



NETA-PTCB

Policies & Procedures

Adopted by the NETA-PTCB on April 3, 2006



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Mission Statement

The NETA (National Exercise Trainers Association) Personal Trainer Certification Board (NETA-PTCB) is committed to elevating and maintaining the acceptable level of competence of Personal Trainers. NETA-PTCB ensures reliable and legally defensible testing on the knowledge and skills required to provide the general public with safe and effective exercise programming for apparently health adults. NETA-PTCB's primary concern is public safety in the context of exercise and fitness endeavors.

Introduction

The NETA-PTCB is a division of NETA (National Exercise Trainers Association) located in Minneapolis MN. NETA-PTCB is wholly committed to providing entry level credentialing for individuals who seek entry into the Personal Training industry. The NETA-PTCB credential is a scientifically based and psychometrically sound certification exam designed to ensure an appropriate level of knowledge and skills to individuals who may not possess a related degree in the exercise sciences and / or who may have little or no prior fitness related experience. PT Certification Exam Candidates can successfully prepare to enter the Personal Trainer field via adequate study time and exposure to personal training. NETA-PTCB recommends that a prospective candidate achieve exposure to Personal Training by becoming a client of a reputable Personal Trainer or by requesting an (unpaid) apprenticeship at a local fitness facility. These are recommendations and should not be construed as eligibility requirements.

NETA-PTCB Certified Personal Trainers are fitness professionals who perform client assessments and design safe, effective exercise and conditioning programs for apparently healthy individuals according to recognized industry standards. They provide the guidance to help clients achieve their personal health, fitness and performance goals via the implementation of exercise programs, nutritional recommendations and suggestions in lifestyle modification. They hold a current emergency cardiac care (CPR) certification and respond appropriately in emergency situations. Certified Personal Trainers do not diagnose and/or treat areas of pain or disease and will refer clients to other health care professionals/practitioners when appropriate. They abide by NETA-PTCB Code of Ethics at all times.

The NETA-PTCB serves independently to uphold the stringent standards of professional certification and monitor the integrity of the NETA-PTCB credential(s), and to implement the standards, guidelines and policy created by the Certification Advisory Council regarding obtaining, (and/or maintaining), the NETA-PTCB credential.

Although NETA-PTCB is an affiliate of NETA, which provides educational materials and training to prepare potential candidates for the NETA-PTCB-CPT certification exam, it does not require purchase of any such materials to be eligible to sit for the NETA-PTCB-CPT exam.

Bylaws Of The NETA Personal Trainer Certification Board (PTCB) *(The “Board”)*

ARTICLE I: Purpose

Bylaw 1

The purpose of the Board shall be to advance the field of personal training by developing and maintaining criteria and procedures for conducting a valid and reliable national certification program.

ARTICLE II: Offices

Bylaw 2

The business address for the PTCB shall be determined by the Board, and may be changed from time to time as required.

ARTICLE III: Board of Directors

Bylaw 3.1. Limitations –

The Board is a private, not-for-profit, autonomous, voluntary credentialing body. No part of any earnings shall inure to the benefit of any Board member, nor shall the Board engage in any advocacy on behalf of the discipline.

Bylaw 3.2 Scope –

The Board shall function autonomously with respect to its credentialing criteria, finances, policies, administration, time, place, and frequency of its meetings, election of officers and members, and all other lawful activities. The PTCB shall have no role in developing or conducting education programs and applicants are not required to participate in any NETA education program for eligibility or maintenance of the certification.

Bylaw 3.3 Composition -

The Board shall be composed of (9) voting members and the President of the National Exercise Trainers Association (NETA), who shall serve ex officio without vote. Of the voting members, three (3) shall be standing members and six (6) shall be At-large members elected by the manner described in section 3.4. The standing members shall be two personal trainers appointed by the NETA Board of Directors and a public member appointed by the PTCB. All At-large members must be currently credentialed certified personal trainers.

Bylaw 3.4 Elections –

With the exception of the initial Board, which shall be appointed by the NETA Board of Directors, all future At-large members will be elected by majority vote of then active certified trainers by mail or electronic ballot. Ballots will contain the names of individuals put into nomination by the Nominating Committee (Bylaws 5.2) along with criteria for write-in candidates. Ballots will be circulated to all eligible voters no less than thirty (30) days prior to the NETA annual meeting.

Bylaw 3.5 Terms –

All board terms will be three years in length. Standing members may be reappointed for unlimited additional three-year terms. At-large members may be re-elected for one additional three-year term following the initial term. Thereafter, at least one three-year period must expire before previously elected At-large members are eligible for re-election. Terms for At-large members comprising the initial Board shall be staggered.

Bylaw 3.6 Board Duties and Functions –

The Board shall have full authority to establish policies, rules, regulations, and requirements for certification. The Board shall circulate changes in policies, rules, regulations and the like to individuals and organizations whose members are most likely to seek certification no less than ten (10) months prior to the change(s) being implemented. The Board shall establish certification fees. Along with the Chair, the Director of Certification shall conduct the day-to-day business between meetings of the Board.

Bylaw 3.7 Meetings –

The Board shall hold at least three (3) regular meetings during the calendar year for the transaction of any and all business that comes within its scope. All meetings will be held at times and locations determined by the Board.

The Chair and any six (6) members of the Board may call Special Meetings of the Board as necessary. Notice of such Special Meetings, delivered by regular mail, electronic mail, facsimile or otherwise, must be given to all Board members not less than fifteen (15) days in advance of a meeting.

Included with the notice shall be an agenda, which will specify the only business to be transacted at the meeting. Any Board members may waive notice of any meeting. Special meetings may take place by teleconference or any other appropriate method.

Bylaw 3.8 Quorum and Voting –

For purposes of transacting business, the presence of at least five (5) Board members shall constitute a quorum. At any meeting of the Board, each eligible voting member is authorized to cast one (1) vote.

Except as provided below or by another express provision of these Bylaws or as required by law, the Board shall take action by majority vote of the voting members who are present at any meeting at which a quorum is present; however, none of the following actions will be taken except upon approval by at least two-thirds (2/3) of all voting Board members:

- (a) Amending the Bylaws;
- (b) Any liquidation, dissolution or winding up of the Board.

In the event of an issue requiring Board vote in between regular or special meetings of the Board, the Chair may authorize balloting by regular mail, electronic mail, facsimile or other similar means.

Bylaw 3.9 Vacancies –

A vacancy in any Board position because of death, resignation, disqualification, or otherwise, shall be filled by the Board for the unexpired portion of the term.

Bylaw 3.10 Removal from Board –

Removal from the Board shall require the affirmative vote of three-quarters (3/4) of all voting Board members, not counting the member(s) whose removal is being considered, provided such action has been included as an agenda item in the call for the meeting during which the action shall be addressed.

Bylaw 3.11 Standards of Conduct –

No Board members may act on behalf of the Board, nor hold himself or herself out to the public as authorized to act on behalf of the Board, without the direction and consent of the Board. Each Board member shall discharge the duties of the position in accordance with applicable law and, without limiting the foregoing, in good faith, in a manner the Board member reasonably believes to be in the best interests of the discipline, and with the care that any ordinary prudent person in a like position would exercise under similar circumstances. In discharging the duties of the position, a Board member shall discharge those duties in accordance with, and be guided by, these Bylaws as from time to time in effect, applicable policies of the Board as from time to time in effect, as well as the mission statement. The foregoing does not limit or preclude the authority of any Board member in good faith to propose changes to these Bylaws, the mission statement, or any policies or procedures.

ARTICLE IV: OfficersBylaw 4.1 Officers

Officers shall consist of a Chair and Vice Chair.

Bylaw 4.2 Election

Board officers shall be elected by majority vote of the Board during the Annual Meeting, provided a quorum is present; voting shall be by written ballot. Should a quorum not be present, election of officers shall take place by a mail ballot.

Bylaw 4.3 Term of Office

Newly elected officers shall take office at the close of the Annual Meeting at which they were elected, or, in the case of elections by mail after the Annual meeting, as soon as the results from the mail balloting have been determined and the officers notified. Each officer shall serve for one (1) year or until a successor is elected.

Bylaw 4.4 Reelection

After the initial term, officers shall be eligible for reelection to two (2) successive one (1) year terms (total of three years). At least three (3) years must transpire before previously seated officers become eligible to hold the same office.

Bylaw 4.5 Vacancies

In the event the Chair becomes vacant because of death, resignation, disqualification, or otherwise, the Vice Chair shall become Chair for the unexpired portion of the term. The Board shall elect a Vice Chair to fill the vacancy created. The new Vice Chair will serve the unexpired portion of the vacated office.

Bylaw 4.6 Duties

The Chair shall preside at all meetings of the Board, appoint committees, committee members and chairs (except Nominating Committee), and perform such other duties as custom and parliamentary usage may require. The Chair shall call special meetings of the Board and Special Committees. The Chair shall be an ex-officio non-voting member of all panels and Special Committees. The Vice Chair shall perform the customary duties of the office as directed by the Chair.

