

EXAM CANDIDATE  
HANDBOOK-  
INTERNATIONAL VERSION,  
NON-NCCA ACCREDITED



This version of the PTA Global certification exam is not compliant with the standards set forth by the National Commission for Certifying Agencies (NCCA), based in the United States and Canada.

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## **DISCLAIMER**

**IMPORTANT** – This course and exam cannot be purchased directly on [www.ptaglobal.com](http://www.ptaglobal.com). It must be acquired through a partner or international distributor who will either register you or provide you with a discount code to use at registration.

This Handbook is specifically for candidates taking the PTA Global Certificate in Personal Training Course and online exam. This version of our exam is used for international candidates and is not NCCA Accredited. The National Commission for Certifying Agencies (NCCA) Accredited exam is the standard for employment of fitness professionals in the United States and Canada.

Successful completion of this course and exam entitles you to use the title “CPT” outside the USA and Canada and it is used through this handbook, but it should not be confused with the United States and Canada minimum standards through the NCCA.

Further; completion of this course does not guarantee meeting minimum requirements for personal trainers established by other governing bodies or agencies, such as the Registry for Exercise Professionals (REPS). If you plan to work in a country governed by REPS, please contact [info@ptaglobal.com](mailto:info@ptaglobal.com) so we can direct you to the appropriate PTA Global distributor.

If, after successful completion of this course, you desire to purchase the NCCA Accredited exam at a testing center, please contact [info@ptaglobal.com](mailto:info@ptaglobal.com).

## **Introduction**

This Candidate Handbook provides information about Personal Training Academy Global (PTAG) and the **Non-NCCA Accredited** certificate examination it offers personal trainers and fitness professionals. This Handbook includes information detailing:

- PTAG’s Certified Personal Trainer (CPT) program and the Certificate Program including the examinations
- Eligibility requirements
- Rules of conduct and disciplinary action
- Awarding of credentials
- Maintaining credentials through renewal

This Handbook is written to provide essential information to candidates (those considering or preparing to sit for the PTAG-Certificate online examination) and fitness professionals (those who have successfully completed a PTAG certificate examination and have received PTAG credentials). All certificate candidates and all PTAG Trainers are required to read this Candidate Handbook. The policies, procedures, rules and obligations set forth in this handbook and in PTAG’s website-published Terms & Conditions, are binding on all candidates and certified professionals.

# ***Personal Training Academy Global (PTAG)***

## ***Mission Statement***

*PTA Global's mission is to passionately enhance the Health and Fitness Industry creating success through enjoyment, education and leadership for the facility, trainer and client.*

### **Mailing Address:**

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Website: [www.ptaglobal.com](http://www.ptaglobal.com)

## ***About NCCA Accreditation (for testing center version only)***

The PTA Global-CPT certification program is accredited by the National Commission for Certifying Agencies (NCCA), a division of the Institute for Credentialing Excellence (ICE). NCCA accreditation provides impartial, third-party validation that a certification program has met recognized national and international credentialing industry standards for development, implementation, and maintenance of its certification program. PTA Global provides NCCA annual reports and is required to submit its CPT certification program for reaccreditation every five years.

## ***About the PTA Global Certification Board (NCCA exam)***

The PTAG-CB is an autonomous and independent board. Their responsibility is for overseeing the PTA Global-CPT program. The Certification Board sets policy over essential certification activities and oversees certification and renewal decisions, including governance, eligibility standards, disciplinary and appeals actions, and the development, administration, and scoring of the assessment examination.

## ***PTAG's Nondiscrimination Policy***

PTAG does not discriminate against any individual because of age, gender, race, national origin, religion, sexual orientation, veteran status, disability or any other protected class. PTAG endorses and adheres to the principles of equal opportunity.

## ***PTAG CPT Certification***

PTAG's NCCA Certified Personal Trainer (CPT) certification program includes, at a minimum, a certification examination developed pursuant to psychometric and NCCA standards and an administration process that includes issuance of credentials, a renewal process and a professional code of ethics.

The online exam version for which this manual applies, was developed by Subject Matter Experts within the fitness industry. This certificate course is largely subject to the same administration, renewal process, and code of ethics as the NCCA exam version.

## ***NCCA Exam Only Option***

The CPT Exam Only option allows the candidate to take the NCCA-accredited CPT certification examination only. The purchase of PTA Global certification preparation materials is not required to become eligible to sit for the CPT exam, and does not guarantee a passing score on the exam. Candidates who pass the examination will be awarded the NCCA CPT credential. You can register for the exam only option at [www.ptaglobal.com](http://www.ptaglobal.com).

## ***Exam Period/ Extensions***

The exam period is 180 days from the initial enrollment in the Certificate preparation program. What this means is, candidates have 180 days from the date of purchase to complete their preparation, and successfully take the certificate examination. You will have three attempts at the online final exam. You may purchase a program extension of sixty (60) days by completing the [Program Extension Request](#) form and emailing to [info@ptaglobal.com](mailto:info@ptaglobal.com). Only three (3) extensions may be purchased. All fees, including the Program Extension Fee, are subject to change and you should reference the PTAG website to confirm the current fee structure. Please note that if you enrolled through a program offered by a PTAG academic partner, the enrollment period may be adjusted to coincide with the term of your school's program.

