

# National Federation of Professional Trainers



## **Candidate/Affiliate Handbook** **NFPT Personal Trainer Certification Course** **Policies and Procedures**

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*This document made available in Spanish upon request*

## Introduction

The National Federation of Professional Trainers (NFPT) was founded in 1988 and provides a certification credential that is amongst the most recognized in the personal fitness trainer certification industry. It is crucial to the integrity of the NFPT organization to adhere to policies and procedures developed to maintain and regulate certification, renewal, and continuing education processes. This *Handbook* will describe details of these related policies and procedures.

## Mission Statement

It is the NFPT mission to lead the personal training industry, through quality education and credentialing, into a future of public and government respect, trust, and confidence. As a professional fitness organization, it is our intention to provide fitness trainers with the educational tools and health and fitness resources needed to develop and enhance performance skills for the safe and effective training of clients. As an accredited certifying agency, we will continue to engage in activities that further educate fitness professionals regarding regulated standardization of personal trainer certification through accreditation of certification organization practices. NFPT intends to continue working to further efforts that promote raising the bar in the personal training industry to a level that is respected by allied health professionals, the public, and government alike.

NFPT's Board of Education believes that the free provision of quality fitness education using advanced delivery systems will reach a larger number of entry-level fitness professionals, making a bigger impact on the increased presence of available education. NFPT safe and effective client screening guidelines are also available for voluntary implementation.

The NFPT Certification Council mission is to provide an industry recognized credential that assures an entry-level of competency to all who employ NFPT Certified Personal Trainers. NFPT will continue to act in furthering its purpose to credential fitness trainers in a manner that assures quality and professionalism.

## Application Process

There are 4 ways to submit the NFPT application

- 1) Mail in the hard copy version
  - Simply complete the application found inside the brochure, enclose the appropriate fee, and send back in the postage paid envelope provided.
  - Download and print the application, found from [www.nfpt.com](http://www.nfpt.com), and mail to NFPT Headquarters
- 2) Call NFPT directly at 800-729-6378 to apply over the telephone
  - Requires payment by credit/debit card
- 3) Complete the hard copy version of the application and fax to 765-47-7369
  - Requires payment by credit/debit card
- 4) Log onto [www.nfpt.com](http://www.nfpt.com) and follow the application link to enroll online
  - Requires payment by credit/debit card

## Pre-requisites

The NFPT offers a fundamental entry-level certification program, therefore, fewer pre-requisites exist as compared to advanced clinical certifications. The following are NFPT certification pre-requisites:

- Applicant must be of the age of 18 or older
- Applicant must have high school education or equivalent
- Applicant must have 2+ years of practical experience in weight/resistance and/or cardio training

NFPT does not discriminate based on race, creed, gender, national origin, color, age, religion, or ancestry

NFPT strongly recommends that a personal trainer, certified by any organization, acquire CPR Certification

It is not a requirement of NFPT Certification to provide verification of this, however, CPR Certification will most likely be a requirement of one of the following:

- Personal Trainer Client
- Personal Trainer Employer

- Personal Trainer Liability Insurance Agency

The NFPT recommends CPR Certification be obtained within the first 3 months of Personal Trainer Certification.

## NFPT Education

The NFPT's Board of Education provides independently researched education that is exclusively offered by the NFPT Board of Education. This education is offered on CD ROM and through [www.nfpt.com](http://www.nfpt.com) and is not a requirement of the certification credential. Per NFPT Code of Bylaws, the purpose of the NFPT's trainer education program shall be to provide educational opportunities and materials, utilizing various media, to prospective and current physical fitness trainers and interested members of the general public. The NFPT's trainer certification program availability shall not be limited to individuals seeking or having obtained trainer education from the NFPT Board of Education.

## Certification Fees

All of the following fees are in U.S. dollars. NFPT offers 3 enrollment options for pursuing Personal Trainer Certification (refer to "Application Expiration" section at the end of this chapter for policy on application time-frame/usage, which applies to all enrollment options below.) **It is important to note that a \$20 proctor fee will be payable to the NFPT State Representative/proctor upon the date of the paper/pencil test (with exception to those who are enrolled in a NFPT hands-on workshop and test with a group of staff or students) or a \$44 fee will be payable at the time of computer based testing registration regardless of the enrollment option.** These options include the following:

### Independent Home-Study/Standard CPT Option - \$450

This fee covers the entire certification course and is payable at the time of application. This cost represents the service of NFPT Certification and potential credential as the result of successfully completing NFPT's examination (the assessment instrument for NFPT's certification credential.) NFPT will include the following upon the submission of this application type:

- Hard copy *NFPT Study & Reference Manual* (available in Spanish) designed by NFPT's Board of Education with daily fitness trainer activities in mind. This material offers a comprehensive and fundamental education that NFPT believes is essential to the knowledge of any successful Personal Trainer. This information is provided free of charge at [www.nfpt.com](http://www.nfpt.com) by following the "Education Materials" link. The above fee is a service fee for certification and does not pay for Education, as this is given at no charge to all NFPT website visitors. It is not necessary to obtain NFPT Education Material to successfully complete the NFPT examination for the NFPT – CPT credential.
- *NFPT's Back Care, Flexibility, and Exercise Demonstration CD Rom with Personal Trainer Fitness Prescription Software* (at this time, available in English only) allows for visualization of proper techniques and processes for developing client's exercise programs which relate directly to the written text. The animated exercise presentation demonstrates proper back care, stretching techniques, and biomechanics as they apply to resistance exercise. This CD includes all NFPT Education and Personal Trainer Software functions. The CD is provided to applicants of the NFPT courses as well as prospective applicants at industry related trade shows or events. If purchased separately, the CD purchase price is \$30.
- *NFPT Study Guide*, provided on CD Rom, will assist the applicant with the study process as it breaks up the entire *NFPT Study & Reference Manual* into 8 week parts and includes practice quizzes, homework assignments, worksheets, and chapter summaries for better facilitating the study process through an 8 (or more) week period of time.
- Welcome/Instruction letter which includes applicant's test due date and contact information for the closest paper/pencil and/or computer based testing sites available near applicant's location.
  - Sitting for the NFPT examination at any one of NFPT's testing sites or by local proxy allows for convenience in testing while maintaining the integrity of the examination. NFPT takes test security very seriously and has protocol in place for the delivery and administration of the NFPT exam. Refer to [http://www.nfpt.com/exam\\_process.htm](http://www.nfpt.com/exam_process.htm) for details regarding test security and delivery.

