

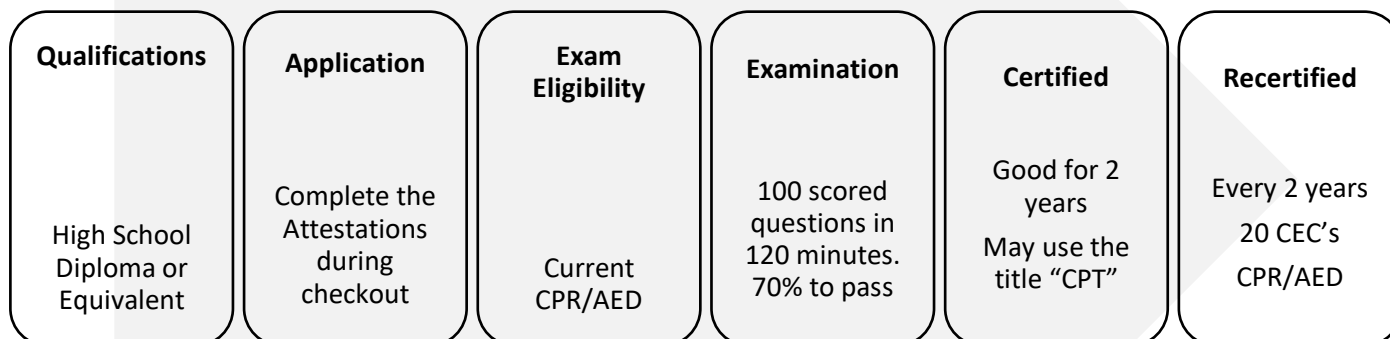
EXAM CANDIDATE HANDBOOK



The PTA Global CPT certification examination is accredited by
The National Commission for Certifying Agencies (“NCCA”)

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Introduction

This Candidate Handbook provides information about the Personal Training Academy Global (PTAG) and the certification examination it offers personal trainers and fitness professionals. This Handbook includes information detailing PTA Global Certification Board Mission and Objectives along with:

- PTAG's Certified Personal Trainer (CPT) certification program and the certification examination
- Eligibility requirements
- Applying and sitting for the PTAG-CPT Exam
- Exam administration and results
- Rules of conduct and disciplinary action
- Awarding of credentials
- Maintaining credentials through recertification

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

PTA Global Certification Board (PTAG-CB):

MISSION AND OBJECTIVES

Mission

The PTAG-CB's mission is to recognize and credential (Certified Personal Trainer) individuals who prove competence and knowledge when creating personal training programs that involve movement and overall health to members of the public in a safe, enjoyable, empathetic, efficient, and professional manner.

Objectives:

The objectives of the PTAG-CB are as follows:

- Maintain complete autonomy in the certification process to ensure the examination remains unbiased and fair for all individuals involved. Autonomy includes being a non-profit and voluntary group of volunteers not financially tied in any way to PTA Global Inc., a for-profit corporation.
- Provides suggestions and approvals for the PTAG Inc. annual budget as it pertains to the certification program, and establishes all pricing involved with the certification program (exam, retests, CEC approvals, renewals, etc.)
- Assist with selection and ensure that all Subject Matter Experts (SME's) utilized in the Job Task Analysis (JTA) and Exam Development Process are qualified and impartial related to education/training leading to initial certification.
- Adopting certification program and certification board policies and procedures and appointing ad hoc committees as required.
- Establish, administer, and regulate policies and procedures for resolving professional and ethical concerns as it relates to the certification graduates and the examination process.
- Ensure as the industry and needs of the industry change, the certification exam and processes change at the same pace.
- Assist with development of job task analysis and examinations which assess the knowledge and skills required for the role of a professionally certified personal trainer.
- Ensure the quality of the Certified Personal Trainer (CPT) Exam and processes meet the NCCA Standards and remain at the highest levels within the industry.
- Electing and /or approving successive members of the Certification Board, ensuring the fitness industry is adequately represented within the Board and no member/s has/have excessive influence.
- Ensure that anyone who has applied and is eligible, can attempt the certification exam, and that the policies and procedures are clear and precise to enable ease of understanding and adequate completion of requirements.
- All CB members must sign a Conflict of Interest form (found at end of this manual) requiring them to disclose conflicts of interest before or when they arise.