<b>Extension period</b>	<b><i>Requires</i></b>
181-240 days	<i>One extension required</i>
241-300 days	<i>Two extensions required</i>
300-365 days	<i>Three extensions required</i>
Over 365 days	<i>Repurchase of exam required</i>

# **CANDIDATE ELIGIBILITY REQUIREMENTS**

## ***Certificate Eligibility***

To be eligible to sit for the PTAG-Certificate exam, each candidate must:

- 1) Have obtained or be within no more than 90 days of successful completion of all requirements needed to obtain a high school diploma or the equivalent, such as the General Education Development test (GED) or other equivalency test recognized by the candidate's state or country of residency.
- 2) Obtain and maintain Adult CPR and AED certifications. Candidates may be required to provide proof of current CPR/AED certification, compliant with their country's requirements, upon request.

## ***Eligibility Exception Requests***

Candidates may request an exception to eligibility requirements to sit for the certificate exam by completing the Exception Request/Appeal form and submitting supporting documentation. The exception request will be reviewed and decided upon by the Administrative Committee, a committee made up of PTAG executives. The Committee's decision will be provided to the candidate in writing. Decisions of the Committee are final.

See the "Appeals" section of this Candidate Handbook for more information.

PTAG reserves the right to uphold eligibility requirements.

## ***DEVELOPMENT OF THE PTAG CERTIFICATE EXAM***

PTAG is committed to providing the highest quality certificate examinations through continuous development and review. The examination development process begins with a job analysis which is conducted for the NCCA exam. This is an industry-accepted process for determining the competencies that are required for safe and effective practice in the tested field. Subject matter experts representing both practitioners and educators work with PTAG to define the knowledge, skills, and abilities required for safe and effective practice in the field covered by the exam. The results of this job analysis are then used to form the examination; every question written for the examination must address one of the specified tasks on this job analysis. Regular assessment of the profession and the conduct of the job analyses allow the examination to remain a current assessment of the competencies a practitioner in the field must possess. The certificate exam questions are written to coincide with the findings of the Subject Matter experts when developing the NCCA exam.

### ***Exam Content***

The exam content domains (broad topics) that are covered by the exam and the number of questions allocated to each domain are found in this manual. Candidates may refer to the exam content domains during their self-study and exam preparation.

### ***Cut (Passing) Score***

A cut score is the minimum score needed to pass an examination. The current cut score for the PTAG Certificate Exam is 72%.

# EXAM REGISTRATION

## Getting Started

How do exam candidates purchase/register for PTA Global non-NCCA Certificate self-study program and exam?

**IMPORTANT** – This course and exam cannot be purchased directly on [www.ptaglobal.com](http://www.ptaglobal.com). It must be acquired through an international distributor or PTAG partner who will either register you or provide you with a discount code to use at registration.

The purchase the PTAG-Certificate package is made using credit or debit card (i.e. Visa, MasterCard, or American Express) or by paying the PTAG partner/distributor directly. In some cases, the PTAG partner covers the cost of this course.

Following the registration, exam candidates will receive a confirmation email that will include a receipt. The candidate will also receive a welcome email that includes links to our terms, privacy policy, our administration page, and this handbook.

Candidate Profiles are created at the time of purchase. Candidates can access their online self-study program by logging into the PTA Global website with their account login. Once this has been set up, the paid registration becomes NON-REFUNDABLE by PTAG, but international distributors may have their own refund policy.

It is essential that you provide and confirm that the following information is always current and accurate:

1. **Name.** Your name must match the name you use on government-issued identification. You should not use nicknames or other substitute names. Your certificate and credentials will be issued under the name in your candidate profile. If your name changes due to a change in marital status or a legal name change, you must be sure to have the name change reflected in your candidate profile but only after you have arranged for government-issued identification using your new name.

a. To change your name with PTAG, you will need to provide an official duplicate of the legal document reflecting the change of name. This document must contain the official seal of the government entity issuing the document. PTAG cannot accept a photocopy of the official document. Along with the document, you must provide your previous name, current mailing address, telephone number at which you can be reached and current personal email address. PTAG may need to request additional documentation to confirm your identity before processing the name change in its system.

b. Request for name changes are sent to [info@ptaglobal.com](mailto:info@ptaglobal.com)

2. **Contact Information.** You are advised to provide and keep your contact information current always. It is important that PTAG be able to provide you with information concerning your certificate and credentials. You are encouraged to provide a personal email address when you create your candidate profile rather than an email address associated with a school or employer so that PTAG is able to contact you even after you have changed schools or employers.

## Accommodations

Accommodations may be available to individuals with documented disabilities pursuant to the Americans with Disabilities Act (ADA). PTAG and its partners/distributors provides reasonable testing accommodations to candidates whose documented disabilities or other qualifying medical conditions hinder their ability to take the examination under standard conditions. Examples of requests for special testing accommodations that may be granted include modification of seating or other physical arrangements, or providing for the examination to be taken in an accessible location, providing for a reasonable extension of testing time, providing a sign language interpreter (to assist with audio or spoken components, if any), reader, or other auxiliary aid.



PTAG recommends that you submit an accommodation request and obtain approval before planning an exam date. Often, the provision of an accommodation will require PTAG's to make arrangements that will impact on scheduling. PTAG will provide notice of an approved accommodation to the test administration providers and the specific accommodations will then be taken into consideration in setting an exam date.