ARTICLE V: CommitteesBylaw 5.1 Composition

Committees may be composed of Board members and non-Board Members, so long as Board Members constitute the majority. Only Board Members may serve as Chair.

Bylaw 5.2 Nominating Committee

The Nominating Committee shall be composed of three (3) Board Members elected by majority vote of the Board during the Annual meeting. Members shall serve one (1) year terms and may be re-elected in successive years. The members comprising the committee shall elect its Chair. All Nominating Committee reports will be made to the Board.

The committee will prepare a slate of nominees for Board Chair and Vice Chair and present the same at each Annual Meeting. When appropriate, the committee shall prepare a slate of nominees to replace Board Members whose terms are expiring.

Bylaw 5.3 Special Committees

Special Committees may be appointed by the Chair, subject to majority approval of the Board, which shall function within the charge to the committee. Special Committees may be re-appointed at the Annual Meeting. Each such committee shall be discharged upon completion of its work and receipt of its final report, or upon completion of the term of office for the Board Chair who appointed the Special Committee. Special Committees may include, but are not limited to Hearing and Appeals Panels.

ARTICLE VI: Rules of Order and ProcedureBylaw 6.1 Parliamentary Authority

The Parliamentary rules and procedures contained in the current edition of Roberts Rules of Order, Newly Revised, shall govern all meetings of the Board in all cases to which they are applicable and not inconsistent with these Bylaws, and standing and Procedural Rules and Resolutions adopted by the Board, or with law.

Bylaw 6.2 Procedural Rules and Administrative Guidelines

The Board may adopt Special Standing and Procedural Rules, Administrative Guidelines and Resolutions as may be necessary to implement the purposes set forth in the Board Bylaws. These Rules, Guidelines and Resolutions may not be in conflict with the Bylaws. Such Rules, Guidelines and Resolutions may be adopted by majority vote of the Board without previous notice. They may be suspended, amended or rescinded in the manner provided for in the Parliamentary Authority.

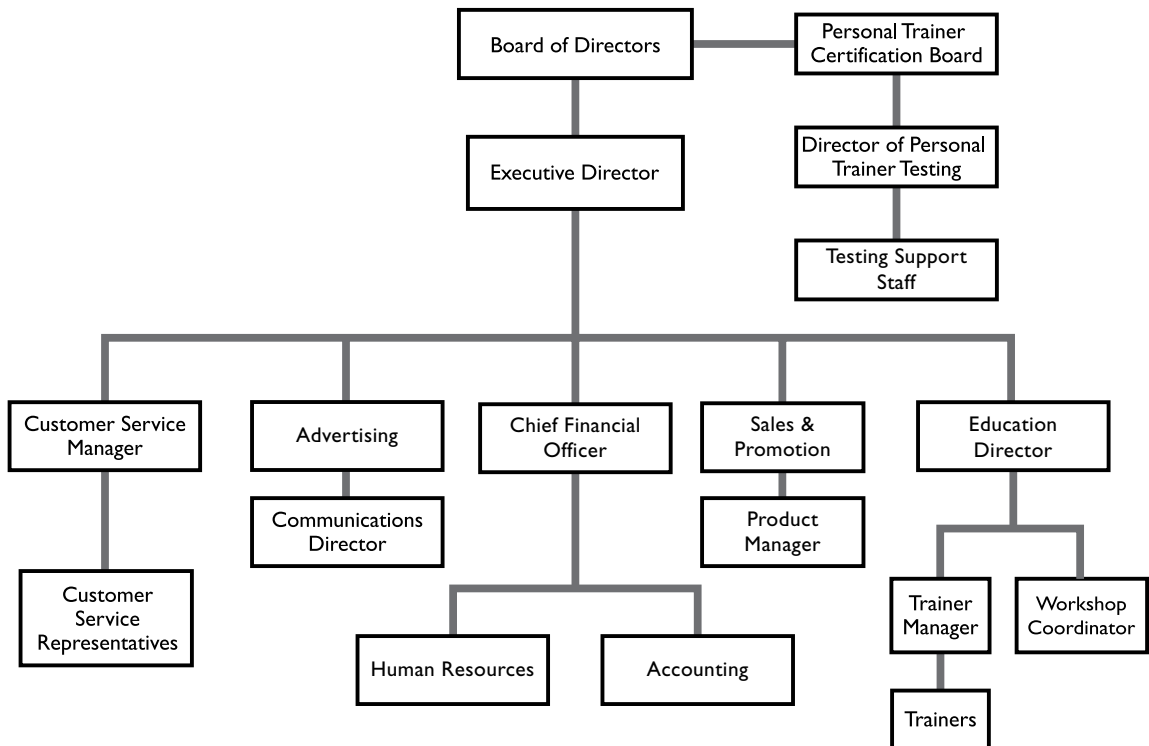
ARTICLE VII: Amendment to BylawsBylaw 7.1

These Bylaws may be adopted, amended or repealed at any meeting of the Board by a two-thirds (2/3) vote of the Board, provided that proper notice of proposed Bylaws changes has been given to each Board member at least 30 days prior to the meeting.

ARTICLE VIII: DissolutionBylaw 8.1

Upon the dissolution of the Board, the Board shall, after paying or making provisions for the payment of all liabilities, dispose of all assets of the certification program exclusively for the purposes of the Board in such manner, or to such organization or organizations, as shall at the time qualify as an exempt organization or organizations under the Internal Revenue Code, as the Board shall determine.

Organizational Chart



Appointment, Nominations and Elections for the PTCB

Appointments

The NETA Board of Directors appoints (2) two standing members of the PTCB. One public member is appointed by PTCB.

Qualifications For Appointments

The public member must be an individual not involved in any provider, consultant or vendor role in the personal trainer field. This individual shall meet current NCCA criteria for public membership on a certification governing body.

The standing members appointed by the NETA Board of Directors must be certified personal trainers.

Nominations

The PTCB Nominations Committee is composed of (3) PTCB at large Board members elected by a majority vote of the PTCB at the annual meeting. Standing members of the PTCB may not serve on the Nominating Committee. Members of the Nominating Committee shall serve one year terms and be eligible for re-election for up to (3) three successive terms. The Nominations Committee shall elect its own chair.

The primary role of the Nominations Committee is to prepare a slate of nominees for each elected at large position. The Nominating Committee shall solicit nominations from current certificants and prepare a slate of candidates for each at large board position. The slate must include at least one nominee for each position up for election.

Qualifications For Nominees For At Large Board Positions

All candidates for at large board positions must be current certified personal trainers. Candidates for these positions may not be members of the NETA Board of Directors or serve in a leadership position in any other national personal trainer association or certification body.

Elections

At large members shall be elected by an electronic or printed ballot sent to each current certified personal trainer. Provisions will be made for write-in candidates. It shall be noted that write-in candidates must meet all of the same nomination qualifications stipulated for at large board positions proposed by the Nominating Committee. Election will be determined by candidates that receive a majority of the ballots cast per open position. Ballots shall be circulated to eligible voters no less than (30) days prior to the NETA annual meeting.

Job Descriptions of Key Personnel

NETA-PTCB Certification Director

Serves as chief staff officer of the NETA-PTCB, who shall manage and direct all operational and administrative activities of the NETA-PTCB, including but not limited to the execution of contracts, employment of staff and consultants, except the auditor and legal counsel, management of office operations, development of certification information, liaison to other associations and other activities subject to policies of the NETA-PTCB, as they relate to certification. The PTCB Certification Director shall serve without vote as an ex-officio member of the PTCB Committees, Councils and Task Forces.

Candidate Registration Manager

Manages the daily activities related to candidate eligibility, registration, information management and recertifications.

Certification Testing Coordinator

Manages the daily activities related to certification exam confidentiality, security and processing; Proctor and computer-based testing sites.

Administrative Support Staff

Administrative staff will provide phone, email and other forms of contact with PTCB applicants, communication with potential applicants, answering questions and providing information, and data entry related to applicant registration and recertification.

Credentialing

NETA-PTCB will only grant a certification to candidates who successfully complete the certification process as required. The NETA-PTCB does not recognize, endorse or approve policies of 'grand fathering' for any NETA-credential. This 'grand fathering' policy would apply to those recertifying the credential. For a certified professional to remain in good standing with the NETA-PTCB, they must submit the required number of continuing education units (CECs) during the required time period. Each NETA-PTCB credential must be recertified independently.

Nondiscrimination Policy

NETA-PTCB does not discriminate among candidates on the basis of race, color, creed, gender, age, religion, national origin, ancestry, disability, military discharge status, sexual orientation, or marital status. NETA-PTCB strives to adhere to all federal, state, and local regulations pertaining to non-discriminatory practices.

NETA-PTCB complies with the Americans with Disabilities Act (ADA). We strive to ensure that no individual with a qualified disability is deprived of the opportunity to take our examination solely because of that disability. NETA-PTCB will provide reasonable accommodations for candidates with disabilities.

