

NASM-BOC

# Policy and Procedure Manual

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# Table of Contents

Mission Statement	1	Statistical Validation	19
Vision Statement	1	Exam Delivery	20
SECTION 1 NASM - BOC BYLAWS		Exam Delivery Security Procedures	20
Article I Corporate Information	2	Quality Control Procedures	21
Article II Objectives	2	Exam Retirement	23
Article III Certification Advisory		Item Sampling	23
Council for the NASM-CPT	3	Appeals of Exam Results	23
Article IV Authority of the CAC	4	Confidentiality Policy	24
Article V Governance of the CAC	5	Grand Fathering Policy	25
Article VI Elections & Appointments	6	SECTION 4 RECERTIFICATION	
Article VII Meetings	8	Administrative Responsibilities & Procedures	26
Article VIII Administrator and Staff	10	Credential Maintenance Responsibilities	27
Article IX Finance	10	Continuing Education Petitions	28
Article X Committees	11	Appeals process	29
Article XI Amendments to Bylaws	12	CAC Appeals Committee	29
SECTION 2 NASM - BOC ADMINISTRATION		Website Support / Updates	30
Credentialing Division Description	13	SECTION 5 CONTINUING EDUCATION PROVIDERSHIP	
Organizational chart	13	Administrative responsibilities & procedures	31
Job descriptions	14	Provider responsibilities	33
SECTION 3 CERTIFICATION EXAM		Appeals process	33
Job Analysis Study	15	CAC Appeals Committee	33
Exam Development Committee	16	Website Support / Updates	34
Exam Item Writing	16		
Form Development	19		

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SECTION 6  
PROFESSIONAL PRACTICE  
AND DISCIPLINARY  
POLICY

NASM-BOC Code of Professional Conduct	36
Standard of Professional Practice	37
Revocation of Certification	37
Professional Practice & Disciplinary	
Committee and Panels	38
Review Process	39
Complaint Submission Chart	40
Hearing	41
Appeal	41
Decision	41
Sanctions	42
Emergency Procedure	42
Release of Information	42
Waiver and Release	42
Report of Conduct Violation	43

SECTION 7  
CONFIDENTIALITY POLICY

NASM-BOC Administrative Confidentiality	44
Request for Member Information Policy	44
Online Certification Validation Authorization	45

SECTION 8  
NASM - BOC RECORDS  
RETENTION POLICY

Length of Retention	46
Security	46

APPENDIX I  
CERTIFICATION ADVISORY  
COUNCIL START - UP  
PROCEDURES

Formation of CAC	47
Term Length & Limitations	47
Term Staggering	48
Inaugural Meeting Procedures	48

## Mission Statement

*The National Academy of Sports Medicine Board of Certification and the Certification Advisory Council are dedicated to ensure public health and safety by awarding credentials to qualified professionals that demonstrate competence through a system of certification and continuing education programs.*

## Purpose Statement

*The National Academy of Sports Medicine Board of Certification (NASM-BOC) provides certification programs for entry-level practitioners in the sports medicine, performance-enhancement and health and fitness industries.*

SECTION 1

# Bylaws of the NASM-BOC

## Article I

### Corporate Division Information

#### Section 1. Name

The name of the division shall be the National Academy of Sports Medicine Board of Certification (“NASM-BOC”).

#### Section 2. Registered Agent and Principal Office

The principal office of the division, NASM-BOC, shall be in Calabasas, California. The NASM-BOC may have such other offices within or without the state of California as the NASM Board of Directors may from time to time determine.

## Article II

### Objectives For The Purpose of Public Protection

- (1) To implement the standards and procedures for the development and administration of certification programs as established by the Certification Advisory Council;
- (2) To implement continuing education and recertification requirements for credential holders established by the Certification Advisory Council;
- (3) To bestow public recognition to those members who successfully complete the NASM-BOC certification examination and who fulfill continuing education and recertification requirements established by the Certification Advisory Council;
- (4) To establish programs that promote and support the reliability of the NASM-BOC’s credentials to the public;
- (5) To establish programs that promote and support the reliability of the NASM-BOC’s credentials by regulatory bodies;
- (6) To establish and implement the NASM-BOC Code of Professional Conduct (including the Standards of Professional Practice) including but not limited to credentialing, review of credentials, and discipline for NASM-BOC certified individuals;

- (7) To acquire, develop, disseminate and preserve data and other valuable information relative to the functions and accomplishments of the Board;
- (8) Any other activities that may be approved by the Certification Advisory Council;
- (9) To establish policies, procedures and requirements for continued education providership.

### **Article III**

#### **Certification Advisory Council for the NASM-CPT Credential**

##### **Section 1.** Name

The Certification Advisory Council for the NASM-CPT credential, and such other credentials as may be necessary from time to time, shall be known as the Certification Advisory Council (“CAC”).

##### **Section 2.** Number

The number of Certification Advisory Council Representatives shall be five (5).

##### **Section 3.** Composition

One (1) representative shall be a Public Representative. One (1) representative shall be a member of the corporate/educational community (“Corporate/Education Representative”). The remaining three (3) representatives shall be NASM-CPT Representatives.

##### **Section 4.** Objectives of the Certification Advisory Council

To support the protection of the public, the Certification Advisory Council shall function:

- (1) To establish the standards, policies and procedures for the development and administration of certification programs;
- (2) To establish continuing education and recertification requirements for credential holders;
- (3) To bestow public recognition to those members who successfully complete the NASM-CPT certification examination and who fulfill continuing education and recertification;
- (4) To establish programs that promote and support the reliability of the NASM-CPT credential to the public;
- (5) To establish programs that promote and support the reliability of the NASM-CPT credential by regulatory bodies;
- (6) To establish and implement the NASM-BOC Code of Professional Conduct (including Standard of Professional Practice) including but not limited to credentialing, review of credentials, and discipline for NASM-CPT certified individuals;

- (7) Any other activities that may be approved by the Certification Advisory Council;

## Article IV

### Authority of Certification Advisory Council

#### **Section 1.** Authority and Responsibility

The Certification Advisory Council shall uphold NASM's commitment to public health and safety through the establishment of the standards, guidelines and policies by which qualified professionals can obtain, (and maintain), the NASM-CPT credential. The Certification Advisory Council may adopt such rules and regulations for the conduct of its business as it shall deem advisable, and may, in the execution of the powers granted, delegate certain of its authority, responsibility and day-to-day operational duties to the NASM-BOC.

The Certification Advisory Council will:

- (1) Be solely responsible to determine certification examination eligibility criteria to obtain the NASM-CPT credential
- (2) Be solely responsible to determine the recertification criteria to maintain the NASM-CPT credential
- (3) Participate in, and preside over hearings and appeals related to professional practice and disciplinary concerns of the NASM-CPT credential
- (4) Approve (by majority vote) all formal printed materials related to obtaining and maintaining the NASM-CPT credential (i.e., policies, regulations, procedures, standards)

The Certification Advisory Council will not:

- (1) Determine certification examination eligibility criteria for any other NASM credential other than the NASM-CPT credential
- (2) Determine the recertification criteria to maintain any other NASM credential other than the NASM-CPT credential
- (3) Determine the pricing of any NASM credentialing examination (inclusive of the NASM-CPT)
- (4) Establish administrative fees to obtain, (and/or maintain), any NASM credential (inclusive of the NASM-CPT)
- (5) Influence or participate in determining marketing or sales strategies for any NASM credential (inclusive of the NASM-CPT)

**Section 2.** Compensation

Representatives shall not receive any compensation for their services, but by resolution of the Certification Advisory Council may be reimbursed for the travel expense of attendance at meetings and other functions of the Certification Advisory Council.