Requests for accommodations will be processed as quickly as possible. Candidates should allow for a minimum of thirty (30) days for processing, with the understanding that some cases may take longer. Candidates should include all the required documentation (see instructions below for what is required) with their initial request.

Candidates will be notified in writing of the decision regarding their request for an accommodation. Candidates who receive a testing accommodation are subject to the same policies and procedures described in this Handbook as apply to all other exam takers. PTAG determination about the approval of an accommodation request is final.

### ***Requesting Accommodations***

To be considered for special accommodations, a candidate must complete the PTAG Request for Accommodations Form, located at [www.ptaglobalcb.com](http://www.ptaglobalcb.com).

Please be aware that submission of a request for an accommodation does not guarantee testing accommodations. Decisions will be made on a case-by-case basis considering the information submitted and in accordance with the law.

Requests for accommodations must include either:

A letter, written no more than two years earlier than the date of the request, from an objective physician or healthcare professional qualified to diagnose the disability or medical condition and render an opinion as to the need for an accommodation. An "objective" professional cannot be the candidate requesting the accommodation or a relative of the candidate.

The letter from your qualified professional MUST include the following:

1. The specific disability/diagnosis. Mental/emotional disabilities must be accompanied by a numerical DSM-IV classification code.
2. A brief explanation of how this condition limits the candidate's ability to take the exam under standard conditions.
3. If this is not a permanent disability or diagnosis, include date first diagnosed, approximate duration, and method used to make the diagnosis.
4. State specifically the accommodation(s) required. Requested accommodations should be adequate to address the candidate's specific disability or diagnosis without creating an unfair advantage. Please note that candidates who require extra time to complete the exam will be given 150% (or 1 1/2 times) the standard allotted time. If more time is needed, the letter must specifically state how much time is needed and why that amount of time is required.

Accommodations are provided to qualified candidates with disabilities to the extent that such accommodation does not fundamentally alter the examination or cause an undue burden to PTAG or the test administration site. The cost of excessive accommodation requirements is to be borne by the candidate (i.e., electronic communication equipment, etc.).

*PLEASE NOTE: The exam is written and administered in the English language. A lack of facility with the English language is not considered a disability. Exams will not be translated into foreign languages, and interpreters are not permitted for the purpose of translating the examination from English into another language for a candidate.*

## ***Preparing for the Final Exam***

When you are ready to take the certificate exam, you can take it right on your education page in [www.ptaglobal.com](http://www.ptaglobal.com).

An exam preparation tutorial can be found [HERE](#), which also includes some information for the NCCA testing center exam.

Before taking the final exam, you will have the option to take the practice exam. It is highly recommended that you take the practice exam as many times as needed until you are consistently scoring above 80%, and preferably above 90%.

It is further recommended that you use the PTA Global Guide to Personal Training and the Personal Trainer Study Guide, both of which are accessed on course page.

# **EXAM ADMINISTRATION**

## **Testing Format**

The PTAG-CPT exam is in four-answer, multiple choice format. The exam includes 100 questions pulled randomly and electronically by domain, from a bank of over 750 questions. Candidates are provided two (2) hours to complete the exam.

Often, the exam is “locked” and a code must be entered in the presence of a PTAG distributor to take the exam in a proctored setting.

## **Confidentiality**

Confidential information (non-public information including, but not limited to, social security number, financial account numbers, or medical information, etc.) is protected by federal, state and local laws or regulations. To protect the privacy of our candidates and certified professionals, PTAG’s database of personal information is accessible only by authorized staff and authorized contractors operating under a nondisclosure agreement. Please see PTAG’s Confidentiality and Records Retention, posted on its website, [www.ptaglobal.com](http://www.ptaglobal.com), for more information about data collected by PTAG and the use of such data by PTAG.

Exam scores are considered confidential information and will not be disclosed without the written consent of the person in question, unless PTAG is required to do so by law or court order. If your course has been provided free of charge by an employer, they may have access to your score.

Information that is not considered confidential and may be shared with schools, employers, inquiring clients of certified professionals, regulatory or licensure body, and other concerned third-parties includes general exam results (whether a candidate passed and exam), certificate status, certificate number, the current status of a previously-certified individual’s credential and whether the individual is in a “Not in Good Standing” status with PTAG.

Information in the PTAG database, such as pass rates, number of certified professionals, score trends, etc., may be used in the aggregate (summarized across a group of individuals) for the purpose of research reports, marketing, partner relations and other published data. Additionally, schools, employers or PTAG partners may be provided aggregated data (e.g., summarized across all students of an institution, all employees of an employer, or other grouping, provided that there are enough included individuals to assure that data pertaining to any one individual cannot be deduced) reflecting the Pass/Fail percentage, renewal rates and other data points collected by PTAG.

## ***EXAM CONDUCT***

PTAG does not tolerate cheating or any breach of academic or professional ethics. PTAG also does not tolerate activity or conduct that jeopardizes the security or integrity of its certificate exams. Accordingly, all candidates are required to:

1. Abide by the Testing Rules of Conduct described below
2. Provide accurate and truthful information when they register
3. Adhere to the PTAG Professional Code of Ethics, which is provided in the “Suspension or Revocation of Credentials (Disciplinary Action) section of this Handbook.

Failure to do so is considered misconduct for which the candidate may be disciplined.

