This check would be for the purpose of assuring test room is not housing material related to the test. (**ALL NFPT EXAMS ARE CLOSED BOOK**)

### **Supplies and Materials**

Test proctor must provide the test candidate a designated area outside of the test room for candidate to place their belongings. The only materials available to the test candidate through the duration of exam are:

- The appropriate test
  - Personal Fitness Trainer Exam

➤ Specialty-Level Exam (1 of 3 will apply)

- Answer sheets
- Test Candidate Information Form (**Appendix A**)
- Rules of Conduct for NFPT Test/Test Appeals Form (**Appendix C**)
- Envelope for returning all test material
- Number 2 pencil required
- Blank sheet of paper

### **Special Situations and Emergencies**

The safety and welfare of people are the top priority in the event of an emergency. The security of the exam material is second to this priority.

- In the event of a medical emergency, the emergency phone number (911 in the U.S.) must be called. CPR, shock, choking, or other appropriate procedures must be administered by anyone onsite who has the appropriate training until the professional help arrives. If no one has training, the individual must be kept as still and comfortable as possible until professional help arrives
- In the event of a power outage, the candidate must stop taking the test and be removed from the test room. It must immediately be determined if it is temporary or long term problem (a reasonable assessment can be made.) It is the mutual agreement between test proctor and candidate/s/, if continuing to take the test is feasible
- The exam may be resumed after a satisfactory conclusion to any emergency situation. The proctor must inform all candidates that the time lost will be added to the examination. It is proctors responsibility to track lost time
- Proper fire exits available to candidate as according to related state fire safety codes and procedures (please check with your local fire department or go online for more information)

### **Complying with the American Disability Act (ADA)**

The following are the most common guidelines for ADA compliance, these include, but are not limited to the following:

- Accessible parking lot and entrance to facility is required. These include appropriate handicap spaces and entrance ways which are accommodating to those with a disability
- Accessible business design in relation to the facility is required. This includes appropriate service counters and restroom facilities

To learn more about compliance with American Disability Act (ADA) go to [www.usdoj.gov/crt/ada](http://www.usdoj.gov/crt/ada)

### **Adherence to Equal Opportunity**

NFPT fully supports the principles of equal opportunity and NFPT provides below suggestions to develop and comply with subsequent equal opportunity policies.

- Proctors and their test facilities are free from barriers which restrict facility access and test progression
- Proctors, facilities, and related administration personnel are free from discriminatory practices with regard to gender, race, age or creed

- Proctors and facilities meet all health and safety requirements

There is obvious overlap between equal opportunity compliance and American Disability Act (ADA) policies. The determination of this overlap is left to the proctor for their individual understanding.

### Test Proctor Personnel Requirements

In order to assure that each NFPT proctor is performing professionally and in accordance to standardized processes, the following guidelines for the individual are as follows:

- Proctor must be in appropriate dress. This does not necessarily mean business attire, however it is important to use personal judgment where this is concerned. It is understood that because of the nature of the fitness industry, that appropriate dress may be athletic wear
- Proctor must be timely. This means that it is necessary to be on test facility site **before** the candidate arrives. Ample time must be given for test room pre-check and 2 hours must be slotted for candidate's written test. It is the proctor's responsibility to keep an accurate track of time and to bring to an end the candidate's test when the 2 hour time period has expired
- Professionalism is not only required, but essential. Proctors, whether NFPT State Representatives or Interim Proctors, represent the NFPT and must act accordingly. The following are examples, not an all-encompassing list, of ways to maintain professionalism other than appropriate dress and timeliness:
  - Appropriate language must be used at all times. Cursing, offensive, and/or sexually charged language is not appropriate
  - Mannerisms, in other words non-verbal communication, may reflect a very negative image when not used properly and this must be understood. Touching, ignoring, and/or distasteful gestures are not appropriate

The NFPT expects its proctors to behave in an appropriate and professional manner using the best possible judgment and reasoning skills when handling all test administrative situations.

## Test Candidate Admittance and Check-In

The proctor must identify the candidate as the individual who scheduled the test for that respective date.

- It is required that proper identification be reviewed and confirmed as that of the candidate who scheduled the test for that respective date. This does not necessarily have to be a drivers license, but it must be a picture identification
- If there is any doubt of the candidate's identity, canceling the test is left to the proctor's discretion. You must call NFPT directly, and if this is during regular business hours you may connect the candidate to an NFPT operator who may verify this person's identity

## Confidentiality

Confidentiality is important as it relates to relationships between NFPT and proctors, NFPT and test candidates, and proctor and test candidates.