**Article V**

**Governance of the Certification Advisory Council**

**Section 1.** Relationship to NASM-BOC

- (a) The Certification Advisory Council will delegate day-to-day operational and administrative responsibilities to the NASM-BOC, who, in turn, is supervised by the Chief Financial Officer. This reporting structure ensures that decisions about the standards, guidelines and policy related to obtaining or maintaining the NASM-CPT credential are not subject to undue influence.
- (b) The Chief Financial Officer (“CFO”) of NASM will not have any responsibility for supervision of the CAC nor for determining the standards, guidelines and policy to obtain, (and/or maintain), the NASM-CPT credential
- (c) The NASM-BOC Manager and respective coordinators of Continuing Education Providership, and Recertification all report to the CFO of NASM.
- (d) The NASM-BOC will, under the supervision of the CFO of NASM, implement and administrate the standards and guidelines established by the Certification Advisory Council on a day-to-day basis.
- (e) Financial impact (positive and negative) of decisions made by the Certification Advisory Council must be discussed with the CFO of NASM, and with the NASM Executive Council if deemed appropriate.

**Section 2.** Chair of the Certification Advisory Council

- (f) Upon election, the Certification Advisory Council will select at least two candidates for the position of Chair of the Certification Advisory Council.
  - i. In the interim start-up of the CAC, the Public Representative will be appointed as Chair by the NASM-BOC.
- (g) The Certification Advisory Council shall elect the Chair of the Certification Advisory Council by written ballot.
- (h) The Chair shall preside over meeting and is responsible for meeting administration such as taking notes, reporting findings to the NASM-BOC Manager, scheduling quarterly and annual business meetings, and such.

- (i) Provide oversight to the compositional design of the Certification Advisory Council.
- (j) Serve as the identified media and public relations contact for Certification Advisory Council involvement with the NASM-CPT credential.

## **Article VI**

### **Election and Appointment of Certification Advisory Council Representatives**

#### **Section 1.** Qualifications

Any member of the public (at least 18 years of age) who is not qualified to be an NASM-CPT Representative shall be eligible for appointment as a Public Representative.

Any member of the clinical, educational or corporate sectors shall be eligible for appointment as a Corporate/Educational Representative who is at least 18 years of age, and:

- (1) Is presently or formerly responsible for the employment of NASM-CPT certified professionals, or;
- (2) Is presently or formerly responsible for the supervision of NASM-CPT certified professionals

Any NASM-certified member shall be eligible for nomination as a Representative who:

- (1) Has been certified, by the NASM-BOC, for at least two years prior to election;
- (2) Does not serve on the NASM Board of Directors;
- (3) Is in good standing with the NASM-BOC; and

#### **Section 2.** Exclusions

No Public or Corporate/Educational Representative shall practice as a NASM-CPT certified professional as his or her primary means of employment. No Representative shall have a familial or supervisory relationship with any other Certification Advisory Council Representative.

#### **Section 3.** Nomination and Election

##### (1) Nomination Process

In accordance with the procedures approved by the Certification Advisory Council, the Nominating Committee should select a slate of at least two candidates for each elected NASM-CPT Representative position as vacancies occur.

In accordance with the procedures approved by the Certification Advisory Council, the Nominating Committee should select a slate of at least two candidates for the positions of Public and Corporate Representative.

Nominated members must submit a current Curriculum Vitae or Resume for review.

(2) Election Process

NASM-CPT members in good standing shall elect the NASM-CPT Representatives by email ballot. Those candidates receiving the greatest number of votes shall be elected as Representatives. In the event that there is a tie between the two candidates for one Representativeship, a run-off election will be held by email ballot. Written ballots may be administered by electronic (email) means.

The Certification Advisory Council shall appoint, by majority vote, cast by secret ballot, the Public and Corporate Representatives as vacancies occur.

(3) Other Representatives

Each Public and Corporate Representative shall take office at the conclusion of the annual business meeting of the Certification Advisory Council following his or her appointment and serve a term of three years except in the case of Article VI, Section 5. The term of office for those Representatives shall be staggered. These Representatives may not serve more than two consecutive terms.

**Section 4.** Re-election and Reappointment of Representatives

Representatives may not serve more than two terms. In the event a Representative wishes to serve a second term, the Representative shall so inform the NASM-BOC Manager. The Representative's re-election to a second term will be determined by a vote of confidence by the Certification Advisory Council.

(1) NASM-CPT Representative(s)

(a) A vote of confidence for the re-election of a NASM-CPT Representative shall be submitted by written ballot to the NASM-BOC Manager.

(i) If a majority fails to exist, the process outlined in Section 5, (2) takes precedence.

(2) Other Representatives

(a) The Certification Advisory Council will affirm a vote of confidence and re-appoint the Public, Corporate/Educational and NASM-CPT Representatives by written ballot. A majority of the eligible Representatives must affirm a vote of confidence for re-election of the Representative.

(ii) If a majority fails to exist, the process outlined in Section 5 (2) takes precedence.

**Section 5.** Vacancies and Removals

A vacancy of the Certification Advisory Council shall be filled for the balance of the term thereof by an individual upon recommendation of the Nominating Committee to the Certification

Advisory Council. A majority vote of the entire CAC is required to confirm the Nominating Committee's recommendation. Vacancies must be filled by the next annual business meeting following the vacancy.

Any Representative may be removed from office with or without cause by a two-thirds vote of entire Certification Advisory Council.

**Section 6.** Term of Office

Each NASM-CPT Representative shall take office at the conclusion of the annual business meeting of the Certification Advisory Council following his or her election and serve a term of two years except in the case of the Article VI, Section 5. The term of office of the NASM-CPT Representatives shall be staggered. NASM-CPT Representatives may not serve more than two consecutive terms.

**Section 7.** Confidentiality and Conflicts of Interest

At the inauguration and commencement of his or her term of office, each Representative shall sign a non-disclosure agreement stating that the Representative will not disclose any confidential information. If a question is raised as to the confidentiality of certain information, confidentiality will be determined by NASM. Each Representative will further agree to fully and promptly disclose to the Certification Advisory Council and the NASM-BOC any existing or potential conflict of interest the Representative may have, of either a personal, professional, business or financial nature.

**Article VII**

**Meetings**

**Section 1.** Annual Business Meeting

The annual business meeting of the Certification Advisory Council shall be held at a location determined by the Certification Advisory Council.

**Section 2.** Agenda

Any Representative who wishes to place items on the agenda of any meeting of the Certification Advisory Council shall send items to the NASM-BOC Manager for receipt no later than 30 days before the meeting date.

**Section 3.** Notice

Notice of any meeting of the Certification Advisory Council shall be given to each Representative by written or oral notice.

If notice is given by writing it shall be signed by the NASM-BOC Manager and shall be sent to each Representative. If mailed, such notice shall be given at least fourteen days before such meeting and deemed to be delivered when deposited in the United States mail addressed to the

Representative at his or her address as it appears on the corporate records with postage thereon prepaid.

If notice is sent by overnight mail, facsimile or electronic mail, notice shall be given at least four days before such meeting. If given in person or by telephone, it shall be given at least forty-eight hours in advance of such meeting.

Notwithstanding the foregoing provisions of this section, if the NASM-BOC Manager determines that due to the urgency of a matter, a meeting must be held without notice described above, such meeting may be called if actual notice is left for the Representative and received at the address or telephone, facsimile numbers or email address supplied for such purposes by the Representative to the NASM-BOC Manager. An agenda of the business to be transacted at any meeting of the Certification Advisory Council shall be included with the notice thereof.

Any Representative may waive notice of any meeting. Whenever any notice whatsoever is required to be given under the provisions of the Bylaws, a waiver thereof in writing signed by the person or persons entitled to such notice, whether before or after the time stated therein, shall be deemed equivalent to the giving of such notice. The attendance of a Representative at any meeting shall constitute a waiver of notice of such meeting, except where a Representative attends a meeting for the express purpose of objecting to the transaction of any business because the meeting is not lawfully called or convened. Neither the business to be transacted at, nor the purpose of, any regular or special meeting of the Certification Advisory Council need be specified in the notice or waiver of notice of such meeting, unless specifically required by law or by these Bylaws.

**Section 4.** Quorum

At all meetings of the Certification Advisory Council, a quorum shall consist of the participation of at least three Representatives, two of whom must be NASM-CPT Representatives. One of the participants must be the Chair.