CERTIFICATION BOARD: CONTACT INFORMATION

PTA Global Certification Board
 32107 Lindero Canyon Rd. #233 Westlake Village, CA 91361
 Email: certificationboard@ptaglobal.com
 Website: www.ptaglobalcb.com

About NCCA Accreditation

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

About the PTA Global Certification Board

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

PTAG's Nondiscrimination Policy

PTAG and its designated test vendor, PEARSON VUE, does not discriminate against any individual because of age, gender, race, national origin, religion, sexual orientation, veteran status, disability or any other protected class. PTAG and PEARSON VUE endorse and adhere to the principles of equal opportunity.

PTAG Certified Personal Trainer (CPT): Scope of Practice

A Certified Personal Trainer (CPT) works in the fields of physical fitness, health and wellness, assess and individual client's needs, designs a comprehensive exercise program, and provides physical training and education to lead clients toward their exercise goals through safe, efficient and motivational exercise instruction and coaching. CPT's do not diagnose or treat pain or disease and will refer such clients to healthcare professionals.

PTAG CPT Certification

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

Exam Only

The CPT Exam Only option allows the candidate to take the NCCA-accredited CPT certification examination only. The purchase of PTA Global certification preparation materials is not required to become eligible to sit for the CPT exam, and does not guarantee a passing score on the exam. PTA Global does not imply that the certification preparation materials are the only, or preferred route for preparing for the exam. Candidates who pass the examination will be awarded the CPT credential. This option is most appropriate for candidates that have received formal education in related fields, such as training, human biomechanics, exercise physiology or athletic coaching and have significant experience with exercise and fitness science.

Exam Period/ Extensions

The exam enrollment period is 180 days from opening the CPT Certification Preparation Course (CPT + Exam option), or 60 days from clicking on "Schedule Final Exam" in the Exam-Only option. What this means is, candidates have 60 or 180 days to complete their preparation, obtain their CPR/AED certification and successfully take the CPT certification examination. You may purchase a program extension of sixty (60) days online or by completing the [Program Extension Request](#) form and emailing to info@ptaglobal.com. Only three (3) extensions may be purchased. All fees, including the Program Extension Fee, are subject to change and you should reference the PTAG website to confirm the current fee

structure. Please note that if you enrolled through a program offered by a PTAG academic partner, the enrollment period may be adjusted to coincide with the term of your school's program.

Note the tables below to determine if you require and extension, and if so, how many.

CPT Course + Exam

Extension period	Requires
181-240 days	<i>One extension required</i>
241-300 days	<i>Two extensions required</i>
301-365 days	<i>Three extensions required</i>
Over 365 days	<i>Repurchase of exam required</i>

Exam Only Option

Extension period	Requires
61-120 days	<i>One extension required</i>
121-180 days	<i>Two extensions required</i>
181-240 days	<i>Three extensions required</i>
Over 240 days	<i>Repurchase of exam required</i>

IMPORTANT

Extensions are purchased to allow testing within 60-day window which begins on day 180. They ARE NOT a 60-day exam scheduling window.

- **Example 1:** If you click the "Schedule Final Exam" button on day 170, you only have 10 days to schedule and take the exam. If you plan to take the exam on day 190, but it is only day 170, an extension will be required.
- **Example 2:** if you buy an extension on day 200, the exam window will be from day 200 to day 240, a total of 40 days, not 60.

After clicking the "Schedule Final Exam" button, the exam eligibility dates will appear. Please make sure to take note of these eligibility dates.

Candidate Eligibility Requirements

Certification Eligibility

To be eligible to sit for the PTAG-CPT exam and receive certification, each candidate must:

- 1) Have obtained or be within no more than 90 days of successful completion of all requirements needed to obtain a high school diploma or the equivalent, such as the General Education Development test (GED) or other equivalency test recognized by the candidate's state of residency, or diploma and official transcript reflecting equivalent education as evaluated by the American Association of Collegiate Registrars and Admissions Officers for secondary education.
- 2) Obtain and maintain Adult CPR and AED certifications. Candidates will be required to provide proof of current CPR/AED certification prior to being admitted to sit for the PTAG -CPT examination. Certified professionals must also have a current CPR/AED card when applying for recertification. **All CPR/AED courses must have a hands-on training component.** Examples of approved providers include: *Emergency Medical Technician, American Heart Association* — www.CPR-ECC.org, including *Heart Saver CPR with hands-on training* https://cpr.heart.org/AHA/ECC/CPRECC/Training/HeartsaverCourses/UCM_473174_Heartsaver-Courses.jsp, *American Red Cross* — www.RedCross.org, *American Safety & Health Institute* — www.hsi.com, *EMS Safety Services* - www.emssafetyservices.com, *Emergency University* -<https://www.emergencyuniversity.com/storefrt/p-15-adult-cpr-first-aid.aspx>, *St. John Ambulance* - www.sja.ca, *Trauma Tech: Works Safe BC*-<https://www.traumatech.com/courses/cid-1/Occupational-First-Aid-Level-1>, *Chinese Medical Doctor Association* -- <http://www.cmda.net>, *Chinese Red Cross National Training Center* -- <http://www.chrctc.org.cn>, *Korean Association for Cardiopulmonary Resuscitation* - <http://www.kacpr.org>, and *Korean Red Cross* - <http://www.redcross.or.kr>
 - a. **COVID-19 Live Training Exception:** The PTA Global Certification Board has approved “blended” learning for the live, hands-on requirement during the COVID-19 shutdowns. CPR/AED with blended learning allows the candidate to perform the live training via a webcam with the instructor. Currently, the American Heart Association <https://elearning.heart.org/static/courseformat> and ProTrainings <https://www.protrainings.com/courses/blended> are approved.

Before taking a CPR/AED program from a provider not listed here, please confirm that such provider has been approved by contacting info@ptaglobal.com. **PTAG will not accept a CPR/AED certification card from an online only provider.**

The rationale for the above-listed requirements are as follows:

1. The PTAG Certified Personal Trainer must possess a level of reading and comprehension to adequately understand the education and concepts which are tested during the certification exam and the ongoing continuing education that is required of a PTAG CPT.
2. The PTAG Certified Personal Trainer will work with a myriad of different clients, and often with health-related issues they are attempting to overcome. Due to the population being serviced, combined with the physical stress normally accompanied by exercise, the possibility of cardiac arrest dramatically increases. At a minimum, the PTAG CPT must have current certification in Adult CPR and AED to take the final exam and to renew their credentials.

Application and Attestation Process

PTAG CPT candidates are required to attest to understanding and agreeing to certain conditions before registering for the CPT study program and/or CPT exam. The attestations are considered the “application process.” The attestations are made when registering for the program with exam or exam only and again at the testing facility.

Below are the statements that must be agreed to through attestation:

- I have been advised that the Exam Candidate Handbook is available for review at www.ptaglobal.com and I agree to abide by its rules and policies including the eligibility requirements, testing rules of conduct and the PTAG CPT Code of Ethics.
- I have read the terms and conditions and privacy policy found at www.ptaglobal.com.
- I am the candidate who will take the certification exam and no other person is completing this attestation on my behalf. Further, I will present a valid, government-issued identification with photograph at the testing center.
- I possess either a high school diploma, GED, or the equivalent, or will have within 90 days of taking the certification exam.
- I understand PTA Global conducts monthly random audits and I may be asked to provide proof of a high school diploma or GED.
- I will have a valid Adult CPR/AED certification that includes live, hands-on training before taking the certification exam and must present proof at the testing center to be admitted.
- I understand that if I purchased the Certification Exam Only, I have 60-days to schedule and take the final examination at a testing center. If I purchased the CPT study program, I have 180-days to schedule and take the final examination at a testing center.
- By clicking “I Agree”, I have read and understand the attestations above, and I further understand that PTAG may revoke my CPT credential if I provided any false information or violate the testing rules of conduct or PTAG CPT Code of Ethics.

Audit of Eligibility and Attestations

PTAG conducts monthly audits of candidate applications/attestations and may request supporting documentation. For the purposes of meeting education eligibility, a high school diploma, transcripts, GED, or college degree will meet the requirement.

Eligibility Exception Requests

Candidates may request an exception to eligibility requirements to sit for the certification exam by completing the [Exception Request/Appeal Form](#) and submitting supporting documentation.

Example of an exception to eligibility which may be considered:

- Candidate is from a country or region in which the traditional high school diploma or GED is not the verbiage used for completion of what is known as secondary education.

The exception request will be reviewed and decided upon by the Administrative Committee, a committee of the Certification Board. The Committee’s decision will be provided to the candidate in writing. Decisions of the Board are final.

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

PTAG reserves the right to uphold eligibility requirements as established by the Certification Board.

CONFIDENTIALITY AND RECORDS RETENTION

PTAG is governed by the federal laws of the United States and follows all laws and regulations regarding the storage, usage and destruction of confidential information.