Procedures for ADA Compliance

The NETA-PTCB does not discriminate for the purposes of Board membership or office, application, examination, continuing education, recertification or any other activity of the NETA-PTCB on the basis of age, sex, sexual preference, color, religion, creed, marital status, national origin, race, language, medical condition or disability.

All candidates and board members are considered on the basis of their skill and knowledge as practitioners based solely on their ability to treat the consumer safely and The NETA-PTCB complies with all applicable federal and state laws (ADA) with respect to certification and recertification responsibilities. The NETA-PTCB assures that vendors for examination facilities and services adhere to nondiscrimination policies and that the facilities are ADA accessible.

The NETA-PTCB does not discriminate on the basis of disability. This includes disability involving the special senses, mobility, brain injury, language impairment, or developmental or acquired disability as long as the minimum requirements for candidacy have been met. The NETA-PTCB does not discriminate on the basis of a prior drug and/or alcohol abuse history as long as the candidate is not currently abusing substances. In the instance when a NETA-PTCB certified professional or board member is suspected of substance abuse, the person in question will be strongly urged to enroll in the licensing agency's professional treatment program and undergo the required counseling and monitoring.

Upon request, the NETA-PTCB shall make all reasonable accommodations to assist candidates with disabilities or language barriers in taking the examination or participating in other NETA-PTCB activities. Examples of these accommodations include a sign language translator for a candidate who is hearing impaired, an assistant/reader or adaptive equipment for a candidate who is visually impaired, a personal assistant for a candidate who is mobility impaired. A reader will be provided for any candidate with documented visual impairments.

All examination facilities meet ADA standards and are accessible by those in wheelchairs or with other mobility impairments. Special arrangements can be made for candidates with disabilities by submitting a letter requesting special arrangements with the completed application. A current letter from a health care specialist knowledgeable of the candidate's disability stating the specific needs of the candidate must accompany the completed application and letter of request. Pursuant to the ADA, accommodations will be provided to qualified candidates with disabilities to the extent that such accommodation does not fundamentally alter the examination or cause an undue burden to the agency.

Additionally, any adaptive equipment for overcoming obstacles imposed by a disability that the candidate must use in his/her office in order to practice will be permitted for purpose of the examination. Any special accommodations must be requested at the time of application. All candidates requiring special accommodations are required to notify the NETA-PTCB of these specific requirements in the appropriate

section on the application. The cost of excessive accommodation requirements is to be born by the candidate (i.e., electronic communication equipment, etc.).

Examples of requests for special testing accommodations that may be granted include modification of seating or other physical arrangements in the examination facility or providing for the examination to be taken in an accessible location, providing for a reasonable extension of testing time, providing an interpreter, reader or other auxiliary aid.

Examples of requests for special testing accommodations that may be denied include modification of the content of an examination, providing for unlimited testing time, permitting a reader to paraphrase test material. The NETA-PTCB Examination is in English and the NETA-PTCB does not translate its examination into Foreign Languages, nor does it provide or allow Interpreters to translate the examination. All candidates requiring special accommodations are required to notify the NETA-PTCB of these specific requirements in the appropriate section on the application.

The Certification Exam

Job Analysis/Role Delineation:

The Job Analysis Study defines the current knowledge, skill and abilities that must be demonstrated by entry-level credential holders to safely and successfully practice. The KS's are validated according to their frequency and criticality of usage. This study also serves as a "blueprint" for determining the content (performance domains) for the certification exam(s).

NETA-PTCB conducted a practice analysis utilizing highly qualified subject matter experts to determine the necessary skills and knowledge that an entry level Personal Trainer should possess. The result is a certification exam that is comprehensive, legally defensible and accurately measures competency.

The NETA-PTCB upholds stringent guidelines for the construction, implementation and delivery of the certification testing process.

The following steps must be completed at a minimum of 5 year intervals:

1. Validation Study: A research survey is conducted to determine the validity of the job analysis. The survey is sent to a large, national random sample of fitness professionals for validation.
2. Item Writing: A national and representative panel of industry experts develops exam questions that are tied to exam specifications and referenced to acceptable texts or documents.
3. Exam Construction: The questions are reviewed, selected and approved by an item writer / exam committee. The constructed exam is then forwarded to an independent Psychometrician for final editing.
4. Cut Score Determination: The passing score is to be determined as a standard for public protection. Each question must be rated by a group of industry experts using criterion-referenced procedures. The experts estimate the percentage of minimally competent professionals that will answer each question correctly. The passing score is then calculated and based on the overall degree of difficulty.
5. Continual Exam Evaluation: Following an exam administration, there is a continual evaluation and analysis of each question to help ensure validity. If a question is determined to be flawed, it is reworked or replaced. A new exam development process begins every five years. NETA exams are developed using the six-point exam development process and are guided by standards accepted by the American Psychological Association, the American Educational Research Association and the National Council on Measurement in Education.

Certified Personal Trainer (NETA-CPT) Exam Content

Performance Domain	# Questions
Initial Client Intake and Assessment	20
Program Design	35
Program Implementation	30
Evaluation	10
Ethics and Professionalism	5
Total Exam Questions	100

Exam Retirement

- An exam form is retired after 1,000 administrations, or after 24 months, whichever comes first.
- Items on a retired exam may become eligible for re-entry into the item bank.
- Retired exams can become eligible as practice exams.
- Items on practice exams are not eligible for re-entry into the item bank.

New Item Inclusion

The NETA-PTCB new item inclusion policy is designed to psychometrically examine new items to be used on future exam forms. Item performance statistics must be obtained and validated from a psychometric consultant to determine availability to enter the item bank and be eligible for inclusion on a certification exam form. For performance statistics to be validated, a minimum of 100 candidates are required to have attempted the item. The items to be sampled will be included in a “bonus” section of the exam.

These items will be scored by comparing the candidate’s response to the key provided by NETA-PTCB. The results of these sampled items will not affect the candidate’s raw score, and thus will not affect the pass/fail status of the candidate.

Quality Control Procedures

1. Exam performance. Each exam form is statistically analyzed annually by sound, proven, accepted psychometric methods. Decisions based upon performance are determined upon consulting with psychometric consultant. Results of the statistical analysis are published in the annual report of the NETA-PTCB.
2. Item performance. Each item is statistically analyzed annually to determine the number of candidates selecting the key, and prevalence of each distracter. Items performing poorly are reviewed, and either modified, retired or left unchanged.
3. Exam delivery. Testing centers and independent proctors are monitored for compliance to our procedures by recording and reporting the activities at each testing center for each exam administration.

Exam Security Procedures

It is imperative that the specific nature of any item written for examination be kept in strictest confidence. Disclosure of any information about the examination items to anyone outside of the NETA-PTCB staff constitutes a breach of security and may compromise or invalidate the entire testing and certification process. All participants in the program are required to sign a Compliance Statement, agreeing to abide by the security procedures established to protect the examination from compromise.

Item Security

- Item bank is kept in secure computer based database. The NETA-PTCB Certification Director will have secure clearance to access the item bank.
- Item writers must sign a non-disclosure statement (see Exhibit A) attesting to the fact that they are not to transmit, divulge or otherwise communicate the content of any exam items they may have worked with or seen in the processes, including but not limited to, item writing, exam construction and review, cut score study or any other time items are reviewed.
- Store all items in a password protected data file, which are only accessible to the NETA-PTCB Certification Director and the independent psychometric analysis consultant.
- Destroy (shred or burn) any written drafts or copies of items, or notes relating to item development.
- Never keep copies of written items. When attending workshops NEVER remove items, answer keys or any portion of an examination from the workshop room. Insure the security of test materials at all times.
- For test development work performed via internet access, maintain technological security at all times. Keep password information in a secure location. Never leave your computer unattended if performing test-development work (online or otherwise) in a public space.
- Never ask anyone outside of the NETA-PTCB or NETA-PTCB staff to review or discuss items.

Exam Delivery Security

The NETA-CPT (Certified Personal Trainer) certification exam is delivered via a computer-based proctored exam, by an independent proctor or through a third-party contracted partner.

Exam Delivery – Computer-Based Testing Site

Exams and registration rosters are delivered via a secure (password protected) internet site to a third part computer-based testing site. The exam site administrator must administer the exam according to the procedures outlined in the Proctor Manual (Exhibit F of this document).

Upon completion of the examination administration the exam site administrator sends the exam results for each candidate via a secure (password protected) internet site.

Candidate Check-In:

Candidates must bring the following to the exam location:

1. Valid photo identification;
2. Current emergency cardiac care (CPR) certification from a preferred provider.

Admission:

1. The exam site administrator may only permit the individual named on the registration roster sit for the examination. No substitutions are allowed.
2. Candidates must present valid photo identification at check-in. The name on the photo must match with the name on the registration roster.

Policies During The Exam:

1. No visitors are allowed in the examination areas.
2. Candidates may not bring:
 - Coats
 - Books
 - Electronic devices (PDAs, Blackberries)
 - Cell phones
 - Pagers
 - Luggage
 - Book bags
 - Any personal items to the examination area
1. Should the candidate inform the proctor that he/she does not wish to continue taking the exam, that candidate will not be able to complete the exam for the remainder of the day.
2. Disruptive behavior is cause for immediate dismissal by the exam site administrator.