**Section 5.** Voting

At any meeting of the Certification Advisory Council, a Representative may participate and cast a vote only when present in person or by telephone conference call or similar communication equipment. Each Representative will have one vote. In the event of a tie, the Chair will cast the deciding vote. A two-thirds vote of the entire Certification Advisory Council is required to enact or revise NASM-BOC policies, certification requirements, professional standards, and to remove a Representative from office. All other actions require a majority vote. Action taken by voice vote during a meeting by telephone conference call shall be a valid action of the Certification Advisory Council and shall be reported at the next regular meeting of the Certification Advisory Council.

**Section 6.** Voting By Mail

Action taken by mail ballot of the Certification Advisory Council shall be valid action of the Certification Advisory Council and shall be reported at the next regular meeting of the Certification Advisory Council.

**Section 7.** Telephone Meetings

Members of the Certification Advisory Council may participate in a meeting by conference telephone or similar communications equipment by which all persons participating in the meeting can hear each other. Such meetings are considered as official Certification Advisory Council meetings as long as a quorum is present. A written record shall be made of all actions taken at the meeting conducted by such means, and shall be filed with the minutes and/or other written records of the Certification Advisory Council proceedings.

**Section 8.** Rules of Order

The rules of order in the current edition of Robert’s Rules of Order shall govern the conduct of all Certification Advisory Council meetings.

**Article VIII**

**NASM-BOC Manager and Staff**

**Section 1.** Appointment of the NASM-BOC Manager

The NASM Board of Directors shall appoint and employ a salaried administrator who shall have the title of NASM-BOC Manager and whose term of employment and conditions of employment shall be specified by NASM. The NASM-BOC Manager shall be bonded.

**Section 2.** Authority and Responsibility

The NASM-BOC Manager, as chief staff officer of the NASM-BOC shall manage and direct all operational and day-to-day administrative activities of the NASM-BOC, including but not limited to the execution of contracts, employment of staff and consultants, except the legal counsel, management of office operations, development of certification information, liaison to other associations and other activities subject to policies of the NASM-BOC. The NASM-BOC Manager shall serve without vote as an ex-officio member of the Certification Advisory Council and the NASM-BOC committees, councils and task forces.

**Section 3.** Veto Power

No NASM employee will have ‘veto’ authority over any decision made by the Certification Advisory Council related to the standards, guidelines and policy to obtain, and/or maintain, the NASM-CPT credential.

**Article IX**

**Finance**

**Section 1.** Budget

Upon recommendation, the NASM-BOC Manager shall adopt an annual operating budget covering all activities of the NASM-BOC.

**Section 2.** Audit

The accounts of the NASM-BOC shall be audited as approved by the NASM Board of Directors.

**Article X**

**Committees**

**Section 1.** Standing Committees

The Chair of the Certification Advisory Council shall appoint committee members to the following standing committees:

- (1) Nominating Committee
- (2) Professional Practice & Discipline
- (3) Appeals
- (4) Other Committees, Task Forces and Councils
  - (a) Appointment of Chair shall follow the policies and procedures outlined in Section 2.

**Section 2.** Nominating Committee

The Nominating Committee – shall implement the policies and procedures for nominating candidates and chairs for NASM-BOC committees and Representatives to the NASM-BOC Certification Advisory Council.

- (a) The Nominating Committee shall select a slate of at least two candidates for the position of Chair of the Nominating Committee.
- (b) The Certification Advisory Council shall elect the Chair of the Nominating Committee by written ballot. In the event of a tie vote, the Chair of the Certification Advisory Council will break the tie.

**Section 3.** Professional Practice and Discipline Committee

The Professional Practice & Discipline Committee is responsible for the overseeing and the adjudication of NASM-BOC Professional Practice Standards and Policies.

- (a) This Committee shall be formed of the Public Representative and Corporate/Educational Representative of the Certification Advisory Council Representatives, and three (3) additional NASM-CPT certified professionals.

- (b) NASM-certified professionals must be in good current standing with the NASM-BOC.
- (c) The Chair of the Certification Advisory Council shall appoint committee members.

**Section 4.** Appeals Committee

The Appeals Committee shall be composed of the three (3) NASM-CPT Representatives of the Certification Advisory Council as elected by the NASM-CPT certified membership. The appeals committee shall meet as deemed necessary by either phone or electronic means.

**Section 5.** Other Committees, Task Forces and Councils

The NASM-BOC Manager may establish other committees, task forces or councils whose authority is limited to advising the NASM-BOC. The NASM-BOC Manager may designate Chairs of these groups with a majority vote of the entire Certification Advisory Council. The committees shall be governed by the rules provided in the NASM-BOC Policies and Procedures Manual, except as specifically provided in this Article X.

**Section 6.** Creation and Dissolution of Committees

The NASM-BOC Manager shall monitor the actions of all committees, task forces and councils and shall recommend to the Certification Advisory Council on a regular basis the creation, dissolution and consolidation of these committees. The Certification Advisory Council may at any time dissolve or restructure in any manner, any committee, task force or council other than a Professional Practice & Disciplinary Committee, Exam Development Committee or the Nominating Committee.

**Article XI**

**Amendment to Bylaws**

Amendments to or a repeal of these Bylaws may be proposed by any Representative. Amendments to or a repeal of these Bylaws shall be adopted by the NASM-BOC after approval by a two-thirds affirmative vote of the entire Certification Advisory Council at the annual business meeting or other meeting of the Council called for the purpose of Bylaw revision, provided: (i) written notice of proposed change has been sent to the NASM-BOC Manager for receipt not less than 30 days prior to such meeting and (ii) the NASM-BOC Manager has distributed the proposed changes to each Representative for receipt not less than 15 days prior to the meeting at which the proposed changes are considered by the Certification Advisory Council. Representatives must be present in person to vote upon a proposed amendment to or repeal of the Bylaws.

SECTION 2

# NASM-BOC Administration

- Credentialing Division Description

- Organizational Chart

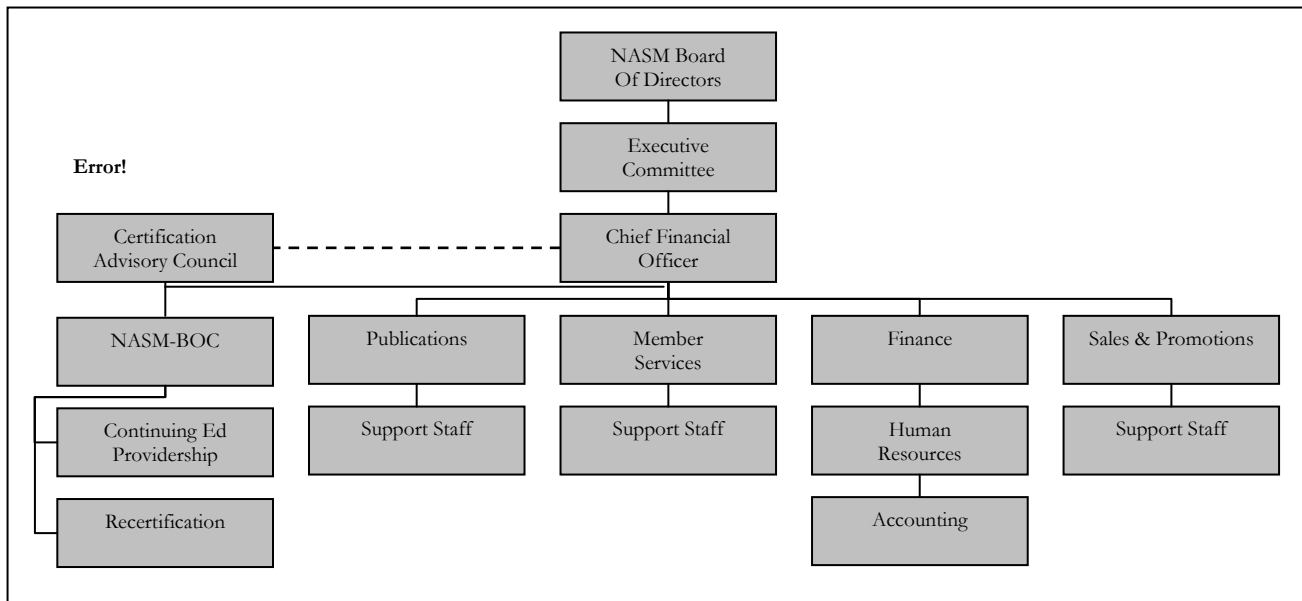
- Job Descriptions – roles & responsibilities

## Credentialing Division Description

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

## Organizational Chart

The NASM-BOC is head by the NASM-BOC Manager who operates the day-to-day management and administration of the organization. The Certification Advisory Council provides advisement and steering on all matters pertaining to certification standards and policies, recertification standards and policies, approved continuing education providership standards and policies and professional practice and disciplinary policies.