### ***Testing Rules of Conduct***

Each candidate must abide by the following PTAG Testing Rules of Conduct:

- All exams must be completed within a single, continuous session. Candidates may not stop their exam administration and return to review their answers or continue the exam(s) at a later date or time.
- No reference books are allowed during any PTAG examination administration.
- Telephones, personal computers, electronic tablets, electronic readers, cameras, MP3 players, pagers, radios, watches, electronic translators, calculators, and all other electronic devices are prohibited, except to the extent the electronic device is approved pursuant to an accommodation request.
- Removal of exam content from the exam is prohibited. Any act to retain exam content for use after the completion of the exam will be deemed a breach of the confidentiality policy and considered theft of PTAG’s intellectual property. This includes any effort to copy, photograph, record, or memorize exam content.
- Candidates are honor-bound to report all suspected cheating or attempts to steal examination content by others that he/she witnesses, hears about, or is asked by another to participate in. Failure to alert the PTAG to such activity will be deemed a violation of the Testing Rules of Conduct.

### ***Disciplinary Actions for Exam Misconduct***

Any misrepresentation of a candidate’s eligibility, violation of the to adhere to the PTAG Professional Code of Ethics is considered Misconduct for which PTAG may take disciplinary action. Any candidate engaging in any activity that may compromise the security, validity, or integrity of the PTAG-CPT exam will be subject to disciplinary action, which can include the invalidation of exam scores, revocation of credentials, and imposition of a ban from retaking the examination or any other examination offered by PTAG.

In addition to the disciplinary action described herein, PTAG reserves the right to discipline a candidate or certified professional who engages in illegal, threatening or unprofessional behavior or activity, even if not specifically described in this Handbook. PTAG also reserves the right to report disciplinary actions to concerned third parties, which may include the employers, schools, inquiring customers of the certified professional, regulatory, licensing or oversight bodies, or law enforcement.

Candidates and certified professionals are entitled to Due Process and have a right to appeal disciplinary action, as described more fully in the “Due Process” and “Appeals” sections of this Candidate Handbook.

## ***Violations of Certain Testing Rules of Conduct***

Violations amounting to theft of exam content: Any allegations concerning the security of the exam and PTAG's intellectual property will be investigated. PTAG has the right to invalidate test scores, suspend or revoke certificate credentials, and deem a candidate ineligible to retake the exam or sit for other PTAG exams.

Violations amounting to cheating: Any allegations of cheating will be investigated. PTAG has the right to invalidate test scores, suspend or revoke certificate credentials, and deem a candidate ineligible to retake the exam or sit for other PTAG exams.

PTAG reserves the right to report violations of these Rules to concerned third parties, which may include the candidate's school or employer, any regulatory or licensing body, or law enforcement.

# **EXAM RESULTS**

## **Scoring**

Certificate exams are scored immediately upon completion by web-based testing software. Candidates are given an immediate result. Accordingly, please note that although scores may be released immediately, all data subsequently will be analyzed for anomalies. If anomalies are found that impact the scoring, the exam will be rescored, and the candidate will be advised if the rescore impacts whether he/she passed or failed the exam. In some cases, an anomaly will be determined to be the result of an administrative error or, possibly, misconduct. PTAG reserves the right to require candidates to retake exams when an administrative error occurs that impacts exam scores or if it determines that misconduct by others may have impacted the scores of all examinees. Individuals involved in misconduct are subject to disciplinary action described

PTAG examinations are scored using a scaled score method. Scaled scores can range from 0 to 100 and represent a conversion of the candidate's raw score to allow for comparison between different forms of the same examination. The use of a scaled score provides consistency in reporting passing standards by accounting for the difficulty level of the examination form. The same level of performance is required to meet the scaled passing score of 72 regardless of which form of the exam a candidate takes. A candidate must achieve a scaled score of 72 or higher to pass the examinations covered in this Handbook.

Disclosure of Scores to Third-Parties. Although PTAG may share successful exam results (a pass without a score) with third parties, PTAG does not disclose exam scores or failed attempts to others unless required by law to provide results to regulating agencies, or if permission has been granted by the candidate. If the course and exam is provided by an employer at no charge, they may request your exam score.

Candidates who, after verification, pass the exam will receive a formal certificate indicating that they are a non-NCCA certified professional. The certificate is sent electronically following successful passing of the exam.

## **Exam Appeals**

Candidates may request an appeal of their final exam score. Requests must be received in writing on the official PTAG appeals form, which can be found at: [www.ptaglobalcb.com](http://www.ptaglobalcb.com) within thirty (30) days of the examination date. Decisions will be communicated in writing only. All decisions are final. For more information about the appeals process, please see the appeals section of this Handbook.

## **Exam Retest**

The PTAG online exam can be taken up to three (3) times. If the candidate is unsuccessful after three attempts, they must repurchase the course. It is highly suggested that a candidate conduct a thorough review of the CPT education content and take multiple practice exams before attempting the second and third attempts at the exam.

All exam candidates should be aware that there are many versions of the CPT Exam, and exam candidates should therefore be prepared to learn and understand the job knowledge and skill sets required of a personal trainer to pass the CPT Exam.

# **CERTIFICATE CREDENTIALS**

## ***Awarding of Credential***

Only candidates who achieve a passing score on the exam will be allowed to use the non-NCCA certificate program credential. PTAG will issue an official certificate of completion within 24 hours via email. Certificates are valid for two (2) years.