- Upon successful completion of the NFPT examination, a certificate and wallet sized identification card for consumer recognition of competence. These credentials are subject to renewal and continuing education requirement policies.
- Upon successful completion of the NFPT examination, and throughout the duration of current certification status, NFPT on-line services will include:
  - Personal Trainer Today.com subscription. (at this time, available in English only)
    - Allows for continuing education provision. (refer to Chapter 3 for details.)
    - Forum for communicating with thousands of Personal Trainers which promotes exchange of knowledge, ideas, and networking opportunities
    - Provides monthly industry updates and fact, relating to industry and health and fitness
    - Classified and Placement opportunities for job seekers and employers
  - Personal Trainer Database Listing \*optional

### **Reduced Rate “Additional Staff Member” Option - \$295**

This option allows for individuals who are employed by a health club/gym to obtain certification through their particular place of employment. The pre-requisite for this enrollment option is that at least one other staff member must already be NFPT certified, or currently pursuing NFPT Certification, at the time of the applicant’s enrollment. This fee is payable upon submission of this application type. This cost represents the service of NFPT Certification and potential credential as the result of successfully completing NFPT’s examination (the assessment instrument for NFPT’s certification credential.)

- Because of the discounted cost of this enrollment option, all of the products and services as stated above are included with the exception of:
  - Hard copy *NFPT Education & Reference Manual* (available in Spanish) This study manual may be downloaded and printed from <http://www.nfpt.com/education.htm>. No password or payment is required to access this material, as it is not necessary to obtain or review NFPT Education Material to successfully take the examination for the NFPT Certification credential.

### **NFPT Computer Distance Learning - \$550**

This fee covers the entire certification course as well as access to on-line sessions for directed 8 week study assistance and is payable at the time of application (unless finance option is chosen.) This cost represents the service of NFPT Certification and potential credential as the result of successfully completing NFPT’s examination (the assessment instrument for NFPT’s certification credential.) NFPT will include the following upon the submission of this application type:

- Hard copy *NFPT Study & Reference Manual* (available in Spanish) designed by NFPT’s Board of Education with daily fitness trainer activities in mind. This material offers a comprehensive and fundamental education that NFPT believes is essential to the knowledge of any successful Personal Trainer. This information is provided free of charge at <http://www.nfpt.com/education.htm>. The above fee is a service fee for certification and does not pay for Education, as this is given at no charge to all NFPT website visitors. It is not necessary to obtain NFPT Education Material to successfully complete the NFPT examination for the NFPT – CPT credential.
- NFPT’s *Back Care, Flexibility, and Exercise Demonstration CD Rom with Personal Trainer Fitness Prescription Software* (at this time, available in English only) allows for visualization of proper techniques and processes for developing client’s exercise programs which relate directly to the written text. The animated exercise presentation demonstrates proper back care, stretching techniques, and biomechanics as they apply to resistance exercise. This CD includes all NFPT Education and Personal Trainer Software functions. The CD is provided to applicants of the NFPT courses as well as prospective applicants at industry related trade shows or events. If purchased separately, the CD purchase price is \$30.
- *NFPT Study Guide*, provided on CD Rom, will assist the applicant with the study process as it breaks up the entire *NFPT Study & Reference Manual* into 8 week parts and includes practice quizzes, homework assignments, worksheets, and chapter summaries for better facilitating the study process through an 8 (or more) week period of time.

- Welcome/Instruction letter which includes log-in information for accessing the Distance Learning account at <http://www.nfptonline.com/>. Applicant's test due date and contact information for the closest paper/pencil and/or computer based testing sites available near applicant's location will also be provided.
  - Sitting for the NFPT examination at any one of NFPT's testing sites or by local proxy allows for convenience in testing while maintaining the integrity of the examination. NFPT takes test security very seriously and has protocol in place for the delivery and administration of the NFPT exam. Refer to [http://www.nfpt.com/exam\\_process.htm](http://www.nfpt.com/exam_process.htm) for details regarding test security and delivery.
- Upon successful completion of the NFPT examination, a certificate and wallet sized identification card for consumer recognition of competence. These credentials are subject to renewal and continuing education requirement policies.
- Upon successful completion of the NFPT examination, and throughout the duration of current certification status, NFPT on-line services will include:
  - Personal Trainer Today.com subscription. (at this time, available in English only)
    - Allows for continuing education provision. (refer to Chapter 3 for details.)
    - Forum for communicating with thousands of Personal Trainers which promotes exchange of knowledge, ideas, and networking opportunities
    - Provides monthly industry updates and fact, relating to industry and health and fitness
    - Classified and Placement opportunities for job seekers and employers
  - Personal Trainer Database Listing \*optional

### **Finance the Certification Fee Option –**

#### **\$195 Down Payment: Independent Home-Study**

#### **\$295 Down Payment: Distance Learning**

This option allows for breaking up the certification fee through the course of one year after the initial enrollment/payment date. Upon the final payment of the balance of the entire certification fee obligation (\$450) the NFPT examination for certification status may be taken. Payments towards the remaining balance of \$255 ( $\$450 - \$195 = \$255$  OR  $\$550 - \$295 = \$255$ ) may be made in any dollar amount through the course of one year. This option is only available for Independent Home-Study and Distance Learning options.

NFPT will send the following information to the financed applicant:

- Hard copy *NFPT Study & Reference Manual* (available in Spanish) designed by NFPT's Board of Education with daily fitness trainer activities in mind. This material offers a comprehensive and fundamental education that NFPT believes is essential to a Personal Trainer's knowledge and ability. This information is provided free of charge at <http://www.nfpt.com/education.htm>. The above fee is a service fee for certification and does not pay for education, as this is given at no charge to all NFPT website visitors. It is not necessary to obtain NFPT Education Material to successfully take the examination for the NFPT Certification credential.
- NFPT's *Back Care, Flexibility, and Exercise Demonstration CD Rom with Personal Trainer Fitness Prescription Software* (at this time, available in English only) allows for visualization of proper techniques and processes for developing client's exercise programs which relate directly to the written text. The animated exercise presentation demonstrates proper back care, stretching techniques, and biomechanics as they apply to resistance exercise. This CD includes all NFPT Education and Personal Trainer Software functions. The CD is provided to applicants of all NFPT courses as well as prospective applicants at industry related trade shows or events. If purchased separately, the CD purchase price is \$30.
- *NFPT Study Guide*, provided on CD Rom, will assist the applicant with the study process as it breaks up the entire *NFPT Study & Reference Manual* into 8 week parts and includes practice quizzes, homework assignments, worksheets, and chapter summaries for better facilitating the study process through an 8 (or more) week period of time.
- Welcome/Instruction letter which includes payment completion due date (log-in information for Distance Learning course if applicable) as well as contact information for the closest paper/pencil and/or computer based testing sites available near applicant's location.

- Sitting for the NFPT examination at any one of NFPT's testing sites or by local proxy allows for convenience in testing while maintaining the integrity of the examination. NFPT takes test security very seriously and has protocol in place for the delivery and administration of the NFPT exam. Refer to [http://www.nfpt.com/exam\\_process.htm](http://www.nfpt.com/exam_process.htm) for details regarding test security and delivery.