## Job Descriptions – Roles & Responsibilities

**Certification Advisory Council composition:** See Bylaws Article III, sections 1-4; and Article VI, sections 1-7.

**Certification Advisory Council roles & responsibilities:** See Bylaws Article IV, sections 1; and Article V, sections 1-2.

**NASM-BOC Manager:** See Bylaws Article VIII sections 1-3. The NASM-BOC Manager, as chief staff officer of the NASM-BOC, shall manage and direct all operational and administrative activities of the NASM-BOC, 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 NASM-BOC. The NASM-BOC Manager shall serve without vote as a ex-officio member of the Certification Advisory Council and the NASM-BOC Committees, Councils and Task Forces.

**Recertification Staff:** Manages the daily activities pertaining to recertification such as recertification application review, reporting, web management, recertification petition review and authority to accept or deny based on published performance domains determined from the most recent Job Analysis Study.

**Continuing Education Providership Staff:** Manages the daily activities pertaining to continuing education approved providership such as application review, communications with potential provider applicants, reporting, website management and provider services coordinator.

**Administrative Support Staff:** Data entry, communications with certification and recertification applicants, answering questions and providing information.

SECTION 3

# Certification Exam

- Job Analysis Study

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- Exam Development Committee

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- Item Writing

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- Form Development

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- Statistical Validation

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- Exam Delivery

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- Exam Delivery Security Procedures

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- Quality Control Procedures

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- Exam Retirement

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- Item Sampling

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- Appeals of Exam Results

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- Confidentiality Policy

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- “Grand fathering“ Policy

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The NASM-BOC upholds stringent guidelines for the construction, implementation and delivery of the certification testing process. These guidelines are set in accordance with the NCCA standards of competency assurance.

## Job Analysis Study

The Job Analysis Study defines the current knowledge, skills and abilities that must be demonstrated by entry-level credential holders to safely and successfully practice. The KSA’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).

Certified Personal Trainer (NASM-CPT)	
Performance Domain	# of Questions
Assessment	25
Exercise Technique	25
Program Design	25
Nutrition	10
Client Relation and Administration	10
Professional Practice & Responsibility	5
Research Questions	20
<b>Total Exam Questions</b>	<b>120</b>

Every five years, NASM-BOC will perform a Job Analysis Study to update and define the major tasks, knowledge, skills and abilities of the entry-level health and fitness professional. This study will be statistically validated by the profession through the use of scientifically accepted methodology by an independent statistical consultant.

Exam Development Committee

**Purpose and Composition**

The certification exam development is put together by the Exam Development Committee. As noted in Article X, section 5, the Exam Development Committee is comprised of (minimum) three subject matter experts from NASM as appointed by the NASM-BOC Manager. The purpose of the Exam Development Committee is to allow for subject matter experts to construct and validate the Certification Examination and other assessment tools approved by the Certification Advisory Council.

The NASM-BOC Manager may consult with NASM education staff to identify the subject matter experts.

Exam Item Writing

Exam items are written by the Item Writing Committee. This ad hoc committee is a sub-committee function of the Exam Development Committee. Item Writers construct items which are then reviewed by the BOC Manager for clarity, grammar and punctuation. If the item is approved, it is entered into the Item Bank. If the item is not approved, it is returned via secure electronic transmission to the author for remedy. The issues relevant to item writing for exam development are the construction of the exam questions, and review of exam questions.

**Item Terminology:**

The correct answer is called the *key*.

Incorrect answers are called *distracters*.

Questions are termed the *stem*.

**Construction of Items**

- Items should be clear, concise, and relevant with one clear, correct key.
- Options must be multiple-choice in format.
- Questions utilizing distracters such as “all of the above” or “none of the above” are not allowed.
- There must be four options.
- Each item must have a stem, three distracters and a key.
- Options are designated A, B, C and D to avoid confusion with numbers.

**Item Review**

Once items are written, they must undergo a thorough review process to ensure the readability and proper construction of each question. The review process ensures the item is constructed correctly and is representative of at least one of the published knowledge, skills and abilities.

**Checklist – Whole Item**

- Is the item clear, concise and relevant with one clear, correct key?
- Is the question multiple-choice in format?
- Are there four options?
- Does the item have a stem, three distracters and a key?
- Does the question represent the published knowledge, skills and abilities in the most recent Job Analysis Study?
- Is the item linked correctly to the content outline?
- Is the key provided?
- Is the reference to the content outline and specific KSA’s provided?
- Does the item flow grammatically?

- Is the punctuation correct for both the stem and the options?
- Are normal grammar rules followed?
- For situational sets, are the items independent of one another (do they stand alone)?

### **Checklist – Stem**

- Is the stem clear?
- Does the stem clearly identify the problem?
- Have clues to the key been removed?
- Does the stem include excessive wording?
- Is the punctuation correct? (Direct questions must end with “?” and indirect statements have punctuation at the end of the options, not the end of the stem.)
- Is there enough information to answer the question?

### **Checklist – Options**

- Is the key the single best answer?
- Are the options mutually exclusive?
- Does the key erroneously contain information from the stem?
- Are all options of similar length?
- Are options ordered logically (e.g. numerically)?
- Are distracters plausible and real?
- Do all options flow with the stem?

### **Exam Security**

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 Exam Development Committee or NASM-BOC 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 Statement of Non-Disclosure agreeing to abide by the security procedures established to protect the examination from compromise.

## General Security Outlines

- 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 are 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 NASM-BOC or Exam Development Committee to review or discuss items.
- If not using a secure online test development program, **you must use a secure method for transferring items to the Exam Development Committee.** Please contact NASM-BOC for detailed instructions.
- Item bank is kept in secure computer based database. The NASM-BOC Manager will have secure clearance to access the item bank.

### Form Development

Items from the item bank are eligible for placement in the test form. Forms are built by adding these items from the performance domains and according to the content outline validated by the most recent Job Analysis Study. Once the form is developed, the items are randomized into differing versions. Once items are placed correctly in the form, the form is delivered to the proctored exam delivery partner for formatting.

### Statistical Validation

1. Technical Test Report with pass/fail statistics on each item, each form.
2. Item Analysis
3. Cut-score study
4. Equating
5. Performed by an independent psychometrician consultant

## Exam Delivery

The NASM-CPT (Certified Personal Trainer) is delivered via a computer-based proctored exam through a third-party contracted partner. The NASM-PES (Performance Enhancement Specialist) and NASM-CES (Corrective Exercise Specialist) exams are delivered online, hosted on NASM's secure server.

## Exam Delivery Security Procedures

### **Candidate Check in:**

Candidates must bring the following to the exam location:

1. Valid photo identification;
2. Current emergency cardiac care (CPR) and automated external defibrillator (AED) certification from a preferred provider.

### **Admission:**

1. Only the individual named on the registration roster will be permitted to take 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 any items into the examination area, including the following:
  - Coats
  - Purses
  - Books
  - Electronic devices
  - Cell phones
  - Pagers
  - Luggage

- Book bags
  - Any personal items to the examination area
3. Should the candidate inform the Test Site Administrator 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.
  4. Disruptive behavior is cause for immediate dismissal by the Test Site Administrator.