## ***Reception of Certificate***

You should expect to receive your electronic certificate of completion, if you have met all examination requirements and passed the exam, within 24 hours. If for some reason you have not received your certificate within two days, please contact [info@ptaglobal.com](mailto:info@ptaglobal.com) by email to inquire about your results.

IMPORTANT- The PTAG certificate emails are often send to “junk/spam” folders so please make sure to check these.

## ***Credential Use***

Candidates who achieve a passing score on the exam and have a current valid credential are allowed to include the credential “PTAG-PT” behind their name and the title “PTAG- Personal Trainer”. If outside the U.S. and Canada, the credential “CPT” may be used. The use of the credential should always be in a context and using media consistent with demonstrating professional credentialing, including but not limited to: office signage, resumes, websites, business cards, presentations, introductions, and electronic signatures. PTAG credentials may not be used to endorse any product, service, or company; or as a company, product, or brand name.

## ***Renewal***

PTAG certified professionals are required to keep their certificate current through fulfilling at least 20 CEC’s (approximately 20 hours of CB approved credit study every two (2) years. This is referred to as “renewal.” The purpose of renewal is to assure that professionals holding PTAG credentials stay current with best practices in the personal trainer and fitness fields and demonstrate a continued investment in their profession.

## ***Updating Your Contact Information***

As noted in the Getting Started section of this Handbook, it is important that PTAG always have current name and contact information about you. It is important that you advise PTAG of changes to your name, address and other contact information as soon as possible but at the very least before undertaking the renewal process. If your name has changed and you wish to have your new certificate to match your current name, PTAG will need to update your records. Additionally, the name on the CPR/AED card submitted with your renewal application will need to match the most current name in PTAG’s records.

## ***Renewal Requirements***

A certificate is valid for two (2) years following the issuance date of the certificate. To renew, you must complete continuing education, complete the renewal application and pay the renewal fee, as follows:

**Continuing Education:** PTAG Trainers must complete 20 continuing education credits (CEC), the equivalent of 20 contact hours of training, every two years.

- 1) PTAG offers a one time, ninety (90) day grace period with an extension fee. This extension allows the fitness professional 90 days beyond the expiration date to complete the 20 CECs.

- 2) CECs earned after the 90- day grace period will not count toward renewal. If a PTAG Trainer has not completed all the required CECs before the end of the 90-day grace period, he/she will be required to retake the examination to maintain his/her credentials.
- 3) The “Renewal Period” is the two-year period before your current certificate expires plus, if you pay the Extension Fee, an additional 90 days.
- 4) CECs can be obtained from PTAG-approved continuing education providers. Continuing education opportunities can be found on the PTAG website under the “My Education” tab, at [www.ptaglobal.com](http://www.ptaglobal.com). The cost, length and CECs awarded for continuing education courses vary, so you should review carefully the information available about each course before enrolling.
  - The PTAG Provider Program allows outside organizations to submit their course content to be considered for review and approval of CECs. Once approved, these courses will be designated as PTAG approved offerings and will meet the approved requirements
  - If there is a continuing education course that has not yet been approved by the CB, you must submit a CEC Approval Request Form and associated fees. As with all PTAG-approved CECs, PTAG will evaluate the course to ensure that it (a) promotes continued competence, develops knowledge and skills, and enhances professional skills and judgment beyond that required for entry-level practice and (b) that the number of awarded CECs is appropriate. PTAG reserves the right to withhold approval of a submitted course or to limit the number of CECs awarded. Until the course is approved by PTAG, it cannot be used towards renewal so you should be sure to submit the course well in advance of the end of the Renewal Period.
  - PTAG offers courses and credentials, which can count for as much as 20 CECs. Please see the PTAG website to learn more about these opportunities.
  - All renewal applications must demonstrate the applicant has a valid and current CPR/AED certification. Please note that the name on the CPR/AED card submitted with your renewal application will need to match the most current name in PTAG’s records. (You will **NOT** receive CECs for obtaining a current CPR/AED certification because this is a requirement for the certificate.)
  - Excess CECs earned in one Renewal Period cannot be applied to the next Renewal Period.

**Renewal Application:** With each renewal, you will need to follow the renewal application process and complete the [Renewal Application Packet](#). You will be required to provide documentation verifying the completion of 20 CECs. You are responsible for obtaining a certificate of completion or other official document from each continuing education course you attended, this includes the front and back of your mandatory CPR/AED certification. There will be a random audit performed on all renewal applications submitted. If your application is chosen for audit and you do not meet the requirement, you will have 30 days to submit all supporting documentation to the PTAG Renewal Department.

**Renewal Fees:** Unless the certified professional has purchased the “Lifetime Renewal” package: (see below), a fee must be paid with each renewal application (the “Renewal Fee”). If you timely recertify before the expiration date on your certificate, you will be charged the Renewal Fee (see website for current fee amount). If you use the 90- day extension period to complete your CEC requirements, you will be required to pay the normal Renewal Fee, plus an additional “Extension Fee”. All fees, including the Renewal Fee and the Extension Fee, are subject to change and you should reference the PTAG website to confirm the current fee structure. Only one (1), ninety (90) day extension may be granted. CEC costs are separate and apart from the renewal fees and are paid at the time of purchase of each continuing education course.