Exam Delivery – Independent Proctor

Exams are delivered, by an authorized NETA-PTCB representative, to the exam administration site proctor via a sealed envelope. The proctor must administer the exam according to the procedures outlined in the Proctor Manual (Exhibit F of this document and Appendix R of the NCCA Application file).

Upon completion of the examination administration the proctor is to return the registration rosters, exams and answer sheets to the authorized NETA-PTCB representative, in the envelope provided in the first sealed envelope, sealed and initialed (with proctor's initials) across the seal.

Candidate Check-In:

1. Candidates must bring the following to the exam location:
2. Valid photo identification;
3. Current emergency cardiac care (CPR) certification from a preferred provider.

Admission:

1. The proctor may only permit the individual named on the registration roster sit for the examination. No substitutions are allowed.
2. Candidates must present valid photo identification at check-in. The name on the photo must match with the name on the registration roster.

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1. No visitors are allowed in the examination areas.
2. Candidates may not bring:
 - Coats
 - Purses
 - Books
 - Electronic devices (PDAs, Blackberries)
 - Cell phones
 - Pagers
 - Luggage
 - Book bags
 - Any personal items to the examination area.
1. Should the candidate inform the proctor that he/she does not wish to continue taking the exam, that candidate will not be able to complete the exam for the remainder of the day.
2. Disruptive behavior is cause for immediate dismissal by the proctor.

Testing Center Requirements

Building and Grounds

- Testing Center must conform to local building, sanitation, and health codes.
- Building and grounds must be clean and in good condition.
- The exits must be clearly marked and unobstructed.
- Fire extinguishers, when required, must be in working order, the location well marked, and easily accessible.
- Emergency exits must be clearly identified and clear of obstructions.
- Emergency first-aid kits, if required, must be stocked and easily accessible.
- Restrooms must be clean, supplied with towels, etc., and in working order.
- Restrooms must be located in the same building as the testing center.
- Adequate parking must be available, near the testing center location.

Test Room Environment

- Temperature must be consistent and comfortable.
- Testing room must be well-ventilated, with continuous air circulation.
- Testing room must be lit so that the candidate at each terminal can read all diagrams, charts, etc., and read the computer screen without difficulty.

Test Room Physical Space

- Testing room must be large enough to comfortably place the testing station(s). Generally speaking, 120 square feet or larger is adequate.
- Each testing station must be separated with a suitable partition or spaced a minimum of five feet apart.
- There must be enough table space for the necessary equipment (i.e.: computer monitor, keyboard, and mouse pad) and testing materials the candidate will be issued. A recommended table size is 42" X 30".

Testing Atmosphere

- Testing area should be located so candidates will not be disturbed by foot traffic, loud conversation or outside noise.
- Testing rooms shall be free from any other activity during testing sessions; during non-testing times, the testing room may be available for other uses.
- In general, the testing center should provide a pleasant and comfortable atmosphere and be conducive to a good testing environment.

Security and Supervision

- Testing must take place in a separate room with a closeable door.
- Testing room must have a window, video surveillance system, or seating for an in-room proctor for test supervision. All must allow an unobstructed view of each candidate within the testing room.
- Testing room door must be lockable. Access to this room must be strictly monitored. Only authorized personnel are permitted.
- All testing materials must be secured when not in use. A locking file cabinet may be used for this purpose.
- The testing room may be used for other purposes when not being used for testing.

Required Equipment and Supplies

- Copy machine or scanner to provide copies of candidate IDs and test eligibility to be returned to the NETA-PTCB office along with exam answer sheets
- Scratch paper for the candidates. (Two sheets to each candidate)
- Supply of #2 pencils. (Two are issued to each candidate)
- Testing center procedures manual. (Supplied by NETA-PTCB)
- Test centers are quality control checked at least twice a year.
- NETA-PTCB additionally conducts background checks on proctors/exam site administrators and assures they are trained and updated at least twice a year.

Candidate Eligibility Requirements

Exam Eligibility Pre-Requisites

- Candidates must be at least 18 years of age.
- Candidates, who do not meet the minimum 18 years of age requirement and still want to sit for the PT certification exam, must complete a parental consent form. The completed Consent form must be returned to NETA-PTCB and approved by the NETA-PTCB Certification Director, prior to receiving authorization to schedule a date to sit for the certification exam. A consent form can be downloaded from the NETA web site www.netafit.org or by contacting NETA customer service at 1-800-237-6242.
- No prior fitness related experience, training or certification is required to complete the NETA-PTCB Personal Trainer Certification Exam process.
- Exam candidates must be able to provide proof of current CPR certification and valid photo identification at the exam site in order to be admitted into the exam.
- Official exam results and certificate will be sent to individuals who successfully complete and pass the certification exam, within 30 days of exam completion.
- Exam results or certificate will NOT be sent to individuals who do not provide NETA with a copy (front and back) of a valid CPR certification.
- Please Note: Purchase of NETA study materials or training is not a requirement to be eligible to sit for the NETA-PTCB-CPT exam.

Exam Application

- Prospective candidates who meet the appropriate prerequisites (as detailed above) can register and pay for the Personal Trainer Certification Exam as follows:
 - Via USPS – send a completed registration form, a signed Candidate Compliance Statement (See Exhibit E of this document), which can be downloaded off the NETA web site (www.netafit.org) or found in the NETA Brochure, a check, money order or credit card information (VISA or MasterCard) and a copy (front & back) of a current CPR certification to:

NETA – PTCB
5955 Golden Valley Rd Suite 240
Minneapolis MN 55422
 - Via phone - (1-800-237-6242) using a credit card (VISA or MasterCard). A copy of a current CPR certificate and a signed Candidate Compliance Statement (can be downloaded off the NETA website) must be mailed, faxed or scanned and emailed (neta@netafit.org) to complete eligibility requirements.
 - Fax a completed application form, Candidate Compliance Statement, credit card information (VISA or MasterCard) and a copy (front & back) of a current CPR certification to 763-545-2524.
 - On-line at www.netafit.org using a credit card (VISA or MasterCard). A copy of a current CPR certificate and a signed Candidate Compliance Statement must be mailed, faxed or scanned and emailed (neta@netafit.org) to complete eligibility requirements.

Special Examination Arrangements for Candidates with Disabilities

NETA-PTCB complies with the Americans with Disabilities Act (ADA). We strive to ensure that no individual with a qualified disability is deprived of the opportunity to take our examination solely because of that disability. NETA-PTCB will provide reasonable accommodations for candidates with disabilities.

Candidates requesting accommodations must complete a Request for Candidate Accommodations form (Exhibit B), have a qualified health care provider submit the Health Care Professional Accommodations Form (Exhibit C) and provide all of this completed documentation, with the application and fees at least 45 business days prior to the desired examination date. All forms must be complete and mailed to:

NETA – PTCB Certification Director
5955 Golden Valley Rd Suite 240
Minneapolis MN 55422

We also request that applicants inform NETA of requests for special accommodations when calling to schedule examinations.

Special Examination Accommodations Other Than Disability

A candidate with a special testing needs must mail a completed Special Testing Request Form (Exhibit B) at least 45 business days prior to the desired examination date. All forms must be complete and mailed to:

NETA – PTCB Certification Director
5955 Golden Valley Rd Suite
Minneapolis MN 55422

Candidates must include the information listed below:

- **International Military Personnel and Dependents:** Candidates may be able to take the exam at an international DANTES military test center. Candidates must check with the center first and must include a letter from the DANTES Test Control Officer (TCO) on military letterhead with the Special Testing Needs Request form and completed registration. The letter should include the following information: (1) candidate's name, (2) preferred exam date, (3) name of exam, (4) DANTES four-digit test center code, (5) address where materials are to be shipped, and (6) phone, fax, and email where NETA can reach the TCO.
- **Religious Obligations:** If attendance conflicts with a candidate's religious obligations, NETA-PTCB will try to arrange a special examination date. Candidates must include a letter from a clergy stating the nature of the obligation and the conflict presented to NETA-PTCB with a completed Special Testing Needs Request Form and Registration Form
- **Limited English Proficiency:** At this time, NETA-PTCB certification exams are only offered in English. If English is not your first language and you wish to have additional time to take the exam, submit a copy of your birth certificate, visa or passport to NETA with your registration. NETA-PTCB must receive this information at least 60 days prior to the exam date.

Confidentiality Policy

Solicitation of questions from candidates who have previously taken the examination is considered unethical by the PTCB for the following reasons:

- Candidates are expected to pass the exams on their own merit. The members of the public entrust the NETA-PTCB credential with their health and well-being. This trust includes the expectation that the certified individual is a trustworthy and competent individual.
- The purpose of the NETA-PTCB exam is to protect the public by ensuring that candidates for certification have achieved entry-level competence. By pursuing previous exam takers to share exam questions, the very purpose of the exam is undermined.
- Candidates pursuing previous test takers for exam information would be encouraging candidates to commit illegal acts. Previous exam candidates have accepted the confidentiality agreements and are contractually obligated to uphold those agreements. If the confidentiality agreement is violated, the exam candidates can and will be prosecuted by the NETA-PTCB.
- Published exams are the copyrighted property of the NETA-PTCB.
- Statements of confidentiality are manually approved by each candidate prior to, and upon completion of the exam, as a natural process during the examination process.