### **Hands-On NFPT Workshop –**

**\$329 (Health Club Staff Member, employee ID# required)**

**\$609 (Independent Home-Study)**

This fee covers the entire certification course and is payable at the time of application; the fee is based on employment with a health club where other NFPT trainers are currently certified or are currently pursuing NFPT Certification. This cost represents the service of NFPT Certification and potential credential as the result of successfully completing NFPT's examination (the assessment instrument for NFPT's certification credential.) Enrollment into an NFPT Workshop will be done directly through an NFPT Workshop Coordinator appointed to the "Workshop Region." NFPT Workshop Coordinator will include the following upon the submission of this application type:

- Hard copy *NFPT Study & Reference Manual* (available in Spanish) designed by NFPT's Board of Education with daily fitness trainer activities in mind. This material offers a comprehensive and fundamental education that NFPT believes is essential to the knowledge of any successful Personal Trainer. This information is provided free of charge at <http://www.nfpt.com/education.htm>. The above fee is a service fee for certification and does not pay for Education, as this is given at no charge to all NFPT website visitors. It is not necessary to obtain NFPT Education Material to successfully complete the NFPT examination for the NFPT – CPT credential.
- *NFPT's Back Care, Flexibility, and Exercise Demonstration CD Rom with Personal Trainer Fitness Prescription Software* (at this time, available in English only) allows for visualization of proper techniques and processes for developing client's exercise programs which relate directly to the written text. The animated exercise presentation demonstrates proper back care, stretching techniques, and biomechanics as they apply to resistance exercise. This CD includes all NFPT Education and Personal Trainer Software functions. The CD is provided to applicants of all NFPT courses as well as prospective applicants at industry related trade shows or events. This CD is not part of the NFPT certification fee; this CD purchased separately of any NFPT course costs \$30.
- *NFPT Study Guide*, provided on CD Rom, will assist the applicant with the study process as it breaks up the entire *NFPT Study & Reference Manual* into 8 week parts and includes practice quizzes, homework assignments, worksheets, and chapter summaries for better facilitating the study process through an 8 (or more) week period of time.
- Exam date instructions and processes will be provided by Workshop Coordinator's office. Exam processes followed by Workshop Coordinator and staff adhere to NFPT test security and delivery processes as outlined in the NFPT Proctor Training Manual found at [http://www.nfpt.com/exam\\_process.htm](http://www.nfpt.com/exam_process.htm)
- Upon successful completion of the NFPT examination, a certificate and wallet sized identification card for consumer recognition of competence. These credentials are subject to renewal and continuing education requirement policies.
- Upon successful completion of the NFPT examination, and throughout the duration of current certification status, NFPT on-line services will include:
  - Personal Trainer Today.com subscription (at this time, available in English only)
    - Allows for continuing education provision. (refer to Chapter 3 for details.)
    - Forum for communicating with thousands of Personal Trainers which promotes exchange of knowledge, ideas, and networking opportunities
    - Provides monthly industry updates and fact, relating to industry and health and fitness
    - Classified and Placement opportunities for job seekers and employers
  - Personal Trainer Database Listing \*optional

## Extended College/Wellness Facility Course Option –

The fee charged for an extended NFPT course will be determined according to market standards for this service in specific locations. The fee paid will cover the entire certification course and is payable at the time of application to the NFPT representative school/institution. This cost represents the service of NFPT Certification and potential credential as the result of successfully completing NFPT’s examination (the assessment instrument for NFPT’s certification credential.) Enrollment into an extended NFPT course will include the following upon the submission of this application type:

- *NFPT Study & Reference Manual* (available in Spanish) designed by NFPT’s Board of Education with daily fitness trainer activities in mind. This material offers a comprehensive and fundamental education that NFPT believes is essential to the knowledge of any successful Personal Trainer. This information is provided at no cost; <http://www.nfpt.com/education.htm>. The fee charged is a service fee for certification and does not pay for Education, as this is given at no charge to all NFPT website visitors. It is not necessary to obtain NFPT Education Material to successfully complete the NFPT examination for the NFPT – CPT credential. Distribution of this material will be at the school/institution’s discretion.
- Exam date instructions and processes will be provided by the school/institution. Exam processes followed by the school/institution adhere to NFPT test security and delivery processes as outlined in the NFPT Proctor Training Manual found at [http://www.nfpt.com/exam\\_process.htm](http://www.nfpt.com/exam_process.htm).
- Upon successful completion of the NFPT examination, a certificate and wallet sized identification card for consumer recognition of competence. These credentials are subject to renewal and continuing education requirement policies.
- Upon successful completion of the NFPT examination, and throughout the duration of current certification status, NFPT on-line services will include:
  - Personal Trainer Today.com subscription. (at this time, available in English only)
    - Allows for continuing education provision. (refer to Chapter 3 for details.)
    - Forum for communicating with thousands of Personal Trainers which promotes exchange of knowledge, ideas, and networking opportunities
    - Provides monthly industry updates and fact, relating to industry and health and fitness
    - Classified and Placement opportunities for job seekers and employers
  - Personal Trainer Database Listing \*optional

## Payment Options

NFPT allows for the following payment methods:

- Credit Card/Debit Card
  - American Express
  - MasterCard
  - Visa
  - Discover
- Personal Check
- Money Order

## Shipping Methods/Material Delivery

If applicant option does not include a hard copy of the *NFPT Study & Reference Manual* and/or *Study Guide* and this information would like to be purchased by the applicant, NFPT will charge **\$35** for the *NFPT Study & Reference Manual* and **\$25** for the *NFPT Study Guide*; a shipping/handling fee will apply as follows:

United State Postal Service (USPS)	5-7 days	\$4.50 (U.S. only)
Federal Express	1-2 days	\$25-\$40 (U.S. only- Refer to application)

\*Rates vary outside of the United States, please contact NFPT directly for this information

## Application Expiration/Related Fees

All NFPT applications, regardless of enrollment option, will expire due to inactivity. NFPT provides for a one year application expiration date, following exactly one year from initial application date. Upon expiration of the application, applicant is provided an opportunity to extend this application expiration date by 60 days at a late fee of \$50. If 60+ days has past before contact with NFPT is made for an application expiration extension, the application must be re-submitted according to the following fee schedule:

- <2 years inactive standard application: \$295
- >2 years inactive standard application: \$450
- <2 years inactive finance application: \$195 (with \$255 balance due before testing)
- >2 years inactive staff member application: \$295

The finance option, fee of \$195, may be considered when a re-application is required. If re-applying using the finance option, the balance of the certification fee obligation, \$255, must be met prior to sitting for the NFPT certification examination. This finance option is not available to those applying as an Additional Staff Member.

## Refund Policy

The NFPT has adopted a scheduled refund policy that allows a full refund minus a \$50 processing fee within the first two weeks of the original application. This refund amount decreases by 25% with every two week period with no refund provided at the end of 8 weeks.