## ***Lifetime Renewal***

“Lifetime Renewal” is an opportunity to pay all renewal fees at one time and never have to pay the normal renewal fee again. Because fees, including the renewal fee, are subject to change, this allows you to avoid price increases over the course of your career.

- The Lifetime Renewal fee is an in-full, one-time payment. Previously paid renewal fees cannot be applied against the Lifetime Renewal fee.
- Lifetime Renewal only concerns the renewal fee. You must still complete all other renewal requirements every two years:
  - Purchase and complete 20 CECs;
  - Submit the Renewal Application and proof of CEC completion; and
  - Provide a valid and current CPR/AED certification.
- If, in the future, if you use the 90-day grace period to complete your CEC requirements, you will not have to pay the renewal fee, but you still will be required to pay the Extension Fee (see Renewal Fees section above)
- PTAG reserves the right to discontinue offering Lifetime Renewal or change the terms offered to new purchasers of Lifetime Renewal at any time and without prior notice. All fees, including the Lifetime Renewal fee, are subject to change and you should reference the PTAG website to confirm the current fee structure.

## ***Restoring your Certificate***

Should a certificate expire, you may restore your certificate after the three (3)-month extension period, but within one (1) year of the expiration date. To restore your certificate, you must submit:

- evidence of 20 continuing education credits (the credits must have been earned prior to the original expiration date or within the ninety (90)-day extension period)
- a copy of the front and back of your CPR/AED certification card that shows the certification was continuously current from the original certificate period;
- payment of applicable fees, including the Renewal Fee, Renewal Extension Fee and the Renewal Restoration Fee. If you have purchased the Lifetime Renewal package, you will still be required to pay the Renewal Extension and or Renewal Restoration Fees depending upon certificate date.

You may not restore your certificate after the one-year anniversary date of the expiration date or if the above-listed requirements cannot be satisfied. Under such circumstances, you must register and successfully retake the examination. You are not permitted to use the PTAG-PT or PTAG-CPT credential following your name or on office signage, your resumes, any websites, your business cards, presentations you give, introductions, or electronic signatures if you have let your certificate lapse.

## **SUSPENSION OR REVOCATION OF CREDENTIALS**

### **(DISCIPLINARY ACTION)**

PTAG reserves the right to reprimand a PTAG Trainer or suspend or revoke his/her credentials for violating the PTAG Professional Code of Ethics (described in this Handbook), engaging in unprofessional conduct as described below:

#### ***PTAG's Professional Code of Ethics***

PTAG has established a code of ethics and guidelines to protect the public and the profession. Candidates are expected and certified professionals are required to agree to and follow the PTAG Professional Code of Ethics, stated below.

**Professionalism.** Each PTAG fitness professional must provide optimal professional service and demonstrate excellent client care in their practice. Each certified professional must:

1. Abide fully by PTAG Professional Code of Ethics; Conduct oneself in a manner that merits the respect of the public, other industry colleagues, PTA Global and its employees and management staff;
2. Treat each client and industry professionals inside and outside the fitness industry with respect and dignity all the time;
3. Maintain the confidentiality and privacy of clients or other colleagues by not sharing conversations had with them;
4. Use appropriate professional communication in all verbal, non-verbal, and written transactions. This includes contact with clients while training. Be sure to inform and get verbal approval from all clients in every situation before touching them in any place on their body;
5. Provide and maintain an environment that ensures client safety at all; times, every session, with focus on the client during the training session;
6. Be on time for every session with a client, including non-paid assessments and consultations while maintaining proper hygiene;
7. Refrain from cellular phone usage during any client session;
8. Train only low risk clients or those who are cleared of medical concerns by a registered medical professional;
9. Always stay focused on the client you are training and never lean on equipment or watch television during a session with a client;
10. Refer the client to the appropriate medical practitioner when, at a minimum, the certified professional:
  - a. Becomes aware of any change in the client's health status or medication;
  - b. Becomes aware of an undiagnosed illness, injury, or risk factor; or
  - c. Becomes aware of any unusual client pain and/or discomfort during the course of the training session that warrants professional care, in which case the certified professional will immediately discontinue the session.
11. Refer the client to other healthcare professional when nutritional and supplemental advice is requested unless the fitness professional has been specifically trained to do so or holds a credential to do so and is acting in that capacity at that time;
12. Maintain proper professional hygiene (clothing and physical appearance) all the time when present in the workplace;
13. Treat every member, client, and colleague as well or better than you would want to be treated;
14. Remain in good standing and maintain current certificate status by acquiring all necessary continuing education requirements.

**Confidentiality.** Each PTAG fitness professional must respect the confidentiality of all client information. In his/her professional role, the certified professional must:

1. Protect the client's confidentiality in conversations, advertisement and any other arena unless otherwise agreed upon by the client in writing or, when necessary due to a medical occurrence or when legally required;
2. Protect the interest of clients who are minors by law or unable to give voluntary consent by securing the legal permission of the appropriate third party or guardian; and
3. Store and dispose of client records in a secure manner.

**Legal and Ethical.** Each PTAG fitness professional must comply with all legal requirements within the applicable jurisdiction. In his/her professional role, the fitness professional must:

1. Obey all local, state, federal, and provincial laws, regulations and professional rules;
2. Accept complete responsibility for his/her actions;
3. Maintain accurate and truthful records; and
4. Respect and uphold all existing copyright, trademark and intellectual property right laws.