Security Violations

It is illegal and unethical to recall (memorize) and share questions that are on any NETA-PTCB certification exam. At exam day registration, exam candidates are required to agree to a confidentiality statement attesting to their intent to keep the contents of the exam confidential. As such, candidates may not solicit questions or discuss items that were on previous exams with other NETA-PTCB certification examination candidates or individuals who currently (or previously) hold the certification. Recalling and sharing questions from the exam with anyone else violates the confidentiality agreement and Federal Copyright Laws. The NETA-PTCB will prosecute violations of this agreement. Violation of this security agreement is also a violation of NETA-PTCB Standards of Professional Practice which may result in suspension or revocation of the NETA-PTCB certification from those who have earned it, and suspension or denial of eligibility for future exams for candidates found to have violated their confidentiality agreement.

Grand Fathering Policy

The NETA-PTCB does not recognize, endorse or approve policies of 'grand fathering' for any NETA-credential. This 'grand fathering' policy would apply to those recertifying the credential. For a certified professional to remain in good standing with the NETA-PTCB, they must submit the required number of continuing education units (CECs) during the required time period. Each NETA-credential must be recertified independently.

Confidentiality and Non-Disclosure Policy

Purpose Of The Confidentiality and Non-Disclosure Policy

The purpose of the following Examination Confidentiality and Non-Disclosure Policy is to establish and explain the rules by which the NETA Board of Certification will strictly limit, control, and protect all confidential, private, and/or proprietary information concerning certification examinations and the certification process, as well as other materials so designated by the NETA Board of Certification Directors. The nature of NETA-PTCB's business and the economic well-being of the organization are dependent upon protecting and maintaining all designated confidential information.

All NETA-PTCB operations, methods, materials, documents, procedures, and proceedings relating to certification tests and examinations (NETA-PTCB test information) are considered private, confidential, and proprietary information by the NETA-PTCB Board of Directors. All NETA-PTCB certification test information is to remain secure and confidential.

Persons Covered By The Policy/Agreements To Abide By The Policy Terms

The receipt and use of NETA-PTCB test information and materials is limited strictly to authorized NETA-PTCB Board Directors, employees, agents, volunteers, contractors, and representatives. All persons identified in this policy must agree to abide by, and comply with, this Policy and all Policy requirements in writing. Each NETA-PTCB Board Director, employee, agent, volunteer, contractor, and representative may be subject to discipline or other sanction by NETA-PTCB due to a violation or attempted breach of any portion of this Policy. The NETA-PTCB reserves the right to enforce this Policy by any and all appropriate and legal means.

In addition to other obligations, all NETA-PTCB Board Directors, employees, agents, volunteers, contractors, and other authorized representatives will be bound by all the provisions of this Policy during the course of their employment or association with NETA-PTCB, and will continue to be bound by such provisions after termination of their employment or association with organization.

The obligation to adhere to, and be bound by, the Policy is one that continues beyond the association or employment of representatives, staff, and agents of NETA-PTCB.

Information and Materials Protected By The Policy

Test information and materials covered and protected by this Policy include, but is not in any way limited to: candidate application status; certification examination questions and answers; examination scores; individual or group performance information; general or specific data regarding test questions, reviews, changes, modifications; and, all other information and materials related to the content, development, and administration of NETA-PTCB certification examinations.

In addition, any information relating to NETA-PTCB certification examination materials, composition techniques, structure, methods and other similar areas is also proprietary, private, and strictly confidential and will not be released without specific, prior, and written authorization from the NETA-PTCB Board of Directors, including, but in no way limited to, specific information which identifies, or makes possible the identification of, a particular person or candidate.

Furthermore, the identities of the Video Practice Examiners will not be released by NETA-PTCB to candidates or third parties.

Information and material which falls outside the protection of this Policy is limited to the following:

- Information specifically authorized to be made available to the public by the NETA-PTCB Board of Directors consistent with this Policy;
- Information which is in the public domain or available as a matter of public record;
- Information specifically authorized to be disclosed by the candidate pursuant to an original, signed authorization of release by that candidate; and,
- Information which a NETA-PTCB representative is obligated to produce pursuant to a valid and lawful court or government order, following prior, written approval of the NETA-PTCB Board of Directors, and NETA-PTCB Legal Counsel.

Legal/Binding Effects of Policy

All rights and restrictions contained in this Policy may be exercised by NETA-PTCB at the discretion of the NETA-PTCB Board of Directors. Such rights and restrictions shall be in force and binding only to the extent that they do not violate any applicable laws and are intended to be limited to the extent legally necessary so that they will not render this Policy illegal, invalid or unenforceable.

All NETA-PTCB Board Directors, employees, agents, volunteers, contractors, and other authorized representatives are required to agree to, and abide by, the terms of this Policy and are required to sign an agreement document to that effect.

Score Reporting Security Procedures

All exams are analyzed and scored by the independent testing service or by the NETA-PTCB independent psychometric consultant. (See Score Reporting form - Exhibit D)

Score Reporting and Verification of Certification Status

Scores and pertinent information are reported to candidates via postal mail within 45 days of the corresponding exam administration date.

All examination results and scores will be mailed to candidates. No examination results information will be provided by telephone, fax or other electronic methods.

All examination results are confidential and will only be released to the candidates. Permission must be received in writing from a candidate to release examination results to any third party.

NETA will, however, confirm whether an individual is currently certified, in response to inquiries from the public and other interested stakeholders.

Appeals Policy of Exam Results

Within 30 days of the post mark date of a notification letter informing the candidate of a negative determination on the eligibility for certification or a failed examination, candidates may appeal by submitting a written explanation of the reason(s) for refuting the negative determination.

All appeals materials must be submitted in writing to:

NETA – PTCB Certification Director
5955 Golden Valley Rd Suite 240
Minneapolis MN 55422

Candidates will be notified, in writing, of the receipt of the appeal and of the decision on the appeal within 90 days of the post marked date of the candidate's appeal correspondence. Appeal results are not provided by telephone, fax or other electronic methods.

Hand Scoring

- Candidates receiving failing scores may request a hand scoring of the answer sheet from exam delivery partner. An additional fee may apply.
- Information about hand scoring will be included with the candidate's score report.
- Requests for re-scoring of answer sheets must be received by exam delivery partner no later than 60 days following the release of examination results.
- Requests received later than 60 days will not be processed. The NETA-PTCB does not encourage hand scoring for those candidates whose score is close to passing.

Acceptable Reasons for Appeal of Exam Results

Improper behavior by a model, examiners, room proctors and/or violations of stated examination procedures are acceptable reasons for appealing results.

At the time of the exam, the candidate must inform the Proctor / Test Site Administrator of any exam-related incident that had a negative impact on their performance.

Following the exam, the candidate must submit written notification of the incident to the NETA-PTCB. This written statement must be received by the NETA-PTCB staff within 10 business days of the exam administration and must indicate why the incident negatively affected the candidate's performance.

Retake Policy

In the event a candidate does not successfully pass the NETA PT certification exam, he or she is eligible to re-take the PT certification exam for a period of one year after initial testing date. The re-take administrative fee is \$99 (January 2006). After the one-year period, the candidate must complete the entire registration process.

Confidentiality

No information regarding a candidate's exam score, or other personal information submitted to NETA-PTCB will be released to a third party without authorization from the appropriate candidate.

Disclosure

To maintain the integrity and security of the NETA-PTCB exams, exam questions, answer sheets, answers or other source materials will not be released to candidates under any circumstances.

Recertification

Recertification

- A candidate must complete a minimum of 20 Continuing Education Credits (CEC's) between the dates of certification and its expiration. There is a 6 month grace period in which to complete re-certification should the candidate need an extension beyond the official expiration date. Higher renewal fees apply. If the candidate's certification expires, beyond the 6 month grace period, he or she must retake the NETA-PTCB CPT Certification exam.
- In addition to NETA approved CEC's, NETA-PTCB accepts any job related course CEC's that are American Council on Exercise approved. (American Council on Exercise CEC credits are preceded by a decimal point. 3 NETA CEC's are equivalent to .3 American Council on Exercise CEC's).
- Job related health fitness college courses can be evaluated on a petition basis for CEC approval by submitting a course outline and transcript to NETA. With the exception of the NETA Personal Trainer workshop, which is listed as 4 separate courses, certification workshops are not American Council on Exercise approved for CEC's. If more than the minimum required CECs are accumulated, those credits are not applicable towards a future recertification.
- To insure that candidates maintain a current certification, we request that they mail their renewal application, fee, and copy of current CPR card (front and back) two months prior to their expiration date. They must send all of the renewal information in one packet. Do not send forms singularly. If they have a change in their mailing address, they are to call NETA at 1-800-237-6242

The NETA-PTCB STAFF accepts recertification applications up to 90 days before certification expiration.