Refund Schedule:

\$450

Week	Days	%	Value Left	Processing Fee	Amount of Refund
1	1,2,3,4,5,6,7				
2	8,9,10,11,12,13,14	100%		\$50	\$400
3	15,16,17,18,19,20,21				
4	22,23,24,25,26,27,28	75%	\$337.50	\$50	\$287.50
5	29,30,31,32,33,34,35				
6	36,37,38,39,40,41,42	50%	\$225.0	\$50	\$175.0
7	43,44,45,46,47,48,49				
8	50,51,52,53,54,55,56	25%	\$112.50	\$50	\$62.50
9	More than 56 days	0		0	0

### Introduction to the Exam

The NFPT examination is comprised of 120 multiple choice questions with an associated time limit of 2 hours. This examination has been written under a legally defensible and strictly executed process. The successful completion of the NFPT exam requires 750 points out of a total possible 1000 points. The NFPT examination consists of 6 categories which are weighted according to NFPT job analysis studies. The following are the categories and respective weighted percentages of the NFPT examination:

- Human Anatomy 15%
- Human Physiology 20%
- Exercise Physiology 25%
- Identifying client's goals and implementing exercise program 25%
- Understanding the characteristics of wellness 10%
- Professional and legal practices 5%

Assessment Instrument Specifications are detailed in Appendix I of the complete Job Analysis Report found at [www.nfpt.com/exam/janalysis.pdf](http://www.nfpt.com/exam/janalysis.pdf). The process by which the cut scores are determined may be reviewed at [www.nfpt.com/exam/cutscore.pdf](http://www.nfpt.com/exam/cutscore.pdf).

The examination will be evaluated on an annual basis per Job Analysis statistical data and its direct relation to candidate assessment performance. Test candidate performance is represented in an annual Technical Report found at [www.nfpt.com/exam/techreport.pdf](http://www.nfpt.com/exam/techreport.pdf).

### Examination Development Process Summary

In June 2004, NFPT set out to conduct a scientific research study to define the role of the Certified Personal Trainer (CPT). The mechanism for this study is a Job Analysis survey. The results of the study provide the basis for making a valid claim of appropriate test score inferences. In support of these efforts, NFPT contracted with Schroeder Measurement Technologies, Inc. (SMT) to develop and conduct a survey describing the important tasks and knowledge elements required for competent entry-level CPT practice.

NFPT appoints an Advisory Committee (AC) to provide content expertise; this committee is made up of no less than 6 members (Subject Matter Experts, SMEs), comprised of Certified Personal Trainers who represent a diverse array of practice settings, experience levels, geographic settings, education levels, and ethnic backgrounds. During the first phase of this study, SMT and NFPT reviews job appraisals, curriculum, and assessment domains of the CPT. The goal of this is to develop a comprehensive and exhaustive list of elements of practice and knowledge that describes the role of the CPT. SMT presents the element list to the AC for approval and adopts a rating scale providing a mechanism for measuring the elements' importance and frequency of practice. The AC also approves a demographic questionnaire to gather confidential data describing the survey respondents. SMT converts the element list and demographic questionnaire into a survey instrument that, once complete, will be administered via the internet. The survey instrument can be found in Appendix A of the complete Job Analysis found at [www.nfpt.com/exam/janalysis.pdf](http://www.nfpt.com/exam/janalysis.pdf). This Job Analysis is performed every 5 year period, in June 2009 NFPT performed the same scientifically based Job Analysis; current reporting data is available via this link.

### Examination Revision

The NFPT examination will be revised approximately every year, or at about 1,000 test candidates, using the same Job Analysis data and an annual meeting of the AC to review existing, and develop new, examination items based on performance of existing graded and non-graded exam items. SMT facilitates the development of new NFPT Test Forms; approximately 2 new forms are developed and released each year. Statistical data for these new forms are found in the annual Technical Report [www.nfpt.com/exam/techreport.pdf](http://www.nfpt.com/exam/techreport.pdf).

## Exam Security Processes

There are many requirements which make up NFPT test procedures. NFPT test proctors and independently credentialed teachers/testing centers must comply with the standards set forth in *NFPT's Proctor Training Manual* to ensure the credibility and integrity of the NFPT Assessment Instrument. This *Proctor Training Manual* has been designed to give test center personnel information regarding the regulations and requirements for administering the NFPT examination. The NFPT strongly recommends the review of test security and delivery processes, visit [http://www.nfpt.com/exam\\_process.htm](http://www.nfpt.com/exam_process.htm).

## NFPT Test Delivery

NFPT tests are delivered in a secure environment and proctored only by an NFPT State Representative, SMT Computer Based Test site, or by interim proctor. Tests are received and returned systematically for NFPT programs as follows:

***CERTIFIED PERSONAL TRAINER (CPT)***  
***Entry Level Certification***  
***The Fundamentals***

When proctoring exams there is a step-by-step procedure that the NFPT proctor will adhere to in order to ensure that the exam is delivered correctly. The NFPT also allows for Computer Based Testing (CBT) as a method for taking the CPT examination. Below are processes for both paper/pencil and computer based test methods. For details on NFPT test security and delivery, please see *NFPT Proctor Training Manual*, [http://www.nfpt.com/exam\\_process.htm](http://www.nfpt.com/exam_process.htm).

### Paper/Pencil Examination Process

- Test candidate/applicant will call or email to set up a mutually convenient date and time for the examination with an NFPT test administrator/proctor. Contact with this NFPT proctor must be made **at least 16 calendar days** before the desired test date to allow for mailing time and to avoid scheduling conflicts.
- The NFPT proctor will email or fax the proper agreement document to NFPT with test candidate's name and address for enrollment verification.
- NFPT will forward the email (or, in the case of interim proctors, send the appropriate information via email or fax) to Schroeder Measurement Technologies (SMT), NFPT's outsourced test development/processing company. Following the NFPT test request, SMT will send, by Federal Express to the test proctor, the test/s/, answer sheets, and instructions for both administration and return of test/s/. This package will arrive approximately (2) days before the test date.
- The exam must be proctored within 48 hours of the exam's delivery to the NFPT proctor. The test must be secured, protecting it from damage, misplacement, theft, and conditions that might reveal exam content, refer to *NFPT Proctor Training Manual*.
- A \$20 paper/pencil proctor fee is required and is due to the proctor on the day of testing (or, in the case of interim proctors, an assessed reasonable proctoring fee.) If funds are not available on the test date, the NFPT proctor reserves the right to refuse service. **NFPT is not responsible for payment to proctor for test administration services. Hands-on Workshop participants, or those who test with a group of staff or students, will not be responsible for this fee as it is already included in the Workshop enrollment fee.**
- The test will be proctored in accordance to the **NFPT's Test Security and Delivery processes as outlined in the *NFPT Proctor Training Manual*.**
- It is required that the test proctor himself/herself begin the test administration and stay through the duration of the test. The NFPT exam is closed book and must be monitored as such, it is not permitted to have NFPT study material available at the test site.

- The NFPT test proctor will collect the completed examination material from test candidate. The examination must be returned by the NFPT test proctor to SMT via Federal Express within 48 hours.

### **Computer Based Testing (CBT)**

- Test candidate/applicant will go to [www.isoqualitytesting.com](http://www.isoqualitytesting.com) to register for the CPT examination. Follow the instructions given on this website for making the test date appointment.
- Based on zip/postal code input, options for available test locations and appointment will be provided (if a CBT exists near that location.) A registration fee of \$44 is required at the time this on-line registration process is completed.
- A picture ID and the NFPT Welcome/Instruction confirmation letter is required on the day of your CBT test, for verification purposes. The test will be proctored in accordance to the NFPT's Test Security and Delivery processes as outlined in the *NFPT Proctor Training Manual*.
- Computer Based Testing sites allow for instant test results. The test score will be provided immediately following the completion of your examination.