PTAG may revoke or otherwise take immediate action with the certificate of an individual who is or has been convicted of, plead guilty to, or plead no contest to a felony or violent misdemeanor or has been found through legal process to have been negligent or responsible for injury or harm in performing in his/her professional capacity or have misrepresented his/her qualifications to provide services, including opinions or advice, to the public.

**Business Practice.** Each PTAG fitness professional must practice with honesty, integrity, and lawfulness. In his/her professional role, the certified professional must:

1. Maintain adequate liability insurance;
2. Maintain adequate and truthful progress notes for each client;
3. Accurately and truthfully inform the public of services rendered and his/her qualification to render such services;
4. Honestly and truthfully represent all professional qualifications and affiliations;
5. Advertise in a manner that is honest, dignified and representation of services that can be delivered without the use of provocative and/or sexual language and/or pictures;
6. Maintain accurate financial, contract, appointment, and tax records including original receipts for a minimum of four years; and
7. Comply with all local, state, federal, and providence laws and employer rules regarding harassment and discrimination, including sexual harassment.

### ***Unprofessional Conduct***

PTAG fitness professionals who hold PTAG credentials serve the public and are entrusted with the care, safety and privacy of their clients. PTAG requires all fitness professionals to behave professionally at all times, and reserves the right to suspend or revoke credentials for any of the following reasons:

- Acts of dishonesty, misrepresentation, or fraud.
- Behavior that disregards the dignity, safety, or privacy of the client or anyone under the certified professional's fitness or training oversight.
- Unlawful activity, particularly such activity that jeopardizes the life, safety or health of others or calls into question the certified professional's ability to practice as a competent fitness professional.
- Conduct that is discriminatory or harassing, including acts of sexual harassment.

- Denial or revocation of licensure, registration, or approval by a state board or agency or membership organization with oversight responsibilities for the profession on grounds of gross misconduct, gross negligence of duties, misrepresentation or fraud.
- Unauthorized use of PTAG's proprietary content or materials or any
- infringement activities with regards to any of PTAG's intellectual property rights, including its copyrighted materials, its trademarks, its trade names, including those of any of its products, whether in long name, short name or acronym form, its logos, its trade dress or its science.
- Material misrepresentation or fraud in any statement to PTAG, including, but not limited to, statements made to assist oneself or another candidate or certified professional to apply for, obtain, or retain the certificate or in applying for, entering into obligation or failing to meet the obligations of a payment plan with PTAG.
- Violation of the Testing Rules of Conduct, even if not discovered until after the issuance of PTAG certificate credentials.

PTAG reserves the right to discipline a fitness professional who engages in illegal, threatening or unprofessional behavior or activity not specifically described above. PTAG also reserves the right to report disciplinary actions to concerned third parties, including employers, inquiring customers of the certified professional, school, any regulatory or licensing body or law enforcement.

### ***Due Process***

Due process is afforded to any individual involved in misconduct, violation of the PTAG Professional Code of Ethics, or other prohibited activity described in the Unprofessional Conduct section above.

1. Determining the existence of a possible violation;
2. Investigating the suspected violation;
3. Communicating the findings and sanctions imposed, if any, to the affected parties.

If a proctor, candidate, consumer, or other party has a complaint, they can fill out the Conduct Violation Report form, found at [www.ptaglobal.com](http://www.ptaglobal.com). The charged person will be notified of the complaint by traceable mail, such as registered mail or Federal Express. Where PTAG deems it to be appropriate, to protect the person who made the complaint from retaliatory action, PTAG reserves the right to withhold such person's name.

A written response concerning the complaint will be considered if submitted within ten (10) days following the delivery of the complaint to the accused individual. The complaint and response, if any, will be reviewed by the Administrative Committee.

Upon completion of its investigation of the reported conducted, including the written response and any materials provided by the accused individual, PTAG will make determination and, if appropriate impose disciplinary action. If the Administrative Committee has considered substantially similar case(s) in the past, their decision in those prior cases will be considered precedent for future cases and PTAG staff will apply the prior decision where appropriate. Under those circumstances, PTAG staff will send a decision letter that is consistent with the Committee's earlier decisions. If the Committee has not considered substantially similar cases and there is no determinative precedent, the request and supporting evidence will be reviewed by the Committee.

Upon review of the complaint and the evidence, the Administrative Committee will determine if a further investigation is warranted. Based on its review of the gathered information, including the written response and any materials provided by the accused individual, and after deliberations, the Committee will take a vote. Upon an affirmative vote of two-thirds of the Committee, this Committee shall determine whether any disciplinary action already taken by PTAG needs to be revised or enhanced and, in cases where disciplinary action has been taken, whether grounds for additional disciplinary action exists and, if so, what additional disciplinary action should be taken. The Committee shall notify the charged candidate or fitness professional of their decision within thirty (30) business days by traceable mail.