- Proctor will maintain confidentiality with regard to all NFPT professional documents, including but not limited to the NFPT examination.
- NFPT will keep all documents and conversation provided to it, as part of the application/agreement process, confidential unless otherwise informed and permitted by proctor.
- NFPT will keep all documents related to the candidate's application and specific test scores confidential unless otherwise informed and permitted by test candidate.
- Proctor will keep all related candidate test documents confidential.

## Policy on Cheating

Cheating or suspected cheating is taken very seriously. In the case where a group of test candidates are administered the NFPT exam at one time, statistical analysis with regard to the grading and processing of the respective group's exams can determine the likely probability of a test candidate who has dishonestly taken the NFPT examination. However, it is the responsibility of the proctor to follow all test protocol with specific regard to conditions which would allow the test candidate to perform dishonestly.

- If the test candidate is caught blatantly cheating, the proctor may immediately bring the test to an end, followed by an immediate phone call to NFPT Headquarters at 800-729-6378. If NFPT staff is unavailable to assist, it is within the proctor's right to stop test administration until which time NFPT is notified and can determine if the candidate should be provided a new test date
- If it is suspected that the test candidate is cheating, but this is not made blatant or obvious and therefore leaves doubt, continue the administration of test and inform NFPT immediately

In either case, it is necessary to fill out and send the Rules of Conduct for NFPT Test/Test Appeals Form (**Appendix C.**) This form allows you, the test proctor, to document any suspicions and action taken. The decision made to take appropriate action against the test candidate with regard to obtaining the NFPT credential is at NFPT's discretion. An investigation of these suspicions and/or allegations will be made with a subsequent review of the test candidate's answer sheets/test.

## Test Material Security and Handling

It is extremely important to assure the validity of a candidate's test and that proper procedures for test security/handling are being met by following these steps:

- After candidate completes the exam, it will then need to be hand delivered to the proctor in the appropriate sealed envelope with test, answer sheet, and all documents as outlined in this chapter (Supplies and Materials section.)
  - **Proctor is not given permission to review the candidate's test and/or answer sheet**
  - **Proctor is not to give advice and/or consultation during the test**
  - **Proctor may not imply or in any way or fashion provide the test candidate with what is believed to be a test question/s/ and/or answer**
- Proctor must handle the examination personally and not provide this or any related documents to any unauthorized faculty or staff member
- Proctor must provide **his/her** name and return address on the envelope that is being mailed back for test grading
- Proctor must mail the test/s/ within 24 hours of test administration. Be sure to deliver the appropriate test to the correct office (return pre-postage paid envelopes are provided):
  - Personal Trainer examination – Schroeder Measurement Technologies, SMT
  - Specialty examinations - NFPT Headquarters

## **CHAPTER 5: Test Proctor Agreement Issues**

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In order for an NFPT test site to be considered in compliance with the NFPT Proctor Agreement or NFPT Permanent Proctor Application, all policies, procedures, and requirements spelled out in this *NFPT Proctor Training Manual* concerning quality control and test security must be met and adhered to in the highest regard. Any proctor and/or location that fails to follow these procedures or meet these requirements will be considered to be non-compliant and therefore unable to continue efforts as an NFPT Test Proctor.

### **Why Compliance is Important**

Compliance issues are of the utmost importance because they ensure that:

- Testing conditions are standardized, safe, and professional
- Test candidate's information and NFPT test information is secure
- Integrity of the NFPT test is intact and unquestionable
- The value and respect of NFPT Certification is upheld in the industry

### **Types of Compliance Violations**

There are many reasons why an NFPT proctor and/or their location may be considered non-compliant. These reasons would fall into three main categories which include:

- Matters specific to facility or location
- Matters specific to NFPT State Representative or Interim Proctor personnel
- Other agreement breach issues

### **Remedies and Consequences of Non-Compliance**

If an NFPT proctor and/or their facility is suspected to be non-compliant, NFPT may schedule an audit or, depending on the nature of the concern, conduct an audit without notice.

If non-compliance is suspected or any violation of policies and procedures has occurred, NFPT may issue a warning and ask that this oversight be remedied as to correct this violation immediately. This will be asked to be done in a specific time frame determined by NFPT. If the violation is not corrected within the time frame, is considered serious, or is a repeat occurrence, that particular proctor may no longer administer the NFPT test.

NFPT State Representatives: It will be necessary to discard your additional "NFPT State Representative" certificate and all related test material. Your Personal Trainer Certification will be affected based on the seriousness of the findings and revoked only if NFPT Personal Trainer Certification ethics and standards, specific to your conduct as a Personal Trainer, are breached.

Interim Proctors: Your employer (i.e. high school, college, or test center) may be notified if an offense occurs.