### **Exam Due Date**

NFPT provides the applicant with one year from the initial application date to take the exam. The examination must be received on or before this one year application expiration date to avoid penalty. The applicant's test due date will be provided with the respective welcome letter approximately 5-7 days after application submission (depending on preferred shipment method.)

### **Due Date Extension and Late Fee**

The NFPT allows for one (1) test due date extension. To avoid penalty, a due date extension must be made to the NFPT before applicant's test due date, which is one year past the initial application date. This one time extension will be granted for 60 days past the initial application date with a late fee penalty of \$50 payable prior to 60 days after the due date/application expiration. Extensions may be made by email to [info@nfpt.com](mailto:info@nfpt.com) or by calling 800-729-6378.

Submissions for a due date extension by email will result in a written email response as confirmation of new test due date. All other means for requests of test due date extensions will be verbally confirmed. An extension request that is past one year from the initial application date will not be granted as this requires re-application to include related fee.

### **No-Show Penalty**

As stated previously, a \$20 proctor fee exists the day that a test candidate sits for the exam at any paper/pencil test site, payable directly to NFPT proctor. A fee of \$20 will be applicable for a missed appointment, this fee is in addition to the \$20 that is due on the day of the exam. For example, the fee to the NFPT Test Proctor after one no-show is \$40. It is at the discretion of the NFPT Proctor to collect this fee and/or to reschedule the appointment. \*The \$44 fee paid at the time of registration to any CBT site is non-refundable.

### **NFPT Testing Sites**

The NFPT has approximately 300 testing sites across the United States and abroad. The NFPT test candidate/applicant has the option of testing at one of these sites or by locating an appropriate proctor. It is necessary for all proctors to meet standards and requirements as outlined in the *NFPT Proctor Training Manual* as found at [http://www.nfpt.com/exam\\_process.htm](http://www.nfpt.com/exam_process.htm). The test candidate is required to compensate the NFPT appointed proctor \$20 at the time of paper/pencil exam administration. Compensation provided to an interim proctor, if applicable, is determined at test candidate and proctor's discretion.

**NFPT appointed proctor or interim proctor must be contacted at least 16 business days before the desired test date for appointment scheduling at the mutual convenience of the proctor and test candidate.**

## **Test Administration**

The NFPT exam will be administered to you on the day of your appointment in a closed book atmosphere with a two hour time limit. All policies for test administration are found in the *NFPT Proctor Training Manual* at [http://www.nfpt.com/exam\\_process.htm](http://www.nfpt.com/exam_process.htm). This manual outlines test security and delivery processes for the proctor/administrator to follow.

The NFPT proctor, whether interim or permanently appointed, has the right to refuse service under conditions as outlined in the *NFPT Proctor Training Manual* (i.e. unpaid proctor fee or indication of cheating.)

## **Test Results/Delivery**

NFPT will provide test results by mail within 4 weeks after paper/pencil test administration. If the exam has been taken by the CBT method, your test results will be provided to you instantly at the CBT test facility. These test results will include pass or fail scores and, if passing score is achieved, the NFPT Certificate and membership card will be sent by mail with a detailed score report within 3-4 weeks of test date. Delays in test results may be as a result of one of the following:

- NFPT Certification fee is not paid in full
- Test audit is being performed as a result of suspected cheating
- Test audit is being performed as a result of improper testing administration
- Any test discrepancy exists

## Example Pass Letter

Friday, July 24, 2009

**Membership Number: 23456**

Joe Smith  
1234 Main St.  
Lafayette IN, 47905

Dear Mr. Smith:

Congratulations on your successful completion of the NFPT examination. For verification purposes, you will find your NFPT Certificate and Membership Card to accompany this letter. The scaled score required to pass this examination is 750 out of 1000 possible points. Your score is 780.

Below are the 6 content categories of the exam with a percentage that represents the test weight of that content area and a ranking numeral that indicates your relative performance in answering the questions for that area. The numeral 6 indicates your highest ranking and the numeral 1 your lowest scoring content area.

Professional & Legal Practices	5%	6
Exercise Physiology	25%	5
Identify Client's Goals & Implement Exercise Program	25%	4
Human Anatomy	15%	3
Human Physiology	20%	2
Understand Characteristics of Wellness	10%	1

It is of the utmost importance that you review and comply with the NFPT policies and procedures as outlined in the *Candidate Handbook* found from [www.nfpt.com](http://www.nfpt.com). Market your services enthusiastically paying special attention to educating your clients while adhering to NFPT guidelines.

The NFPT will require the completion of Continuing Education Credits (CECs) **after** you have been certified for one entire year, refer to the enclosed certificate for your expiration date. These credits can be obtained through NFPT's web-magazine by taking self-tests found in the months of June and December by following the magazine link at [www.nfpt.com](http://www.nfpt.com). NFPT recognizes other sources of continuing education credits as well, please refer to our website to link to these recognized courses. Continuing education is not a recommendation; it is a requirement.

Visit our website today at [www.nfpt.com](http://www.nfpt.com)! The NFPT offers many support products and services to include, software for developing training programs, job placement opportunities, specialty certificate programs, clothing for your NFPT professional athletic apparel, business coaching books, and more!!! We look forward to providing you with the best in Personal Trainer services and industry recognition. Please call directly at 800-729-6378 with any questions. Thank you and again, congratulations!

Cordially,

April M. Pattee  
Director of Human Resources  
National Federation of Professional Trainers, NFPT, Inc

## Example Fail Letter

Friday, July 24, 2009

**Membership Number: 23456**

Joe Smith  
1234 Main St.  
Lafayette IN, 47905

Dear Smith:

We regret to inform you that you have not successfully completed the NFPT examination. The scaled score to pass the NFPT examination is 750 out of 1000 possible points. You scored [[Scale]].

Below are the 6 content categories of the exam with a percentage that represents the test weight of that content area and a ranking numeral that indicates your relative performance in answering the questions for that area. The numeral 6 indicates your highest ranking and the numeral 1 your lowest scoring content area.

Identify Client's Goals & Implement Exercise Program	25%	6
Exercise Physiology	25%	5
Human Physiology	20%	4
Professional & Legal Practices	5%	3
Human Anatomy	15%	2
Understand Characteristics of Wellness	10%	1

You may choose to re-take the NFPT examination at a cost of \$60, payable to NFPT by way of check, money order, or credit/debit card. An additional \$20 will be charged to you by the test administrator if taking a paper/pencil test OR \$44 if taking a Computer Based Test (CBT). CBT exams allow for instant test result processing and are available in most major cities, you can schedule your CBT appointment by going to [www.isoqualitytesting.com](http://www.isoqualitytesting.com). NFPT's policy on re-tests does not allow for any one person to take the examination more than three times in one year, please refer to NFPT's *Candidate Handbook* at [www.nfpt.com](http://www.nfpt.com) for more detailed information regarding these and other policies.