### 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 a psychometric consultant. Results of the statistical analysis are published in the annual report of the NASM-BOC.
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:** We monitor the LaserGrade testing centers for compliance to our procedures. This is accomplished by recording and reporting the activities of each testing center, insuring the daily schedule has been downloaded, each testing computer has the latest testing software files and that only certified LaserGrade proctors administer exams. For the candidate, all test functions are controlled by the applicants' choice of the keyboard or mouse. LaserGrade exam capabilities include on-screen graphics that can be re-sized, tagging of questions for later review, on-screen calculator, and the ability to review any question with a click to the help screen. Security functions encrypt all sensitive information, decrypting only one question at a time as it is displayed on the screen. All other questions remain encrypted until necessary. Testing Center Requirements
  - a. GENERAL
    - i. Testing Center must conform with local building, sanitation, and health codes.
    - ii. Building and grounds must be clean and in good condition.
    - iii. The exits must be clearly marked and unobstructed.
    - iv. Fire extinguishers, when required, must be in working order, the location well marked, and easily accessible.
    - v. Emergency exits must be clearly identified and clear of obstructions.
    - vi. Emergency first-aid kits, if required, must be stocked and easily accessible.
    - vii. Restrooms must be clean, supplied with towels, etc., and in working order.
    - viii. Restrooms must be located in the same building as the testing center.
    - ix. Adequate parking must be available, near the testing center location.

- b. TEST ROOM ENVIRONMENT
  - i. Temperature must be consistent and comfortable.
  - ii. Testing room must be well-ventilated, with continuous air circulation.
  - iii. 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.
- c. TEST ROOM PHYSICAL SPACE
  - i. Testing room must be large enough to comfortably place the testing station(s), computer tables, chairs, and printer stand. Generally speaking, 120 square feet or larger is adequate.
  - ii. Each testing terminal must be separated with a suitable partition or spaced five feet apart.
  - iii. There must be enough table space for the computer monitor, keyboard, and mouse pad and testing materials the candidate will be issued. A recommended table size is 42" X 30".
- d. TESTING ATMOSPHERE
  - i. Testing area should be located so candidates will not be disturbed by foot traffic, loud conversation or outside noise.
  - ii. 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.
  - iii. In general, the testing center should provide a pleasant and comfortable atmosphere and be conducive to a good testing environment.
- e. SECURITY and SUPERVISION
  - i. Testing must take place in a separate room with a closeable door.
  - ii. 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.
  - iii. Testing room door must be lockable. Access to this room must be strictly monitored. Only authorized personnel are permitted.
  - iv. All testing materials must be secured when not in use. A locking file cabinet may be used for this purpose.
  - v. The testing room may be used for other purposes when not being used for testing.
- f. REQUIRED EQUIPMENT and SUPPLIES
  - i. Copy machine or scanner to provide copies of candidate IDs and test eligibility for testing center files.
  - ii. Facsimile machine allowing receipt of transmitted documents 24 hours per day.
  - iii. A locking file cabinet to secure test materials and to store candidate files.
  - iv. A printer stand for the testing center printer.
  - v. Clipboards for keeping candidate papers together before filing.
  - vi. Three ring binders to organize testing material.
  - vii. A spare printer cartridge.

- viii. A ream of scratch paper for the candidates. (Two sheets to each candidate)
  - ix. Supply of #2 pencils. (Two are issued to each candidate)
  - x. Test report embosser, if required. (Supplied by LaserGrade)
  - xi. Test supplement books, if required. These books contain graphs, charts and diagrams used in the computer test.
  - xii. Pre-printed test report forms. (Supplied by LaserGrade)
  - xiii. Testing center procedures manual. (Supplied by LaserGrade)
4. LaserGrade test centers are quality control checked at least twice a year.
  5. LaserGrade additionally conducts background checks on our proctors and they are trained and updated at least twice a year.

### Exam Retirement

Forms will not be active for a period to exceed 24 months (two years). Each exam form will be limited to 3,000 candidates. Exams will be retired once 3,000 candidates (or earlier) have taken that form. 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.

### Item Sampling

The NASM-BOC item sampling 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. These items will be scored by comparing the candidate's response to the key provided by NASM-BOC. 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.

### Appeals of Exam Results

To protect the integrity of the certification examination, all exam materials are not available for review. In addition, the staff members of the NASM-BOC and Exam delivery partner will not discuss specific questions on any section of the examination. Candidates do have the option to send to the NASM-BOC comments about specific exam questions. The NASM-BOC will review comments related to the exam, but will not make a written response to the comments.

## Hand Scoring

Candidates receiving failing scores may request a hand scoring of the answer sheet from exam delivery partner. An additional fee may apply. 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 NASM-BOC does not encourage hand scoring for those candidates whose score is close to passing. As a result of the procedures that are used to score and verify scores it is extremely doubtful that any examination results will change from “fail” to “pass” when re-scored.

## 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 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 NASM-BOC. This written statement must indicate why the incident negatively affected the candidate’s performance. The appeal must be received by the NASM-BOC no later than 30 days following the release of examination results.

### Confidentiality Policy

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

1. Candidates are expected to pass the exams on their own merit. The members of the public entrust the NASM-BOC credential with their health and well-being. This trust includes the expectation that the certified individual is a trustworthy and competent individual.
2. The purpose of the NASM-BOC 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.
3. 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 NASM-BOC.
4. Published exams are the copyrighted property of the NASM-BOC.

5. 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 NASM-BOC 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 NASM-BOC 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 NASM-BOC will prosecute violations of this agreement. Violation of this security agreement is also a violation of NASM-BOC Standards of Professional Practice which may result in suspension or revocation of the NASM-BOC 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 NASM-BOC does not recognize, endorse or approve policies of 'grand fathering' for any NASM-credential. This 'grand fathering' policy would apply to those recertifying the credential. For a certified professional to remain in good standing with the NASM-BOC, they must submit the required number of continuing education units (CEUs) during the required time period. Each NASM-credential must be recertified independently.

SECTION 4

# Recertification

- Administrative Responsibilities & Procedures

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- Responsibilities to Maintain NASM Credentials

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- Petitions

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- Appeals

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- CAC's Appeals Committee

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- Website Support/Updates

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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.

Administrative Responsibilities & Procedures

The NASM-BOC accepts recertification applications up to 90 days before certification expiration (additional recertification policies are included in the next pages). The department administrative assistant reviews all packets utilizing the checklist below:

- Is the application complete?
- Is correct payment included?
- Does the applicant report the correct number of CEUs?
- Are the CEUs supplied from the list of approved providers?
- Does the applicant supply a copy of a current emergency cardiac care (CPR) and automated external defibrillator (AED) certification?
- Does the applicant supply verification of CEU completion?
- Has the applicant signed the statement that he/she has abided by the NASM Code of Professional Conduct?
- Is there a petition included in the application packet?

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

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

If applications are incomplete, applicant does not have the correct number of CEUs, CEUS are not from our accepted provider list, the CPR and AED certification requirement is not met, or applications do not contain the proper payment amounts, the applicant will receive a phone call and a letter via mail from the NASM-BOC 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 CEUs from an approved provider will be sent a course petition application.

If all recertification requirements have not been met and a complete recertification application is not received by the NASM-BOC by the certificant's expiration date, the certification will no longer be valid. Late recertification applications are accepted up to one year post expiration if all continuing education requirements have been met by the certification expiration date, or within 90 days of the expiration date. The certification is considered expired until the recertification requirements have been met. Applicants will be assessed a late fee. Those who do not complete the recertification requirements by the late acceptance period must complete the testing process again to obtain the NASM-CPT credential.

### Responsibilities to Maintain NASM Credentials

NASM-CPT certified professionals must complete 20 contact hours of above entry-level continuing education, termed Continuing Education Units (CEUs) during the 2-year active period (as defined by the respective Job Analysis Study).

To support NASM's commitment to protect public health and safety, the NASM-CPT credential must be recertified every two (2) years. This policy ensures that NASM-CPT professionals are current with best practice guidelines and the specific knowledge, skills and abilities as described in the most recent Job Analysis Study.

- CEU's are based on contact hours.
- Contact hours are defined as the number of clock hours spent in direct participation in a structured educational format.

- One contact hour is equivalent to point-one (0.1) CEU.
- Candidates must apply for recertification every two (2) years.
- Candidates must have a current and valid emergency cardiac care (CPR) and automated external defibrillator (AED) certification from an approved provider.

For a detailed explanation of the candidate’s recertification responsibilities, please refer to a copy of the NASM-BOC Recertification Application.