The designated staff person reviews all packets utilizing the checklist below:

- ✓ Is the application complete?
- ✓ Is correct payment included?
- ✓ Does the applicant report the correct number of CECs?
- ✓ Are the CECs supplied from the list of approved providers?
- ✓ Does the applicant supply a copy of a current emergency cardiac care (CPR) certification?
- ✓ Does the applicant supply verification of CEC completion?
- ✓ Is there a petition included in the application packet?

All continuing education activities must provide above entry-level knowledge, skills and abilities and fall within the performance domains as defined by the most recent Job Analysis Study.

Once the candidate recertification application packet is reviewed for content, the application is then added into the applicants account. The administrative assistant then deposits the payment and prints out:

- ✓ Congratulations letter to candidate informing them of the recertification application acceptance;
- ✓ Current certification;
- ✓ New recertification packet.

If applications are incomplete, applicant does not have the correct number of CECs, CECS are not from our accepted provider list or applications do not contain the proper payment amounts, the applicant will receive a phone call and a letter via mail from the NETA-PTCB informing them of their status. Applicants are given 30 days to re-apply before they are assessed a late charge.

Applicants who did not obtain CECs from an approved provider will be sent a course petition application.

Late recertification applications are accepted up to 6 months post expiration and applicants are assessed a late fee. All those past the 6 month grace period shall no longer hold valid certification through the NETA-PTCB and must complete the testing process again to obtain the NETA-PT credential.

Continuing Education Course Petition Process

Certified professionals who do not receive their continuing education (CECs) from the NETA-PTCB approved provider list are required to submit a petition application for each course they want considered for CECs. A petition fee is assessed for each course being petitioned.

Each petition must include:

- ✓ Copy of the course materials (workshop/lecture) or if a home study, copy of the table of contents, outline of the course and course objectives.
- ✓ Complete course instructor resume including educational history
- ✓ Certificate of course/workshop completion

NETA-PTCB Petition Review Process:

The petition process takes 7-14 days upon receipt. Once received, petition applications are reviewed for the following:

- ✓ Is the application complete with all documentation necessary?
- ✓ Is the correct payment included?

After initial review, the Recertification coordinator reviews the course information to evaluate whether or not the course represents the relevant knowledge, skills and abilities as provided by the most recent Job Analysis Study.

Course instructors are reviewed as well. Course instructors must have at least one of the following for their course to be accepted:

- Bachelor's degree; or
- Current nationally recognized fitness related certification in good standing.

Petitioned courses that do not meet the standards as stated above will not be accepted for recertification.

Notice of Acceptance or Denial:

NETA-PTCB certified professionals will be contacted via phone and postal letter announcing the outcome of the petition. Professionals whose petitioned courses are accepted will have their application processed and information added to their accounts. NETA-PTCB certified professionals who are denied will be granted 30 days without late fee to acquire the necessary CEC's for recertification.

Recertification CEC Petition Denial Appeals Process

Candidates who are denied a petitioned continuing education course application and wish to appeal may do so within 30 days of notice of a denied application. Those who appeal a denied application will be assessed an administrative fee. Appeals are forwarded to the Certification Director and Certification Board Appeals Committee. This process requires 60 days during which the applicant appealing the decision is granted a grace period and is not assessed a late fee for recertification. Each course may only be appealed once.

The Certification Board Appeals Committee shall be comprised of the three certified professional representatives and shall meet as deemed necessary either by phone, person or electronic means. Each committee member shall receive a copy of the appeals application, petition application, and administrative review form. Once a decision is determined, the applicant will be notified via phone and mail. All decisions handed down from the Appeals Committee are deemed final and cannot be appealed again.

Certification Board Appeals Committee

The Certification Advisory Council Appeals Committee shall be a non-standing committee, formed upon necessity but governed by the NETA-PTCB Bylaws for standards and procedures of meetings and actions. The committee shall be comprised of three certified professional Representatives, each representative of the individual educational tracks. Upon meeting, the Appeals Committee shall review the appeals application and all relevant material for consideration. Once reviewed, a majority vote in favor of acceptance is required for approval. If a majority vote does not exist, the appeal will be denied. All decisions handed down from the Certification Advisory Committee Appeals Committee are deemed final.

Website Support / Updates

The NETA-PTCB STAFF website page for recertification shall be updated every 30 days to ensure that accurate, clear, concise information regarding maintaining the NETA-PTCB credential is accessible to eligible candidates at all times.

Records Maintenance and Retention Policy

NETA will, at a minimum, maintain the following records regarding its certification program:

Certificant Records:

- Initial Application
- Renewal/recertification application materials
- Accommodation requests
- Appeals records

Disciplinary Actions

- Active
- Closed

Examination Records

- Item bank and information regarding specific items
- All forms of the examination
- Candidate examination responses
- Candidate correspondence regarding pass/fail

Administrative Records

- Minutes of Certification Board meetings
- Copies of all versions of policy and procedures manuals
- Copies of Bylaws and legal documents (contracts/agreements)
- Copies of Annual Reports
- Copies of statistical reports
- Copies of role delineations/job analysis documentation
- Documentation of cut score determination process

Records Policies

1. All candidate/certificant records are stored in a secure location (locked cabinets) and access is limited to appropriate designated employees with required access based upon their job description.
2. Electronic backups will be conducted when appropriate and stored in a secure off-site location.
3. Active records should be stored in NETA-PTCB certification offices and inactive records may be stored in an external location.
4. All materials received by NETA via mail or courier mail will be date-stamped upon receipt.
5. All communication sent by email must include the date in the correspondence.

Retention Policies

1. Permanent record retention is required for the following records
 - Official minutes of certification board meetings
 - Certification annual reports
 - Copies of Certification policies and procedures (and updates)
 - Records of all appeals and disciplinary actions
 - Candidate identification information with certification status and examination dates
 - Records of appeals and disciplinary actions
 - Records of accommodations requests and accommodations granted
 - Copies of role delineation/job analysis documentation
 - Documentation of cut score determination process
 - Statistical reports
 - Full records of candidate examination responses
 - Other materials as determined by the CEO
2. A three (3) year retention period is required for the following records unless a longer period is stipulated, or required by state or federal law:
 - General correspondence regarding certification issues
 - Financial records
 - Contracts/consultation agreements (7 years)
 - Research reports
 - Forms of the examination
 - Candidate application information
3. No retention period is required for the following documents
 - Draft documents
 - Reminder notes
 - Duplicate copies of records no longer needed
 - E-mails not covered under the preceding time limits
 - Chronological files

Note: It is generally up to the originator(s) or recipients of these documents to determine when the document's business utility has ended.

Professional Practice and Disciplinary Policy

The Professional Practice and Disciplinary Policy was developed for the express purpose of protecting the public interest and to create the absolute highest standards for professional and ethical conduct.

NETA-PTCB Professional Code of Ethics

The following code of conduct is designed to assist CPT's to maintain—both as individuals and as an industry—the highest levels of professional and ethical conduct. This Code of Professional Conduct reflects the level of commitment and integrity necessary to ensure that all NETA-PTCB certified members provide the highest level of service and respect for all colleagues, allied professionals and the general public.

Professional Code of Ethics

The NETA-PTCB certified Personal Trainer must be aware of and practice the standards of ethical behavior of their profession as follows:

- Respect the rights, welfare, privacy and dignity of clients, co-workers and the public at large.
- Provide and maintain a safe and effective training environment.
- Provide equal, fair and reasonable treatment for all individuals.
- Comply with all applicable laws governing business practices, employment and property usage.
- Keep appropriate documentation (e.g. informed consent, health & lifestyle questionnaire, health history).
- Respect and maintain the confidentiality of all client information.
- Do Not Diagnose and an injury or medical condition; refer clients to a more qualified health, fitness or medical professional when appropriate.
- Strive to remain up-to-date with current practical and theoretical fitness/ health research through continuing education, conferences, home studies and networking with other fitness professionals.
- Maintain a current CPR Certification.
- Establish and practice clear professional boundaries.
- Avoid engaging with any behavior or conduct that could be construed as a conflict of interest or adversely reflects on the fitness profession or NETA-PTCB.
- Strive to protect the public from those who misrepresent the health and fitness professions or are in direct violation of these codes of ethics by communicating concerns with the NETA-PTCB Board.

Professional Practices and Disciplinary Policies

The NETA-PTCB has approved the following circumstances, if clearly proven, as grounds for certification revocation or rendering an applicant ineligible for certification:

- Any irregularity in connection with the administration of a certification exam, exam materials or interfering with an exam applicant.
- Unauthorized use or possession of copyrighted NETA-PTCB certification exam materials, logo, educational materials or other NETA materials.
- Any health condition (including but not limited to substance abuse) that renders the certified professional from performing his or her function in a competent, professional manner.
- Failure to accumulate sufficient continuing education credits (CEC's) or pay the appropriate recertification fees within the time period allowed.
- A conviction of a felony directly related to public health, fitness training or competent professional performance. Such crimes may include but are not limited to; any weapons charges, deviant sexual behavior and possession, use or sale of illegal controlled substance.
- Negligence or intentional misconduct, such as sexual harassment, unauthorized release of confidential information or failure to maintain a safe training environment, while performing professional duties.