We look forward to serving your Personal Trainer Certification needs and encourage you to take this examination again for this certification credential. NFPT Certified Trainers receive benefits far beyond their credential, and we wish for you to take advantage of these services as well. Please contact us at 800-729-6378 with any questions. Thank you and have a great day.

Cordially,

April M. Pattee  
Director of Human Resources  
National Federation of Professional Trainers, NFPT, Inc.

## Examination Confidentiality

NFPT takes the confidentiality of the test candidate's examination results very seriously. The NFPT will not give test results over the phone or by email. Personal Trainer certificate and detailed test results are delivered to the test candidate/affiliate by US mail.

## Re-Test Process

The NFPT allows for any test candidate who has failed the examination, with exception of those who are found to have cheated on the NFPT test, the option to re-take the examination. The exam taken the second time will not be the same test, however the weighted percentages as listed above will remain the same. The re-test will be set up in the same way as the initial examination, refer to above section. (Test Administration) The re-test will require a rescheduling notice of **at least 16 calendar days** before the next successful examination attempt.

The NFPT examination can be taken three times within the applicant's active one year application period. (Refer to section below for details on related fees and time frame restrictions.) If re-test candidate fails the NFPT examination for a third time, that person's application is considered inactive regardless of time past from initial application date. The candidate is required to wait one year past the last examination attempt before re-applying to the program.

## Re-Test Fee

The re-test fee is \$60 payable to the NFPT in addition to the test processing fee of either \$20 (paper/pencil method) or \$44 (CBT method). *The test administrative fee may vary if interim proctor is used for test administration.*

## Re-Test Option Expiration

After payment of re-test fee has been made to NFPT, the test candidate will receive a new test due date of 60 days after payment, as long as this 60 days does not exceed one year after initial application date. The re-test option and its expiration applies directly to the initial application date. The following conditions apply to re-testing:

- If applicant has taken the examination within the first year of application:
  - The \$60 re-test fee (portion payable to NFPT) applies to the test candidate as long as this person is within the first year of the initial application.
  - Re-test candidate will receive a 60 day due date not to exceed one year from initial application date.
- The NFPT examination must be successfully completed within one year of the initial application date. A re-test is not permitted if taken after the test candidate's one year application deadline. Re-application fee will apply as stated in "Application Expiration/Related Fees" section of this handbook if the NFPT examination is not successfully completed one year from the initial application date.

## Policy on Cheating

NFPT takes implications and suspicions of cheating very seriously. All NFPT test proctors are informed, through the *NFPT Proctor Training Manual*, of policies and procedures related to cheating. The NFPT proctor will inform NFPT directly with test appeals and discrepancy information that will describe in detail the situation surrounding the incident; NFPT may also be informed by SMT of test discrepancies which are found through grading and processing exam scores. The test candidate will be informed and given the opportunity to refute the claims made. A test discrepancy contestment made by test candidate must be received in writing within 15 days of notification of discrepancy.

- If test candidate does not respond within 15 days of discrepancy notice, it will be found by the NFPT that this individual does not contest allegations and in fact did cheat on the exam.
- It is at the discretion of NFPT, through test discrepancy information as provided by proctor and/or SMT, to determine validity of allegations.
- If it is determined that an individual has cheated in any way on the NFPT test, the NFPT has the right to deny any opportunity for taking the test in the future, **no refund will be given.**

If the information, regarding the test discrepancy, provided by proctor, SMT, and/or test candidate is found to be uncertain and cannot be reasonably determined by NFPT Director's, the NFPT Certification Council will be immediately notified and within 2 weeks of this notification a decision will be made, specific to the incident, to either allow for a re-test or deny re-test eligibility indefinitely. See Chapter 5 for Certification Council Review process.

## **Test Appeals Process**

The test candidate may appeal their examination if it is suspected that the proper test protocol has not been adhered to. Refer to *NFPT Proctor Training Manual* for policies and procedures related to the administration of the NFPT exam. A test appeals document (**APPENDIX F**) must be filled out and sent to NFPT within 5 business days after exam administration. This document will be reviewed by NFPT Director's and/or Certification Council members. The opportunity to refute these claims will be given to the NFPT test proctor immediately following notification of improper test delivery protocol. A decision will be made within 15 days of receipt of all documentation as provided by the test candidate and the NFPT proctor. Refer to *NFPT Proctor Training Manual* for non-compliance disciplinary actions.

A test appeals may be filed if the test candidate has any concerns regarding the test directly (i.e. test questions.) This appeal must be provided to the NFPT in writing within 5 business days of the test administration. NFPT Subject Matter Experts and/or SMT will review this information, and if necessary re-grade and review the test candidate's examination form, immediately and will address the concern to NFPT directly. NFPT will provide the test candidate a response in regard to this concern within 1-2 weeks.

Questions concerning a candidate test score report may be brought to NFPT's attention within 10 days of test score delivery. The candidate may challenge the test scores provided to him/her and an immediate test audit will be performed. NFPT will contact SMT with the test candidate's request for a test score review and the examination will be thoroughly reviewed by SMT staff. The test candidate will receive notification of the test review findings within 15 days of test challenge.

### Renewal Process/Fees

It is required of all NFPT - CPT certified trainers to renew on a yearly basis at a fee of \$85.

Notification of the certification expiration date will be provided by email and/or mail approximately 30 days before certification expires with instructions for renewing through the following year. The renewal fee includes an updated Personal Trainer Certificate and Membership ID Card as well as all services which are necessary to maintain Continuing Education Credits.

The NFPT renewal fee covers a 12 month period of time, starting from the original date of certification and expiring one year from this date (for better handling of these expiration dates, NFPT chooses to use the first of every month, therefore your expiration date will be adjusted to reflect the 1<sup>st</sup> of the closest subsequent month.) If payment is made after the expiration date, which is printed on the certificate, the month provided for the new expiration date will coincide with the original month; for example; if the expiration date is 5-1-09 and it was not renewed/paid until 8-1-09, the new expiration date provided on the certificate will be 5-1-10. NFPT allows for the renewal of CPT certification up to two years past the expiration date, however, payment of \$170 (\$85 + \$85) will be due for certification renewal. **Two years past your expiration date will require re-application and re-testing – no exceptions.**

\*Continuing Education Credits (CEC) must be current before renewal eligibility is granted to certified affiliates.

### Continuing Education Credits (CECs)

The NFPT requires continuing education as this acts to measure continued competency in the field of health and fitness. NFPT Certified Trainers are provided ongoing education through NFPT's web based magazine, PersonalTrainerToday.com (PTT.com.) No password or subscription payment is required, by going to [http://www.nfpt.com/recommended\\_continuing\\_education.htm](http://www.nfpt.com/recommended_continuing_education.htm) a subscription can be immediately processed so that NFPT's e-newsletter (a summary of PTT.com) can be emailed monthly. This publication allows for continuing education and NFPT trainer input; NFPT supports its affiliates by publishing our Personal Trainers' article contributions, valuable experiences, job posting ads, etc.