## Continuing Education Course Petitions

### **Continuing Education Course Petition Process**

Certified professionals who do not receive their continuing education (CEUs) from the NASM-BOC approved provider list are required to submit a petition application for each course they want considered for CEUs. 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.

### **NASM-BOC 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 NASM-CPT 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:**

NASM certified professionals will be contacted via 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.

NASM certified professionals who are denied will be granted 30 days without late fee to acquire the necessary CEUs for recertification.

Appeals Process

Candidates who are denied a continuing education course petition 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 Advisory Council’s 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 be appealed onlyonce.

The Certification Advisory Council 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 Advisory Council Appeals Committee

The Certification Advisory Council Appeals Committee shall be a non-standing committee, formed upon necessity but governed by the NASM-BOC Bylaws for standards and procedures of meetings and actions. The committee shall be comprised of three NASM-certified professional Representatives.

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

SECTION 5

# Continuing Education Providership

- Administrative Responsibilities & Procedures

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- Approved Provider Responsibilities

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- Appeals

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- CAC's Appeals Committee

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- Website Support/updates

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- Forms

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The National Academy of Sports Medicine Board of Certification (NASM-BOC) Continuing Education Provider Program is designed to provide reputable continuing education opportunities to NASM certified professionals through a variety of sources, which support and uphold NASM-BOC's high standards.

## Administrative Responsibilities and Procedures

The NASM-BOC accepts applications for providership throughout the entire providership year. Providership begins on the 1<sup>st</sup> of the year and expires on December 31<sup>st</sup> of the application year.

Provider application initial review checklist:

- Is the application complete?
  - Each application must contain referenced materials, lesson plan, course materials, course objectives and a testing/evaluation process (no test necessary for a live workshop, attendance is satisfactory).
- Is the instructor's bio enclosed including work and educational history?
- Is payment included and is it the correct amount?

Content from potential providers is reviewed for acceptance or denial. Any providership course that does not meet the standards herein listed will be denied.

## Standards

- Educational content must be clearly above entry-level.
- Content must clearly fit into at least one of the performance domains as listed in the most recent Job Analysis Study.
- Instructor must have at least one of the following:
  1. Bachelor's degree, or
  2. Current NASM certification in good standing
- Courses must illustrate a scientifically referenced text, presentation or handout including live workshops.
- Content must be valid, important and practical.

### Content review checklist:

- Is the educational content above entry-level?
- Does the educational content fit into one of the performance domains listed in the most recent Job Analysis Study?
- Does the course provide specific objectives for the student?
- Is the continuing education course/activity valid?
- Is the continuing education course/activity important?
- Is the continuing education course/activity practical?

If the provider's content meets the above requirements and the provider's instructor has the required education, the provider will be approved and allotted an approved provider number and continuing education units (CEUs) based on the number of contact hours the students will have with education, not to include breaks or lunches. Minutes will be rounded down to the nearest hour or half hour (for example, a one hour- 15 minute class will be allotted 1 CEU or a 1 hour 45 minute class will be awarded 1.5 CEUs).

Upon acceptance as a NASM-BOC Approved Provider, the NASM-BOC will send out notification to the Approved Provider that includes, but is not limited to:

- A letter of acknowledgement
- Notice of expiration
- Other items could be added at a later time

## Approved Provider Responsibilities

Approved Provider guidelines are outlined in the Approved Provider packet.

## Continuing Education Provider Appeals Process

If a provider application is denied for any reason, the provider applicant may choose to appeal the decision. All appeals are heard by the Certification Advisory Council's Appeals Committee. Applicants who choose to appeal will be assessed a fee for administrative purposes. Appeals take 60 days and require that the appeals applicant provide three additional copies for review of the Appeals Committee. Once reviewed, the Appeals Committee will register a decision. All decisions are deemed final and each course may only be appealed once. Upon decision, the Provider applicant will be contacted via phone and mail with the final decision.

If a former denial has been overturned, the provider's application will be considered in effect from the original date of receipt by the NASM-BOC.

## Certification Advisory Council Appeals Committee

The Certification Advisory Council Appeals Committee shall be a non-standing committee, formed upon necessity but governed by the NASM-BOC Bylaws for standards and procedures of meetings and actions. The committee shall be comprised of three 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 Council Appeals Committee are deemed final.

## Website Support / Updates

The NASM-BOC website page for providership shall be updated every 30 days to ensure that accurate, clear, concise information regarding providership requirements and possibilities is accessible to current and potential applicants at all times.

Providers accepted may list their course, workshop or home study course on the NASM-BOC continuing education website along with the contact information and a link to their website (if applicable).

SECTION 6

# Professional Practice and Disciplinary Policy

- NASM Code of Professional Conduct

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- Standards of Professional Practice – Revocation of Certification

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- Disciplinary Committee and Panels

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- Complaint Submission Policies

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- Investigation Notification Process

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- Review Process

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- Hearing

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- Decision

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- Appeals

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- Sanctions

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- Emergency Procedures

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- Release of Information

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- Waiver and Release

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- Submission of Complaint to NASM-BOC

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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.

## NASM-BOC Code of Professional Conduct

The following code of conduct is designed to assist certified members of the National Academy of Sports Medicine Board of Certification (NASM-BOC) 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 NASM-BOC certified members provide the highest level of service and respect for all colleagues, allied professionals and the general public.

### **Professionalism**

Each certified member must provide optimal professional service and demonstrate excellent client care in their practice. Each member must:

1. Abide fully by the NASM-BOC Code of Professional Conduct
2. Conduct themselves in manner that merits the respect of the public, other colleagues and NASM
3. Treat each colleague and client with the utmost respect and dignity
4. Not make false or derogatory assumptions concerning the practices of colleagues, and clients.
5. Use appropriate professional communication in all verbal, non-verbal, and written transactions
6. Provide and maintain an environment that ensures client safety that, at minimum, requires that the certified and non-certified member must:
  - a. Not diagnose or treat illness or injury unless for basic first aid or if the certified member is legally licensed to do so and is working in that capacity at that time
  - b. Not train clients with a diagnosed health condition unless the certified member has been specifically trained to do so, is following procedures prescribed and supervised by a valid licensed medical professional, or if the certified or non-certified member is legally licensed to do so and is working in that capacity at that time
  - c. Not begin to train a client prior to receiving and reviewing a current health-history questionnaire signed by the client
  - d. Hold a current cardio pulmonary resuscitation (CPR) and automated external defibrillator (AED) certification at all times
7. Refer the client to the appropriate medical practitioner when, at minimum, the certified member:
  - 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

- c. Becomes aware of any unusual client pain and/or discomfort during the course of the training session that warrants professional care after the session has been discontinued and assessed
- 8. Refer the client to other healthcare professionals when nutritional and supplemental advice is requested unless the certified member has been specifically trained to do so or holds a credential to do so and is acting in that capacity at the time
- 9. Maintain a level of personal hygiene appropriate for a health and fitness setting
- 10. Wear clothing that is clean, modest, and professional
- 11. Remain in good standing and maintain current certification status by acquiring all necessary continuing education requirements.

### **Confidentiality**

Each certified 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 due to medical and/or legal necessity
- 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
- 3. Store and dispose of client records in secure manner

### **Legal and Ethical**

Each certified member must comply with all legal requirements within the applicable jurisdiction. In his/her professional role, the certified or non-certified member must:

- 1. Obey all local, state, federal, and providence laws.
- 2. Accept complete responsibility for his/her actions.
- 3. Maintain accurate and truthful records.
- 4. Respect and uphold all existing publishing and copyright laws.

### **Business Practice**

Each certified member 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
- 4. Honestly and truthfully represent all professional qualifications and affiliations

5. 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
6. Maintain accurate financial, contract, appointment, and tax records including original receipts for a minimum of four years.
7. Comply with all local, state, federal, and providence laws regarding sexual harassment.

The NASM-BOC expects each professional to uphold the Code of Professional Conduct in its entirety. Failure to comply with the NASM-BOC Code of Professional Conduct may result in disciplinary actions including but not limited to suspension or termination of membership and/or certification. The NASM-BOC will not certify any individual who has previously been convicted of a felony or misdemeanor. All members are obligated to report any unethical behavior or violation of the Code of Professional Conduct by other certified NASM-BOC professionals.