Failure to abide by the NETA-PTCB Professional Code of Ethics

If an individual knows that an NETA certificant has not abided by one or more provisions of the NETA-PTCB Professional Code of Ethics (see Candidate Handbook), he/she may submit a complaint in writing outlining which provision(s) were violated along with documentation of the claim.

Business Practice

Each certified member must practice with honesty, integrity and lawfulness. In his/her professional role, the certified professional shall:

1. Maintain adequate and truthful progress notes for each client
2. Accurately and truthfully inform the public of services rendered
3. Honestly and truthfully represent all professional qualifications and affiliations
4. Advertise in a manner that is honest, dignified and representative of services that can be delivered without the use of provocative and/or sexual language and/or pictures

NETA-PTCB STAFF expects each professional to uphold the Code of Professional Conduct in its entirety. Failure to comply with the NETA-PTCB STAFF Code of Professional Conduct may result in disciplinary actions including but not limited to suspension or termination of membership and/or certification. All members are obligated to report any unethical behavior or violation of the Code of Professional Ethics by other certified NETA-PTCB professionals.

Standard of Professional Practice – Revocation of Certification

NETA-PTCB STAFF may revoke or otherwise take action with regard to the application or certification of an individual in the case of:

1. Ineligibility for certification
2. Irregularity in connection with any certification application or examination.
3. Unauthorized possession, use, access or distribution of certification examinations, score reports, answer sheets, certificates, certificant or applicant files, documents or other material.
4. Material misrepresentation or fraud in any statement to NETA, NETA-PTCB or in any statement to the public in connection with professional practice, including, but not limited to, statements made to assist the applicant, certificant, or another to apply for, obtain or retain certification.
5. Negligence or malpractice in professional work, which includes, but is not limited to, the release of confidential medical information of clients or others with whom the certificant or applicant has a professional relationship.
6. The conviction of, plea of guilty or plea of nolo contendere (no contest) to a felony or misdemeanor, which is directly related to public health, athletic care or education. This includes but is not limited to rape, sexual abuse of a child or athlete, actual or threatened use of a weapon of violence; the prohibited sale or distribution of controlled substance, or its possession with the intent to distribute.
7. Not adhering to the eligibility requirements for certification candidacy or the continuing education requirements.
8. Not adhering to the Standards of Professional Practice and/or the Code of Ethics.
9. Not cooperating with NETA, NETA-PTCB and/or Certification Advisory Council investigations into alleged illegal or unethical activities. This would include, but is not limited to, not cooperating with appropriate committees by withholding information, not responding to requests for information in a timely manner, or providing misleading information to a(n) NETA-PTCB committee or individual member.
10. Engaging in conduct that includes, but is not limited to, unauthorized use of the NETA-PTCB name to endorse any products or services without proper authority or exploitation of a client for financial gain.

Professional Practice and Disciplinary Committee and Panels

1. NETA-PTCB STAFF shall appoint two persons who are NETA-PTCB certified professionals and the Public Representative of the NETA-PTCB. When necessary, NETA-PTCB Certification Director shall appoint three persons who are NETA-PTCB certified professionals to an Appeals Panel, to consider alleged violations and decision by the NETA-PTCB. These panels may be established as standing panels. The Appeals panels shall be composed of three full voting members and up to four non-voting (substitute) members.
2. A quorum of the NETA-PTCB Appeals Committee shall be determined by a majority vote. Committee members may not serve in any situation where their impartiality or the presence of actual or apparent conflict of interest might reasonably be questioned.
3. When a vacancy of a full-voting member occurs in any of the panels as a result of resignation, unavailability, or disqualification, the NETA-PTCB Certification Director shall designate a full voting NETA-PTCB certified professional from the list of substitute members.

Review Process

Whenever the NETA-PTCB Certification Director receives allegations that raise an issue detailed above in the Standards of Professional Practice of the profession, the NETA-PTCB Certification Director shall transmit such allegations to the Chair of the NETA-PTCB.

The NETA-PTCB shall review the complaint and contact the accuser by telephone or via postal mail to set up a time and date to review the allegation. All phone conversations will be recorded and all parties will be notified of the recording procedures. Accusers will be questioned about the facts regarding the alleged incident(s) and information relevant to the case such as times, date and location of the offense shall be reviewed with the accuser for clarity. After all those involved in the accusation are questioned, the NETA-PTCB will determine if good cause exists to move further into the investigation. If the NETA-PTCB determines that no good cause exists to question eligibility or compliance with the Standards of Professional Practice, no further action shall be taken.

However, if the NETA-PTCB determines by majority vote that good cause does exist, it shall direct the transmittal to the applicant or certificant by certified mail or tracked courier, return receipt requested, of a letter containing a statement of the factual allegations constituting the alleged violation and the disciplinary standard allegedly violated.

The letter shall also include the following recitation of rights and procedures:

- (1) The applicant or certificant shall have fifteen (15) days in which to respond to the allegations, provide comments regarding appropriate sanctions, and request a formal hearing if he or she disputes the allegations;
- (2) Sanctions may be imposed if the allegations are determined to be true by the NETA-PTCB, or if the applicant or certificant fails to submit a timely response;
- (3) The applicant or certificant will be deemed to consent to the imposition of sanctions by the NETA-PTCB if he or she does not dispute the truthfulness of the allegations;
- (4) The applicant or certificant must appear in person if he/she requests a hearing. The NETA-PTCB Certification Director has authority to send any complaint directly to the NETA-PTCB. In case of an emergency, an ad hoc committee will be appointed to act as the Hearing Panel.

Item Writer Non-Disclosure Form

I _____ (print name) agree to keep all information pertaining to the NETA-PTCB certification exam confidential by adhering to the following:

- Item writers must attest to the fact that they are not to transmit, divulge or otherwise communicate the content of any exam items they may have worked with or seen in the processes, including but not limited to, item writing, exam construction and review, cut score study or any other time items are reviewed.
- Destroy (shred or burn) any written drafts or copies of items, or notes relating to item development.
- Never keep copies of written items. When attending item writing workshops NEVER remove items, answer keys or any portion of an examination from the workshop room. Insure the security of test materials at all times.
- For test development work performed via internet access, maintain technological security at all times. Keep password information in a secure location. Never leave your computer unattended if performing test-development work (online or otherwise) in a public space.
- Never ask anyone outside of the NETA-PTCB or NETA-PTCB staff to review or discuss items.

Signature of Item Writer

Date

Candidate Accommodation Form For Special Testing Accommodations

This form, along with the Health Care Professional Accommodation Form and all supporting documentation, must be mailed to: NETA, 5955 Golden Valley Rd Suite 240, Minneapolis MN 55422

TO BE COMPLETED BY CANDIDATE (Please PRINT or TYPE all responses):

To request an examination accommodation for a disability, please submit this form with your application. NETA must receive this completed *Candidate Accommodation Form* and *Health Care Professional Authorization Form* (and related required evaluation of your disability and the appropriate accommodation) completed by a physician or other health care provider or relevant authority.

Name: _____

Street Address: _____

City, State, Zip Code, Country: _____

E-mail Address: _____

Telephone: Day (____) _____ Evening (____) _____

Social Security Number: ____ - ____ - _____

Exam Repeater: Yes No

If yes, were you previously accommodated on NETA exam? Yes No

Description of Disability: _____

Date of Diagnosis of Disability: _____

Previous Accommodation(s) (if any), including the type of accommodation provided, the date(s) of the accommodation, and the institution or organization providing the accommodation:

Requested Accommodation: _____

I understand that NETA will use the information obtained by this authorization to determine eligibility for a reasonable accommodation in regard to this examination by reason of my disability. I understand that NETA reserves the right to make additional inquiries regarding my disability and previous accommodations before making a determination whether to provide the accommodations I have requested.

Candidate's Signature

Date

Health Care Professional Authorization Form For Special NETA-PTCB Testing Accommodations

I, _____ (printed name of candidate), hereby authorize and request the health care professional identified below to release the information requested by NETA-PTCB relating to my disability and the accommodation appropriate to my disability to sit for the NETA-PTCB examination.

Signed: _____ Date: _____

The candidate/patient identified above is requesting accommodation to sit for the National Exercise Trainers Association Certified Personal Trainer (“NETA-PTCB”) examination. The accommodation policy requires candidates requesting accommodation to submit current documentation of the disability from an individual qualified to assess the disability. The candidate is requesting that you provide such documentation; you should submit your evaluation on your professional letterhead and complete this form.

Your evaluation should include your assessment of the candidate’s disability as well as an accommodation plan. The documentation should identify the candidate’s diagnosis, explain the candidate’s disability, and explain how the proposed accommodation affects the disability.