- NFPT does not currently provide "self-test" CEC services in Spanish; however all continuing education policies apply with regard to CEC maintenance. NFPT CEC policies allow for outside sources for continuing education (see "Alternative CECs" below) which allow for maintaining credit remotely from any location.

### Semi-Annual "Self-Tests" – CEC requirement

To ensure the quality of ongoing education, open-book self-tests are **required** every 6 months (self-test can be replaced by other continuing education provisions (refer to "Alternative Continuing Education Credits" section.) The self-test will be posted inside the web-magazine every June and December and require trainer registration and log-in. Go to [http://www.nfpt.com/recommended\\_continuing\\_education.htm](http://www.nfpt.com/recommended_continuing_education.htm) to locate self-tests which are posted for a period of two years. Renewal of certification will require that self-tests, or other CEC provisions, be current for renewal eligibility.

### FOR FIRST YEAR AFFILIATES:

**No Continuing Education Credits are required within the first year of certification.**

Self-tests ask questions from the previous 6 issues of the NFPT e-magazine. Links will be provided back to the respective issue where the answer can be found. Self-tests are scored instantly with the ability for answer corrections, a score of 100% is required. Upon the successful completion of the self-test, click submit to be automatically credited.

### Alternative Continuing Education Credits (CECs)

There are many other avenues for pursuing CECs to include specialty level courses and/or correspondence certificate courses, found at [http://www.nfpt.com/specialty\\_courses.htm](http://www.nfpt.com/specialty_courses.htm). Continuing education courses/events, that are fitness related and require 2 or more hours of preparation will be considered for one (1) credit, meeting one self-test requirement. Additional/advanced credit is not accepted. The NFPT certification will only be credited on a semi-annual

basis as NFPT's intention is to consistently (each 6 months) evaluate continuing education maintenance. See <http://www.nfpt.com/continuingeducation.htm> for CEC Provider Qualifications which details the criteria for an acceptable health/fitness course for NFPT credit.

### **Specialty Courses Acceptable as CECs**

These courses enhance the candidate's KSAs in any one or all of the following program areas. Advanced Sports Nutrition; Advanced Weight Training; Advanced Endurance Training. Upon completion of these closed-book proctored assessments, the candidate is awarded the appropriate certificate of completion and designation. In addition, candidates who successfully complete all three of these Specialty programs are as well presented with a "Master Trainer Certificate" designation. Each Specialty program is the equivalent of (1) credit as identified above. (These programs are currently only available in English.)

## **Chapter 4 – NFPT Staff, Boards, and Council**

### **Description of NFPT Division of Education and Certification Boards**

The Board of Directors, as held accountable in Corporate Bylaws, is prevented from having any undue influence over the decision making of the Board of Education or the decision making of the Certification Council. Moreover, these Bylaws require the separation of the independent Board of Education and independent Certification Council to ensure the integrity of these autonomous organizational departments and to prevent any undue influence over departmental decision making. The Board of Education provides education to any and all interested parties whereas the Certification Council delivers assessments (examinations) to any and all interested parties who wish to become a Certified Personal Trainer (CPT.) The NFPT Board of Education functions independently of the NFPT Certification Council.

### **Functions of the Board of Directors**

The Board of Directors and officers shall set policy and make decisions regarding fees charged by the Corporation, expenses incurred by the Corporation, and establishment of the Corporation's budget, including the operation of the Corporation's Board of Education and Certification Council without undue influence over these independent departments.

### **Functions of Board of Education**

The purpose of the Corporation's Board of Education is to provide educational opportunities and materials, utilizing various media, to prospective and current physical fitness trainers and interested members of the general public. The Director of the Board of Education is appointed by the Corporation's President, and is responsible for planning, developing, and implementing the Corporation's Trainer Education Programs.

### **Functions of Certification Council**

The purpose of the Corporation's Certification Council is to establish standards and testing procedures for the certification of physical fitness trainers by the Corporation. Certification Council shall be responsible for establishing the Corporation's standards for initial and continuing certification of physical fitness trainers by the Corporation, including but not limited to eligibility standards and continuing education requirements.

### **Functions of the Certification Council Coordinator & Staff**

The Certification Council Coordinator is responsible for establishing the Corporation's Certification Council. The Certification Coordinator employs "Staff" members who include subject-matter experts, administrative staff, as well as independent and ongoing psychometric services provided by Schroeder Measurement Technologies (SMT) to accomplish the Council's objectives which include development of certification tests and validation of certification test and testing procedures. The Certification Council Coordinator requires SMT to hold confidential the developed test instrument, and adhere to secure test delivery and grading protocols. The Certification Council Coordinator shall have authority in establishing the standards for the Corporation's Certification Council, the Certification Council may make recommendations on such standards.

### Description of Ethics and Safety Standards

*The following activities engaged in by NFPT Affiliates will be considered grounds for credential revocation:*

- a. Conviction of a felony offense at any time after initial relationship between Affiliate and National Federation of Professional Trainers.
- b. An affiliate convicted of having been involved in the illegal use, sale, or distribution of anabolic substances and/or any other controlled substance.
- c. Performance of unethical activities or any activity to include but not limited to lewd and immoral conduct, disrespectfulness, unprofessional behavior and conduct, grossly reckless exercise instruction, inappropriate sexual advances, excessive profane language
- d. Allowing personal appearance (manner of dress or hygiene) to deteriorate to such an extent that, while associating with persons as an Affiliate of the National Federation of Professional Trainers, discredits the organization.
- e. Knowingly providing services to those who are flagrantly at risk without proper medical release and/or client not being apparently healthy and/or without the use of screening procedures consistent with NFPT Guidelines.
- f. Liable, slanderous, or damaging remarks or literature presented by an Affiliate to any individual or group of individuals that discredits the National Federation of Professional Trainers.

### Review Process for Non-compliance

If behavior is consistent with Chapter 5 (a.), (b.) above, credential revocation requires only the procurement and review, by the Certification Council Coordinator, of supporting criminal and/or legal documentation. Complete authority to revoke a credential under the above circumstances rests solely with the Certification Council Coordinator; notification of revocation of certificate will be provided in the form of a certified letter within 2 weeks of reported activity.

If an original complaint is presented to the Certification Council Coordinator reporting behavior consistent with Chapter 5 (c.), (d.), (e.), (f.), and is deemed worthy of review, at the discretion of the Certification Council Coordinator, the Coordinator will initiate the below Certification Council review process.