### **Test Facility/Proctor Audits**

An audit of the facility and/or proctor can take place at any time. The purpose of an audit is to confirm that the facility and its respective proctor is adhering to the policies and procedures in this manual and is

following all test delivery processes correctly. Auditing may be arranged in advance, however certain circumstances may call for an unannounced or random audit. The proctor must be available during the duration of this audit. A Test Proctor Audit Form (**Appendix B**) will be given to the proctor at the completion of the audit.

### Test Candidate Appeals Process

The test candidate is given and provided access to many documents to include **Appendix C** (Rules of Conduct for NFPT Test/Test Appeals Form) before the exam is administered. This allows the test candidate to review the rules of the examination first hand so that they may be aware of such things as time limit, supplies and documents that they must have, and general test delivery issues. This form also allows the candidate to document any violations, which may include distractions, improper proctor behavior, or facility issues/barriers. Please see **Appendix C**.

You have now completed your test proctor training. Please refer to the appropriate Appendix for the application process that best suits your needs (NFPT State Representative or Interim Proctor.) You will need to fill out the appropriate Appendix and return it to NFPT Headquarters for consideration. Thank you.

NFPT Headquarters  
PO Box 4579  
Lafayette, IN 47903

Phone: 800-729-6378  
Fax: 765-471-7369  
Email: [info@nfpt.com](mailto:info@nfpt.com)

## Appendix A

### TEST CANDIDATE INFORMATION FORM

This form is given to each test candidate prior to taking the examination. As the test candidate, it is your obligation to fill out this form in its entirety placing it in the envelope with all other relevant documents for this test. You should have been provided the following:

- ✓ **TEST:** make sure by looking at the front of the test that this is in fact the exam you elected to take today
- ✓ **ANSWER SHEETS**
- ✓ **APPENDIX A:** Test Candidate Information Form (this document)
- ✓ **APPENDIX C:** Rules of Conduct for NFPT Test/Test Appeals Form
- ✓ **ENVELOPE:** For providing all information back to your proctor. Do not write your address as the return address on the envelope, instead make sure that your proctor has provided his/her name and address here

#### For test candidate use only:

\_\_\_\_\_  
\*(last name)

\_\_\_\_\_  
\*(first name)

\_\_\_\_\_  
(business name-if applicable)

\_\_\_\_\_  
\*(street address)

\_\_\_\_\_  
\*(city)

\_\_\_\_\_  
\*(state)

\_\_\_\_\_  
\*(zip/postal code)

\_\_\_\_\_  
(country)

\_\_\_\_\_  
\*(telephone 1)

\_\_\_\_\_  
(telephone 2)

\_\_\_\_\_  
\*(email address)

\_\_\_\_\_  
\*(test proctor's name)

\_\_\_\_\_  
\*(test date)

\*required fields

## Appendix B

### Test Proctor Audit Form (for NFPT use only)

An audit of the facility and/or proctor can take place at any time. The purpose of an audit is to confirm that the facility and its respective proctor is adhering to the policies and procedures in the *NFPT Proctor Training Manual* and is following all test delivery processes correctly. Auditing may be arranged in advance, however certain circumstances may call for an unannounced or random audit. There may be some situations where an audit is being conducted in response to a suspected violation. Though an audit does not necessarily have to be conducted on-site, the proctor must be available during the duration of an on-site audit. An example of a situation where an on-site audit is not needed may be one where many persons witnessed a serious violation and can assist in documenting this.

Auditor's Name and position with NFPT: \_\_\_\_\_

Name of Proctor being Audited: \_\_\_\_\_

Audit is:  random       suspected violation has occurred

If suspected violation has occurred, brief explanation below:

--

*\*Additional sheet/s/ of paper may be used to document any violation*

**Proctor Notification Requirements: if in violation, provide brief explanation\***

Possession of Certification/Education	Easily Accessible through open lines of communication	2 Profess. & 1 Personal Reference provided	Information is current and accurate on signed Application ( <b>E</b> )

## Appendix B (CONT)

Standardized Testing Conditions: **if in violation**, provide brief explanation underneath\*

Standardized Test Conditions	Exam Room Pre-Check	Supplies & Materials	Special Situations & Emergencies	Compliance with ADA	Adherence to Equal Opportunity

Test Proctor Personnel Requirements: **if in violation**, provide brief explanation underneath\*

Appropriate Dress, Timely, and Professional	Test Candidate's Admittance and Check-In	Confidentiality	Adherence to Cheating Policy	Using Secure and Appropriate Handling with all Material

Test audit forms, and all other additional sheets which document any violation, will be submitted/handled by NFPT for consideration and will remain confidential. The NFPT proctor, will receive a copy of appropriate test audit forms and all relevant documents. Notification will be provided, within a reasonable time, if a violation has been found to have occurred.