#### Standard of Professional Practice – Revocation of Certification

NASM-BOC 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 NASM 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 Professional Conduct.
9. Not cooperating with NASM 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) NASM committee or individual member.
10. Engaging in conduct that includes, but is not limited to, unauthorized use of the NASM 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. NASM-BOC shall appoint two persons who are NASM-BOC certified professionals and the Public Representative to the Professional Practice and Discipline Committee. When necessary, NASM-BOC Manager, shall appoint three persons who are NASM-BOC certified professionals to (i) a Hearing Panel, and/or (ii) an Appeals Panel, to consider alleged violations of any Application or Certification standard set forth in Section I C (1)-(7) after review and decision by the Professional Practice and Discipline Committee. These panels may be established as standing panels. The Hearing and Appeals panels shall be composed of three full voting members and up to four non-voting (substitute) members.
2. A quorum of either the Committee or a panel consists of three full voting members, and Committee and Panel action shall be determined by a majority vote. Committee and Panel 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 NASM-BOC Manager shall designate a full voting NASM-CPT certified professional from the list of substitute members.

### Review Process

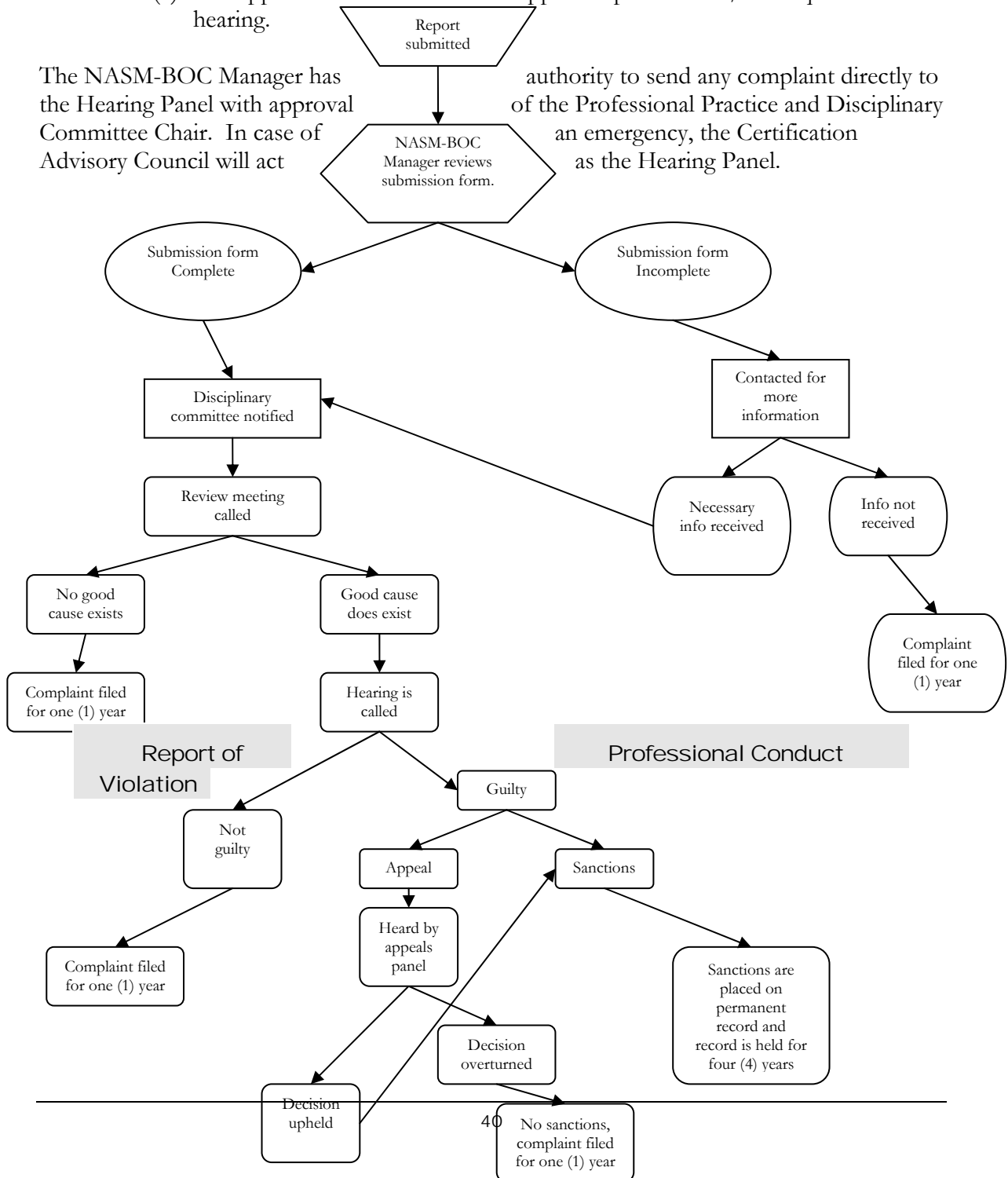
Whenever the NASM-BOC Manager receives allegations that raise an issue under A (1)-(10), Standards of Professional Practice of the profession, the NASM-BOC Manager shall transmit such allegations to the Chair of the Professional Practice and Discipline Committee. The Discipline Committee shall review 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 Disciplinary Committee will determine if good cause exists to move further into the investigation. If the Committee 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 Committee 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 Committee or a Disciplinary Panel, 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 Committee 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 NASM-BOC Manager has the Hearing Panel with approval of the Professional Practice and Disciplinary Committee Chair. In case of an emergency, the Certification Advisory Council will act

authority to send any complaint directly to of the Professional Practice and Disciplinary an emergency, the Certification as the Hearing Panel.



## Hearing

If the applicant or certificant disputes the allegations and requests a hearing:

1. The Chair shall:
  - (a) forward the allegations and response of the applicant or certificant to the hearing panel;
  - (b) schedule a hearing before the Hearing Panel after the request is received;
  - (c) send by certified mail or tracked courier, return receipt requested, a Notice of Hearing to the applicant or certificant. The Notice of Hearing shall include a statement of the time and place of the hearing as selected by the NASM-BOC Manager after consultation with the Chair of the Hearing Panel.
2. The Hearing Panel shall maintain an audio taped or written transcript of the proceedings.

3. NASM-BOC and the applicant or certificant may make opening statements, present documents and testimony, examine and cross examine witnesses under oath, make closing statements and present written briefs as scheduled by the Hearing Panel.
4. The Hearing Panel shall determine all matters relating to the hearing. The hearing and related matters shall be determined on the record by majority vote. Formal rules of evidence shall not apply. Relevant evidence may be admitted. Disputed questions shall be determined by majority vote of the Panel.

### Appeal

The applicant or certificant may appeal to the Appeals Panel a decision by the Hearing Panel regarding the truthfulness of the allegations and may appeal a decision by either the Committee or the Hearing Panel regarding the imposition of sanctions. The Appeals panel shall be composed of three NASM-certified Professional Representatives. An appeal must be filed within thirty (30) days of the applicant or certificant's receipt of the decision through the submission of a written appeals statement to the NASM-BOC Manager. NASM-BOC may file a written response to the appeals statement of the applicant or certificant. The Appeals Panel shall render a decision on the record without oral hearing, although written briefing may be submitted.

### Decision

The decision of the Committee, Hearing and Appeals Panels shall be rendered in writing. A decision by the Hearing or Appeals panels shall contain factual findings, conclusions of law and any sanctions applied. It shall be transmitted to the applicant or certificant by certified mail or tracked courier, return receipt requested.

### Sanctions

Sanctions for violation of any NASM-BOC Standard may include one or more of the following:

1. Denial or suspension of eligibility;
2. Revocation;
3. Non-renewal;
4. Censure;
5. Reprimand;
6. Suspension;
7. Training or other corrective action.