1. Complainant is made aware that accusatory material and/or testimony will be made available to the Council Coordinator, Certification Council Members, as well as the Personal Trainer being accused.
2. Complainant will, at minimum, be required to provide a signed and notarized statement as well as all additional relative supporting documentation within (15) working days from the date of original notification by complainant. This is a strict requirement and failure to provide information in accordance with this policy will nullify the complaint.
3. When detailed complaint is provided, in compliance with (2.) above, the Certification Council Coordinator considers whether or not the complaint has merit. If it does not, the Council Coordinator will contact the complainant and inform him/her that no action will be taken at that time in the form of a “certified” letter of remedy. However, if the complaint has merit, the Personal Trainer in question will be contacted by the Coordinator who will provide the details of the complaint and give the accused trainer (15) working days to respond with documentation similar to that required by the complainant (2.) above. If the Trainer fails to respond in this time period, the credential may be revoked with written notification through a certified letter of remedy requiring the removal of any and all documents that publicly imply a relationship between NFPT and said Trainer.
4. If Trainer complies with (3.), then the Certification Council Coordinator will closely review the complaint and the trainer’s response to the complaint and make the following decision depending upon the severity of the offense:
  - a. If the complaint has insufficient merit according to the Council Coordinator to consider revocation, both parties will be notified through a certified letter of remedy, within (5) working days from the date of last received documentation, that no action will be taken along with notification to the complainant of the appeal process (discussed below.)

- b. If the complaint has merit as determined by the Certification Council Coordinator, a random appointment made by the Certification Council Coordinator, of any (2) of the possible (7) Certification Council Members along with the participation of the Certification Council Coordinator will review all documentation and deliberate privately over an approximate (5) day period. At the end of this deliberation, these (2) Certification Council Members and the Certification Council Coordinator will once again meet, have a brief discussion, and revoke the trainer's credential only by unanimous decision.
- c. Both parties will be notified of the Certification Council's decision by the Certification Council Coordinator within (15) working days from the date of this meeting in the form of a certified letter of remedy. In any event, the respective parties will be informed of the appeals process.

### **Non-compliance Remedy and/or Action**

Upon the above described unanimous decision to revoke a credential, the trainer will immediately be provided a certified letter notifying him/her of revocation. Trainer will be required to immediately remove any and all documents or literature that publicly implies a relationship between NFPT and said Trainer.

### **Disciplinary Action Appeal Process**

An appeal must be received by certified letter from either party within (5) working days from the date of the mailing of the Certification Council Coordinator's certified "letter of remedy" notification. Upon receipt of a request for appeal by either party, made to the Certification Council Coordinator, the disputing party is immediately notified. Both parties are provided (5) days after this notification date to present any additional documentation. In the event additional supporting documentation is provided by either party, the Certification Council Coordinator will share and exchange any and all unseen documentation to the opposing parties and provide a (5) business day period for collecting final information from both parties.

Immediately upon receiving this complete documentation from both parties the Certification Council Coordinator will provide this information to ALL (5) Certification Council Members. A formal meeting (via web or teleconference) will be scheduled by the Certification Council Coordinator of all of the Certification Council Members, on a date not to exceed (15) days from the date information is provided to all of the Certification Council Members. A discussion of the issues will be moderated by the Certification Council Coordinator after which time a vote will be cast on whether or not to overturn a previous ruling. This vote to overturn a ruling would require a majority vote of all (5) of the Certification Council Members.

### **Confidentiality Policy**

NFPT maintains a strict confidentiality policy. This policy provides that no information of a personal nature where compliance issues are concerned, shall be given expressly or in writing to any third party, not to include Certification staff, unless at the request of the affiliate.

NFPT Personal Trainer Database, located at [www.nfpt.com](http://www.nfpt.com), will provide the NFPT's list of Certified Personal Trainers. However, this list does not include a physical address but instead only the city, state, and zip code for searching purposes. This is an optional listing, the NFPT will remove such listing upon the request of the NFPT affiliate.

NFPT will not provide personal information in any situation via the telephone. Any individual looking for a Personal Trainer in a particular area will be directed to the online Personal Trainer Database.

### **Annual Updates and/or Sustaining of NFPT Policy & Procedure**

#### **Certification Policy & Procedural Review**

On an annual basis, the Coordinator of the Certification Council alerts all of the Certification Council members to the "review for edit" of this candidate handbook contingent primarily upon industry changes, business operational changes occurring in the previous year, organizational mission changes, etc. Certification Council Coordinator communicates with the "Staff" consisting of SMT Representatives as well as "Subject Matter Experts" with inquiries concerning assessment review and periodic new item writing requirements as they relate to NFPT's independent Job Analysis performed approximately every 5 years in cooperation with the Certification "Staff." The Certification Council Coordinator compiles extensive notes from these discussions and chairs a meeting of the entire Certification Council for the purpose of discussing necessary Certification Council regulated policy changes. The discussion, in part, will relate directly to compiled notes from the Coordinator's most recently conducted "Staff" meeting as they affect the operation of the Certification Council.

#### **Education Program Review & Updates**

On an annual basis, the Chairman of the Board of Education alerts the Research and Development Director to conduct a 2 week industry investigation for the purpose of identifying industry trends, as well as the introduction of new credible fitness studies, research, and new technologies, for the purpose of updating education programs. Moreover, research is conducted with regard to the changing public sector need for education and instruction for the purpose of possible new education program development. The Director of Education will call a meeting of the Board of Education for discussions regarding and necessary revisions of existing programs and possible new program development.

#### **Annual Report to the Board of Directors**

On an annual basis, both the Director of the Board of Education and the Certification Council Coordinator hold a formal meeting with the NFPT President for the purpose of discussing their reports, conclusions, and recommendations. Prior to this meeting the NFPT President will have conducted his own administrative and operational policy study and review resulting in reports and recommendations. These reports and recommendations are provided to the Board of Directors for review for consideration and project assignments and approvals. Upon project assignment completion, to the Board of Directors, NFPT President, Director of the Board of Education, and to the Certification Council Coordinator, the autonomy of decision making and operations are observed and respected as required in the organizational Bylaws.

## **Monthly Updates in Industry News and Policy Reminders**

### **E-Magazine**

All Affiliates are responsible for providing the NFPT staff with a valid email address. The e-magazine presents topics for discussions, special offers, industry news, links to discussion board forums where supportive dialogue can be found, educational content lead-in linking to the web-based [www.personaltrainertoday.com](http://www.personaltrainertoday.com) magazine is provided as well.

### **Social Networking**

NFPT certified trainers and other fitness professionals can use [www.personaltrainertoday.com](http://www.personaltrainertoday.com) for networking, discussion of industry news, ideas, business support, information exchange, etc. to allow for the exchange of information between trainers.

### **Semi-Annual Updates/Postcard Mailings to NFPT Certified Trainers**

The NFPT will inform all certified affiliates through postcard mailings in the months of May and November as a reminder of continuing education requirements. This postcard will provide instructions on the process by which the affiliate goes complete the self-test for Continuing Education Credits (CECs.) This postcard will also inform the affiliate of the option of alternate continuing education options and will be a reminder of assessment revisions, certification policy and procedure adjustments (if applicable), and will guide affiliates to the appropriate places to locate new Technical Reports and policy and procedure documents. This memo allows the affiliate to contact NFPT to request all information in hard copy if online access is not available.

## **NFPT Administrative Operation**

NFPT's hours of operation are 9am to 5pm EST

### **Holidays Observed:**

New Years Eve/Day

Memorial Day

Labor Day

Thanksgiving

Christmas (5 days)

NFPT Headquarters

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