The documentation should also include the following information:

1. the month, day, and year the candidate/patient first consulted you;
2. the month, day, and year the candidate/patient was last seen by you;
3. the diagnosis of the candidate/patient’s disability (including the DSM-IV-TR classification for any diagnosis of a learning disability);
4. the name of the test(s) used, test scores and their interpretation;
5. the length of the condition; and
6. Recommended test accommodations.

If the candidate received no accommodations during higher education, you must provide a written explanation for why accommodation is being requested now for this examination.

Finally, please sign the statement below and transmit it with your evaluation. Please send your completed evaluation form to: NETA, 5955 Golden Valley Rd Suite 240, Minneapolis MN 55422

TO BE COMPLETED BY HEALTH CARE PROFESSIONAL (Please PRINT or TYPE all responses).

RECOMMENDED ACCOMMODATION

Health Care Professional’s Signature

Date

Certification Exam Score Report Form

Name
Address
City, State

NCCA - The candidate would receive only the appropriate boxed information

Congratulations!
NETA-PTCB is pleased to inform you that you have passed the
Personal Trainer Certification Exam
with a score of _____ out of a possible 100 points.

OR

NETA-PTCB regrets to inform you that you did not achieve a passing score on the
Personal Trainer Certification Exam
with a score of _____ out of a possible 100 points.

Passing score is **70** of 100.

Your Area Scores

Domain 1 _____ of 20
Domain 2 _____ of 35
Domain 3 _____ of 30
Domain 4 _____ of 10
Domain 5 _____ of 5

Please see the Domain Key on the next page.

Domain Key

Domain 1:

- Elements of a health history
- Elements of an exercise/activity history and current activity level
- Communication styles
- Active listening skills
- Risk factors
- Fitness-related physical measurements and the procedures for obtaining them and appropriate measurement tools
- Normal ranges of physical measurements
- Test/measurement-specific contraindications and precautions
- ACSM Recommendations for Medical Examination and Exercise Testing

Domain 2:

- Elements of a health history
- Elements of an exercise/activity history and current activity level
- Communication styles
- Active Listening Skills
- Risk factors
- Normal ranges of physical measurements
- Exercise-related anatomy, kinesiology, basic nutrition and physiology
- Principles of behavior change
- Training principles and ACSM guidelines for exercise prescription and their application
- Activity/exercise-specific benefits, indications, contraindications, risks, and precautions
- Guidelines, contraindications, and precautions for special populations

Domain 3:

- Communication styles
- Active listening skills
- Exercise-related anatomy, kinesiology, basic nutrition and physiology
- Training principles and ACSM guidelines for exercise prescription and their application
- Principles of behavior change
- Activity/exercise-specific benefits, indications, contraindications, risks, and precautions
- Guidelines, contraindications, and precautions for special populations
- Common exercise-related injuries
- Teaching techniques/learning styles
- Biomechanics and kinesiology
- Exercise techniques
- Overtraining syndrome

Domain 4:

- Elements of a health history
- Elements of an exercise/activity history
- Communication styles
- Active listening skills
- Risk factors
- Fitness-related physical measurements and the procedures for obtaining them and appropriate measurement tools
- Normal ranges of physical measurements
- Test/measurement-specific contraindications and precautions
- Exercise-related anatomy, kinesiology, basic nutrition and physiology
- Principles of behavior change
- Activity/exercise-specific benefits, indications, contraindications, risks, and precautions
- Guidelines, contraindications, and precautions for special populations

Domain 5:

- Activity/exercise-specific benefits, indications, contraindications, risks, and precautions
- NETA Code of Ethics
- Elements of an Informed Consent
- ACSM Facilities Guidelines
- Documentation guidelines



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NETA-PTCB Certification Exam Application Compliance Statement

Please fill in the required fields below to be registered for the Personal Training Certification Exam

NETA I.D. #: _____

Name: _____

Street Address: _____

City, State, Zip Code: _____

E-mail Address: _____

Telephone: Day (____) _____ Evening (____) _____

I have read and agree to abide by the NETA examination policies as stated in the NETA-PTCB Candidate Handbook (available for download at [www.netafit.org/candidate handbook](http://www.netafit.org/candidate%20handbook)).

Signed: _____ Date: _____

Proctor Procedures

Examination Security

Examiners are reminded of the importance of safeguarding the security of the examination before, during and after its administration. Before the testing session, booklets and answer sheets must be kept under lock and key in a place to which no unauthorized person has access. During the testing session, proctors must be vigilant to prevent note taking or the removal of examination materials. After the testing session, all answer sheets and examinations must be counted and secured.

Preparation For The Examination

Each candidate should be assigned an identification number and their name and number listed on a roster in numerical or alphabetical order. Candidates should be asked to sign the roster next to their printed names when they report to the examination room. The examiner should place a check mark next to each candidate's name when she/he completes the examination and returns all examination materials. (Note: candidates will be asked to record their identification numbers on their test booklets and answer sheets. Thus, these numbers must be available to them at their seats in the testing room.)

The examination room should be prepared in advance. Tables and chairs should be arranged so that candidates are well spaced. Candidates should be seated in rows, one behind the other, with ample space to either side to discourage cheating and to leave room for proctors to move freely around the room. There should be adequate lighting, ventilation and writing surfaces.

Instructions To Candidates

(The examiner reads aloud the words written in all capital letters.)

THIS IS THE WRITTEN EXAMINATION FOR PERSONAL TRAINERS SPONSORED BY THE NATIONAL EXERCISE TRAINERS ASSOCIATION PERSONAL TRAINER CERTIFICATION BOARD.

THE PLACE WHERE YOU ARE NOW SEATED WILL BE YOUR PERMANENT PLACE THROUGHOUT THE EXAMINATION. IF YOU NEED TO LEAVE THE ROOM AT ANY TIME, RAISE YOUR HAND AND A PROCTOR WILL TAKE YOUR EXAMINATION MATERIALS. ONLY ONE PERSON WILL BE PERMITTED TO LEAVE THE ROOM AT A TIME.

EXAMINATION BOOKLETS AND ANSWER SHEETS WILL BE DISTRIBUTED NOW. DO NOT OPEN YOUR EXAMINATION BOOKLETS OR WRITE ON YOUR ANSWER SHEETS UNTIL YOU ARE TOLD TO DO SO.

(Each candidate should be given one answer sheet and one examination booklet.)

YOU SHOULD HAVE IN FRONT OF YOU ONE ANSWER SHEET AND ONE EXAMINATION BOOKLET. WRITE YOUR NAME AND IDENTIFICATION NUMBER ON THE COVER OF YOUR EXAMINATION BOOKLET. WRITE YOUR NAME, LAST NAME FIRST AND YOUR IDENTIFICATION NUMBER IN THE SPACES PROVIDED ON YOUR ANSWER SHEET. BLACKEN THE CORRESPONDING CIRCLE UNDER EACH LETTER OF YOUR NAME. BLACKEN THE CORRESPONDING NUMBER UNDER EACH DIGIT OF YOUR IDENTIFICATION NUMBER.

(Circulate around the room to ensure that the candidates correctly fill in the circles in the grids beneath their names and identification numbers.)

YOU WILL HAVE TWO HOURS TO COMPLETE THE EXAMINATION. YOU ARE ADVISED TO BUDGET YOUR TIME CAREFULLY. THE QUESTIONS ON THIS EXAMINATION ARE ALL MULTIPLE CHOICE. READ EACH QUESTION CAREFULLY AND SELECT THE SINGLE BEST ANSWER FROM AMONG THE FOUR CHOICES. USE A PENCIL TO MARK YOUR ANSWERS IN THE APPROPRIATE NUMBERED SPACES ON YOUR ANSWER SHEET. YOUR SCORE ON THE EXAMINATION WILL BE EQUAL TO THE TOTAL NUMBER OF QUESTIONS YOU ANSWER CORRECTLY. THERE IS NO ADDITIONAL PENALTY FOR INCORRECT ANSWERS. THEREFORE, IT IS TO YOUR ADVANTAGE TO ANSWER ALL QUESTIONS, EVEN WHEN YOU ARE UNSURE OF THE CORRECT ANSWER.

ARE THERE ANY QUESTIONS?

(Answer candidate questions. Make certain that all candidates understand how to record their answers on the answer sheet. When all questions have been answered, continue reading the instructions.)

ONCE AGAIN, YOU WILL HAVE A TOTAL OF TWO HOURS TO COMPLETE THE EXAMINATION. YOU MAY BEGIN WORK NOW.

(Note the starting time in the margin to the right. Announce the amount of time remaining when there are 60, 30, and 15 minutes left. At the end of the two hour timed period continue reading the instructions.)

TIME IS UP. STOP WORK AND PUT DOWN YOUR PENCILS. REMAIN SEATED WHILE THE EXAMINATION MATERIALS ARE COLLECTED.

(Collect all examination materials from each candidate. Do not allow yourself to be rushed. Make a check mark next to each candidate's name when all of his/her examination materials have been turned in. Perform an inventory of all examination booklets, used and unused, and answer sheets to ensure that all materials have been accounted for.)