## **APPEALS**

As described above in the Due Process Section, the first recourse for a disciplined candidate or PTAG Trainer who disagrees with the findings leading to disciplinary action or the imposed action itself, can file a request for appeal with the Administrative Committee. The Committee will consider any new information provided by the affected individual and will either reverse or uphold the earlier determination. Although the Committee may uphold the original finding, the Committee may determine to reduce or affirm the earlier imposed disciplinary action. The individual is then allowed to seek review of the Committee's appeal decision. A separate request for review by the PTAG Administrative Committee must be submitted. The Committee will review the appeal within 15 days. Decisions of the Committee are final. All decisions of the Committee are communicated in writing only.

### ***Exception Requests***

As noted in the "Eligibility" and "Renewal" sections of this Candidate Handbook, candidates must meet certain requirements to be eligible to sit for a certificate exam or to obtain renewal. Candidates seeking exceptions to these requirements may do so as described below.

#### ***Eligibility Exception Requests***

Candidates may request an exception to eligibility requirements to sit for the certificate exam by completing the appropriate exceptions request form. PTAG reserves the right to uphold eligibility requirements. Decisions concerning exception requests will be communicated in writing only. Candidates may appeal the exception request in writing. The Committee will review the appeal within 15 days. Decisions of the Committee are final.

#### ***Renewal Exception Requests***

Certified professionals may request an exception to the requirements for renewal by completing the appropriate PTAG exceptions request form. PTAG reserves the right to uphold renewal requirements. Decisions concerning exception requests will be communicated in writing only. PTAG fitness professionals may appeal the exception request decision to the Committee. The Committee will review the appeal within 15 days. Decisions of the Committee are final.

#### ***Precedent-based Exception***

Candidates/certified members may appeal a precedent-based determination, as described in the Due Process section above, to the Administrative Committee within thirty (30) days of receiving the decision letter. The Committee will hear the appeal within 15 days. Decisions of the Committee are final.

## ***CERTIFICATE EXAM: HOW DID PTAG DEVELOP THE CERTIFICATE EXAM AND CONTENT DOMAINS?***

PTA Global conducted an informal, verbal global survey of many managers and owners of major health clubs (i.e. 24 Hour Fitness, Lifestyle Family Fitness, Town Sports International, and Spectrum Athletic Clubs) asking the following questions:

1. Do the personal trainers currently applying for employment at your facilities have the skill set and knowledge to be successful in the athletic club or gym facility environment?
2. What skills and abilities does a personal trainer need to be successful at your athletic club or gym facility?
3. What skills or knowledge are still needed for the benefit of your customers, members, and clients?

The most common and overwhelming response was the following:

The trainers are not coming into the industry with the full set of skills or knowledge necessary to be successful as a trainer in the club environment. The skill set and knowledge trainers are missing:

- Applying program design
- Human Behavior
- Communication and business skills
- Liability
- Understanding and meeting special populations needs

This list of domains was designed to be consistent with the feedback from meetings and discussions with all athletic club/gym facility owners and managers when addressing the issue of what skills and knowledge were important for a trainer to possess to be successful.

The next step for PTA Global and subject matter experts was to validate this informal process by conducting a short survey based on the content domains to show what a successful and professional certified personal trainer does to see if it aligns with the domains that the clubs had revealed were missing in the trainers who are unsuccessful and leave the industry.

For this survey, PTAG appointed subject matter experts focused on the fitness and personal training managers (those who supervise the trainers at their respective athletic clubs/gym facilities) and had them conduct an observational survey of their top performing personal trainers as to whether they were implementing or using any of the knowledge or skills consistent with the domains.

Following the initial informal verbal survey with the health clubs and the formal observational survey with the fitness and personal training managers, subject matter experts and the CB then looked at the more commonly needed content areas of human sciences (kinesiology), nutrition, and workplace practices that are necessary for the job of any certified personal trainer.

This allowed the PTAG to create the initial list of exam content domains. These domains were:

- Human Body
- Exercise Science
- Liability and Risk
- Clients and Operations
- Exercise Programming
- Exercise Equipment
- Functional Anatomy

- Program Design
- Goal-based Movement
- Human Behavior
- Human Sciences
- Workplace Practices
- Nutrition
- Body Fat Management
- Special Populations

Therefore, from the complete process -the PTA Global Exam Content domains for the Certificate Exam are:

- Human Body and Basic Exercise Science
- Liability and Risk
- Clients and Operations
- Exercise Programming & Equipment
- Exercise Science-Nomenclature
- Functional Anatomy
- Program Design
- Goal-based Movement
- Workplace Practices
- Nutrition & Body Fat Management
- Exercise for Special Groups

From the focus groups and the larger survey, the CB and subject experts used the information to confirm the importance of each knowledge domain, with importance based on a total of 100% involving all areas of knowledge and skill a certified personal trainer should possess, which was then confirmed by the JTA to be:

- Human Body and Basic Exercise Science (16%)
- Liability and Risk (5%)
- Clients and Operations (5%)
- Exercise Programming & Equipment (14%)
- Functional Anatomy (8%)
- Program Design (25%)
- Goal-based Movement (5%)
- Workplace Practices (8%)
- Nutrition & Body Fat Management (7%)
- Exercise for Special Groups (7%)

Exam items are made up of questions from each of these main domains being weighted to support the percentages that were determined by PTAG. Therefore; the number of questions used from each domain, is the same as the percentages entered above. For example, there are 16 questions randomly pulled from the topics of Human Body and Exercise Science.

There are over 650 questions in the exam pool from which 100 questions are drawn using the percentages above. Make sure to take the practice exam numerous times to help ensure success.

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