## Appendix C

### Rules of Conduct for NFPT Test/Test Appeals Form

This document must be given to each NFPT test candidate prior to the test. You must return this document with your test, but **it does not need to be filled out**. Your returning this form, blank or not, is an indication that you have read and understand it.

#### Rules of Conduct for NFPT Test

All of the following rules have been established to maintain the integrity of NFPT tests and to ensure the standardization of security and delivery to each test candidate.

- The test is closed-book, therefore no books and/or personal belongings will be made available to you in the test room. This does not include a purse or wallet, but all other belongings apply.
- You will need a #2 pencil for the exam and all related test documents.
- The test time limit is 2 hours. This does not include restroom breaks. If you need to use the restroom, ask your proctor to take this into consideration and to adjust the time accordingly.
- No electronic devices may be used during test (i.e. cell phones, laptops, palm pilots, etc.)
- **DO NOT MARK ON THE TEST**
- Give all of these documents to your proctor when finished.
- Your proctor has been instructed not to speak to you before, during, or after the exam regarding anything directly related to the test subject matter.
- Test results will be mailed to you personally unless other direct arrangements have been made. You will receive results in approximately 3 weeks. Do not call NFPT to retrieve test results as these will not be given over the phone or via email.

#### TEST APPEAL

A test appeal can be made by the proctor or by the test candidate. If the proctor suspects cheating and/or any other violation of exam rules, it is necessary to fill out the below. If, as a test candidate, you know or suspect that the proctor administering this examination is not following policies and procedures as set forth in the *NFPT Proctor Training Manual*, which details facility and proctor requirements, and you wish to lodge a complaint or to appeal your test based on a serious offense, please also fill out the following.

Who are you, check one?  Proctor  Test Candidate

Describe below the circumstance/s/ that merit a test appeal \*please use the back of this page or an additional sheet of paper if needed.

NFPT reserves the right to make decisions based on this and all other information brought to its attention regarding this specific matter. The Proctor or Test Candidate will be notified if an appeal and/or complaint has been made, this notification will include consequences as a result of NFPT's findings.

## Appendix D

### NFPT Proctor Agreement

You have been chosen to administer the NFPT examination by standardized proxy. All of the following standards must be adhered to and appropriate documentation must be provided to NFPT supporting the understating of these requirements.

#### Documents/information needed to support basic requirements:

- A certification/license which provides proof of education (i.e. teaching license)
- Address, telephone number/s/, and email address (see *Proctor Information Document* below)
- Two professional references and one personal reference (see *Proctor Information Document* below)

At this time it is necessary to review the entire *NFPT Proctor Training Manual*, if you have not done so already. This manual has been designed to give the test proctor information about the regulations and requirements for administering the NFPT examination. A summary of these requirements are as follows:

- Standardized testing conditions
- Supplies and materials
- Candidate admittance and check-in
- Quality control policies and procedures
- Exam material security and handling

When proctoring exams there is a step-by-step procedure that you will adhere to in order to ensure that the exam is delivered correctly. These instructions are implemented immediately following the receipt and approval of the signed proctor agreement/information (**Appendix D**) and related documents. Step-by-step procedures are outlined in detail in the *Proctor Training Manual*. This manual is required reading and will be referred to again in the signature portion of this Agreement.

- It is necessary that if testing more than one person you list all of those who will be tested on the *Proctor Information Document* as that exact number of tests and answers sheets will be sent.  
**NO DUPLICATION PERMITTED**
- NFPT will send the appropriate information to Schroeder Measurement Technologies (SMT), NFPT's outsourced test development and processing company, who will subsequently send the test/s/ and answer sheets to you within 5-7 days following the test material request.
- The exam must be proctored within 48 hours after its receipt. The test must be secured, protecting it from damage, misplacement, theft, and conditions that might reveal exam content
- You are responsible for collecting your \$20 (or, in the case of interim proctors, an assessed reasonable proctoring fee) upon the candidates' arrival. If the test candidate does not have funds available on the test date, you reserve the right to refuse service. Administering the test without receipt of payment may result in unpaid service rendered. **NFPT is not responsible for proctor fee not paid.**