### Emergency Procedure

Whenever the Committee determines that there is cause to believe that a threat of immediate and irreparable injury to the health of the public exists, the Committee shall forward the allegations to the Certification Advisory Council. The Certification Advisory Council shall hear the matter by immediate telephone or other expedited notice and hearing procedure. If the Certification Advisory Council determines that a threat of immediate and irreparable injury to the public exists, certification may be suspended for up to 60 days pending full hearing under the procedure described above.

#### Release of Information

The individual applicant or certificant authorizes NASM-BOC and its agents to communicate any information relating to the NASM-BOC application and/or certification(s), to state and federal authorities.

#### Waiver and Release

The individual releases, discharges and exonerates NASM-BOC, its officers, Representatives, employees, committee members, agents and any persons furnishing documents, records, and other information relating to the individual's eligibility, certification or recertification from any and all liability of any nature and kind, arising out of the furnishing or inspection of such documents, records, or other information, and any investigation, evaluation, and communication regarding the individual's eligibility, certification, or recertification, made by the NASM-BOC.

#### Report of Professional Conduct Violation

Persons concerned with possible violations of NASM Standards of Professional Practice and Code of Professional Conduct shall identify the persons alleged to be involved and the facts concerning the alleged conduct in as much detail and specificity as possible with available documentation, in a written statement addressed to the NASM-BOC Manager. Statement submission forms are available by request via telephone phone contacting the NASM-BOC or online using an electronic submissions form available on the NASM website. The statement must include the name, address, and telephone number of preferred contact of the person filing the complaint. Incomplete submissions will not be reviewed.

If submitting a written allegation via postal mail, forms must be sent to:

NASM-BOC Manager  
26632 Agoura Rd.

Calabasas, CA 91302

**NASM-BOC Manager Responsibilities for Professional Conduct Violation Submission:**

Submitted complaints receive priority handling. Submission forms are reviewed by the NASM-BOC Manager for completion. Incomplete forms are set aside and the person(s) submitting the complaint is contacted via postal mail or telephone. If contact information is not given, the complaint is filed in an “incomplete allegation file” and held for the maximum of one (1) year.

1. If the form is complete, the NASM-BOC Manager gathers information on the persons involved including the alleged violator and persons submitting the complaint.
2. Three copies of the complaint and history of the accused shall be made and placed into a disciplinary review file for evaluation by the Disciplinary Committee.
3. Disciplinary Committee shall review all complaints and pertinent information surrounding the complaint as noted in Section 6 under the subtitle, Review Process, of this manual.

# Confidentiality Policy

- NASM-BOC Administrative Confidentiality

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- Request for Member Information Policy

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- Confidential Information

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- NASM Professional Locator Authorization

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## NASM-BOC Administrative Confidentiality

No member of the NASM-BOC administrative staff, faculty, committees or panels shall disperse applicant or student information without express written consent from the applicant or certificant. Those individuals who want to release information to outside parties must submit a signed letter of consent for information release.

All NASM-BOC administrative staff, faculty, committees or panels are required to sign a statement of non-disclosure, and will be kept on file with the NASM-BOC.

## Request for Member Information Policy

Each member applicant or certificant shall be assigned an identification login and password along with a secret question for security purposes. Information requested by applicant or certificant will not be granted without correct answer of the question or confirmation of the applicant or certificant's place of residence and phone number. If the applicant or certificant does not know the above-required information, it will be emailed to the applicant or certificant's email account if he/she has one or sent to the applicant or certificant's place of residence. No information will be given out over the phone if the applicant or certificant does not have the above-required information.

Information requested by applicant or certificant can be accessed only when applicant or certificant supplies the following:

1. correct answer to secret question;
2. confirmation of place of residency;

3. confirmation of current phone number.

Staff that would provide accurate and timely customer service regarding your exam eligibility and/or certification maintenance will have access to applicant/candidate information.

### Confidential Information

Confidential information will not be disclosed without the expressed, written consent of the certificant/certified professional in question. The following is considered confidential information:

- Application status
- Certification exam score
- Phone number(s), email and residential address(s).

The following is **NOT** considered confidential information and is held in the public domain:

- Certification status (pass/fail of certification exam)
- Certification/certificate number issued with NASM credential
- State of residence
- NASM credentials currently held in good standing with the NASM-BOC

Under the following circumstances, confidential information may be made available:

- Candidate/certificant has been found guilty or accepted a guilty plea by court justice.
- Not adhering to the NASM-BOC Code of Professional Conduct.
- Other circumstances may be added at a later time.

### Online Certification Validation Authorization

To support NASM's commitment and responsibility to provide the public with safe and effective service providers, an online NASM-Certified Professional Validation tool is available on NASM's website homepage. This validation service will display the current certification status to those individuals in good standing with the NASM-BOC. The information displayed (name, certification(s) and state) are in the public domain, and thus do not require additional disclosure to the certified population.

SECTION 8

# NASM-BOC Records Retention Policy

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- Length of Records Retention
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- Security
- 

## Length of Records Retention Policy

### **NASM-BOC**

The NASM-BOC shall retain all member records for a period no longer than four (4) years in a secured location.

### **NASM-BOC Approved Provider Record Retention**

Each NASM-BOC approved provider is asked to retain their records for a period of four (4) years.

### **NASM Certificants or Credential Holders**

Each NASM certificant is asked to retain their records for a period of four (4) years.

## Security

### **How Information is Stored:**

Information will be stored online within a secure local network and records or certificants and applicants will be held in a locked filing cabinet located within the NASM-BOC administration building.

### **How it is Secured:**

NASM-BOC will store all applicant and certificant information in a securely locked file cabinet. In addition, information regarding certificants and applicants stored online will be held within a local network with secure access.

A D D E N D U M I

# Certification Advisory Council Start-up Procedures

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- Formation of the Certification Governance Council
- 
- Length of Terms & Term Limitation
- 
- Staggering of Terms for Beginning Council Members
- 
- Inaugural Meeting Procedures
- 

## Formation of the Certification Advisory Council

The inaugural Certification Advisory Council shall be appointed by the NASM-BOC Manager. The NASM-BOC Manager shall appoint five (5) Representatives to serve as the Corporate/Educational Representative, Public Representative, and NASM-CPT Representatives (of which there will be (3) three). These persons shall be bound by the Bylaws of the NASM-BOC and shall serve their inaugural terms as decided by the term staggering policy listed herein.

The Public Representative shall be appointed by the NASM-BOC Manager to serve as Chair until the first Annual Meeting of the Certification Advisory Council. At that time, the Certification Advisory Council will elect the Chair. The Public Representative is eligible for election consideration, and able to serve a full term as described in the Bylaws.

## Length of Terms & Term Limitation

Following the inaugural Council member terms, term lengths for Certification Advisory Council members shall be as follows:

- NASM-CPT Representative shall each serve a term length of two (2) years;
- Corporate/Educational Representative shall serve a term length of three (3) years;
- Public Representative shall serve a term length of three (3) years.

Term lengths for the inaugural Certification Advisory Council Members shall be staggered as listed below.

### **Term Limitations**

Each NASM-CPT Representative may serve no more than two terms as stated in the NASM-BOC Bylaws Article VI, Section 6.

#### Staggering of Terms for Inaugural Certification Advisory Council

To create a staggered term and election process, the inaugural Certification Advisory Council members shall serve terms of a different duration than stated above. The initial term lengths for the Representatives shall be as follows:

NASM-CPT<sup>#1</sup> Representative shall serve an initial term of two (2) years;  
NASM-CPT<sup>#2</sup> Representative shall serve an initial term of two (2) years;  
NASM-CPT<sup>#3</sup> Representative shall serve an initial term of one (1) year;  
Corporate/Educational Representative shall serve an initial term of two (2) years;  
Public Representative shall serve an initial term of three (3) years.

This staggering term policy will take effect September 1, 2005.

#### Inaugural Meeting Procedures

The inaugural meeting will be held using the guidelines of Robert's Rules of Order.

The NASM-BOC Manager adopted these inaugural Certification Advisory Council policies on August 12th, 2004.

These policies shall be approved by majority vote of the Certification Advisory Council.

The inaugural meeting of the Certification Advisory Council will occur by conference call no later than September 30, 2005 at a time mutually agreeable by the original members of the Certification Advisory Council and the NASM-BOC Manager.