## Appendix D (CONT)

- **All of the following must be given to the test candidate:**
  - ✓ **Test**
  - ✓ **Answer sheets**
  - ✓ **Test Candidate Information Form (Appendix A in *Proctor Training Manual*)**
  - ✓ **Rules of Conduct for NFPT Test/Test Appeals Form (Appendix C in *Proctor Training Manual*)**
  - ✓ **Envelope**
    - **When proctoring the NFPT Personal Trainer exam, you will receive a postage paid return envelope (provided by SMT with test/s/)**
    - **When proctoring any Specialty Level exam, you will be provided a postage paid envelope from NFPT. Your return address should be placed where appropriate**
  - ✓ **Test proctor should have #2 pencil on hand in the event that the test candidate forgets this item**
  
- **You will administer the test in accordance to the NFPT's Policies and Procedures as detailed in the *NFPT Proctor Training Manual*.**
  
- **It is required that the test proctor, personally, begin the test administration and stay through the duration of test.**
  
- **You will need to collect the sealed envelope from test candidate. You will ask the test candidate if all necessary forms, as referenced above, have been placed in the envelope to assure that they in fact have. You will then write your return address on the envelope and **mail within 24 hours** of test administration.**

The maximum examination time allotment is **two (2) hours**. It is common for a fee to be accessed as payment for time spent proctoring the examination. This reasonable fee must be determined by you and/or testing center personnel (ex: NFPT permanent exam proctors receive \$20/exam.) It is your responsibility to collect this fee directly from the candidate. NFPT will make candidates aware that a reasonable fee will be accessed.



## Appendix E

### NFPT Permanent Proctor (State Representative) Application

\_\_\_\_\_  
(NFPT State Representative applicant name)

\_\_\_\_\_  
(business name/test facility)

\_\_\_\_\_  
(street address-must be location of above named business)

\* \_\_\_\_\_  
(physical mailing address-if different)

\_\_\_\_\_  
(city) (state) (zip)

\_\_\_\_\_  
(city) (state) (zip)

\_\_\_\_\_  
(phone)

\_\_\_\_\_  
(fax)

\_\_\_\_\_  
(email)

\_\_\_\_\_  
(name/s/ of primary certification/s/)

\*If you are not NFPT certified, please attach a copy of your certification with this application

#### 2 Professional References:

\_\_\_\_\_  
(name/phone)

\_\_\_\_\_  
(name/phone)

#### 1 Personal Reference:

\_\_\_\_\_  
(name/phone)

- An NFPT State Representative must be able to speak intelligently to test candidates concerning all aspects of not only NFPT test proctoring, but also on topics covered in the NFPT brochure concerning certification course procedures. It is essential that all NFPT Representatives be able to answer test candidates' basic questions. When confronted with a question where the answer is uncertain, please contact NFPT directly at 800-729-6378, refer to [www.nfpt.com](http://www.nfpt.com), and/or refer to the NFPT brochure.
- An NFPT State Representative must assure that the NFPT has current contact information at all times. This includes address, phone numbers, fax number, and email address. Contact NFPT immediately with any of these changes.
- An NFPT State Representative must inform NFPT of any long periods of time that they may not be able to proctor the exam. Situations where this may occur could be vacation or emergency situations.

- An NFPT State Representative applicant must provide a resume along with a description of the test environment in which the test candidate will be placed.
- An NFPT State Representative must be at least 25 miles away from a current test site location.
- An NFPT State Representative will inform NFPT immediately if a decision has been made to no longer be an NFPT State Representative and proctor the NFPT test.
- An NFPT State Representative understands that the main reasons for compliance to standardized test conditions are:
  - Providing testing conditions that are standardized, safe, and professional
  - Offering a test where the candidate’s information and NFPT test information is secure
  - Offering a test where the integrity is intact and unquestionable
  - Providing a valuable and respectful certification that is held up in the industry
 NFPT State Representatives hold these policies and procedures up to the highest regard as to protect the credentials of the NFPT test candidate and prospective Certified Personal Fitness Trainer.

As indicated by my below signature, I am willing to comply with the NFPT examination requirements as stated in the “*NFPT Proctor Training Manual*.” I understand that it is my responsibility to ensure proper management of the NFPT operations according to this manual as well as adherence to the NFPT State Representative Application and its outlined responsibilities. I have read and understand these responsibilities and realize that the consequence of non-compliance to the individual test candidate is an invalid examination. I also understand the remedies and consequences of non-compliance as detailed in the “*NFPT Proctor Training Manual*” and that I am subject to such. I have completed this NFPT State Representative Application and have provided the NFPT with all appropriate information and documentation.

x \_\_\_\_\_  
 (signature) (date)

**\*Fax this NFPT State Representative Application and copy of PT Certificate (if not certified by NFPT) to: 765-471-7369 or mail to: NFPT Headquarters-PO Box 4579-Lafayette, IN 47903\***  
**Any questions call 800-729-6378**  
**NFPT thanks you for your support**