Confidential information (non-public information including but not limited to addresses, phone numbers and financial account numbers, etc.) is protected by federal, state and local laws or regulations. To protect the privacy of our candidates and certified professionals, PTAG's database of personal information is accessible only by authorized staff and authorized contractors operating under a privacy and nondisclosure agreement.

The following individual data is collected and maintained in a secure database indefinitely.

- First and last name
- Email address
- Mailing address
- Phone Number
- Club details if employed by a sponsoring club
- Account username and password
- PTA Global Identification Number (PTAG ID#)
- Credit card data (for installment plans only)
- Purchase history
- Number of exam attempts
- Exam score/s
- Continuing education courses (CEC's) logged into profile
- Copies of CEC certificates of completion and CPR/AED certificates of completion
- Recertification notes and certificates

The following employees and contractors have access to all or parts of this confidential information.

- PTAG Administration staff (Executive Vice President and Director of Education)
- PTAG CB Liaison
- PTAG Certification Board
- PTAG Customer Service Team
- PTAG Accounts Assistant
- PTAG Chief Technology Officer
- IT Contractor
- Computer-based testing exam delivery psychometrics contractors

Exam scores are considered confidential information and will not be disclosed without the written consent of the person in question (using [CPT Consent for Information Release](#)), unless PTAG is required to do so by law or court order. Unless required by law to be provided to a regulating agency, score results are provided only to the candidate, and where applicable, to the candidate's sponsoring club. Test scores are not provided over the phone. Test scores remain in the PTA Global database indefinitely and may be required to provide evidence of validity and reliability of the exam.

Information that is not considered confidential and may be shared with schools, employers, inquiring clients of certified professionals, regulatory or licensure body, and other concerned third-parties includes general exam results (whether a candidate passed an exam), certification status, certification or PTAG ID number, and the current status of a previously-certified individual. This information can also be accessed from the ptaglobal.com website with a "Search Trainers" function. Only the candidate name, PTAG ID#, type of certificate, date completed and expiration date, if any, is provided.

The following data is also maintained by PTAG in aggregate, indefinitely, to ensure compliance with the NCCA record-keeping requirements and best practices of record keeping.

- Names of individual applicants becoming candidates
- Exam scores for all exam attempts
- Names of currently certified professionals
- Names of previously certified professionals

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

Please see PTAG's [Privacy Policy](#), also found at the bottom of the PTA Global website at www.ptaglobal.com, for more information about data collected by PTAG and the use of such data by PTAG.

Candidates and certified professionals may update their personal information at any time by logging into their PTA Global account and making the updates in the "profile" section. Name change requests can be made by contacting PTA Global directly at info@ptaglobal.com or 877-647-0690.

Should a candidate or certified professional wish to request that their confidential information be shared, they must complete the [CPT Consent for Information Release](#).

EXAM REGISTRATION

Getting Started

How do exam candidates purchase/register for PTA Global CPT self-study program and exam or Exam Only option?

Online registration: www.ptaglobal.com.

The purchase the PTAG-CPT product is made using credit or debit card (i.e. Visa, MasterCard, or American Express).

Following the paid registration, exam candidates will receive a confirmation email that will include a receipt.

Candidate Profiles are created at the time of purchase. Candidates can access their online self-study program or exam only option by logging into the PTA Global website with their account login.

Exam candidates are instructed to review the information in the six (6) content domains of the CPT Exam and have an adequate knowledge base to ensure the greatest likelihood of passing the CPT Exam prior to scheduling the exam appointment.

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

1. **Name.** Your name must match the name you use on government-issued identification. You should not use nicknames or other substitute names. Your certification and credentials will be issued under the name in your candidate profile. You will not be allowed to sit for your certification examination unless you present a current and valid government-issued photo ID. Accordingly, you must be sure to register for your exam using the exact same name that appears in your candidate profile and on your government-issued identification. If your name changes due to a change in marital status or a legal name change, you must be sure to have the name change reflected in your candidate profile but only after you have arranged for government-issued identification using your new name. The candidate ID policy can be found [HERE](#) and at <http://www.ptaglobalcb.com/cb-policies-forms.html>.

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

b. Request for name changes are sent to info@ptaglobal.com

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

Exam Delivery

The PTA Global Certified Personal Trainer Exam may ONLY be delivered via professional exam delivery companies using computer-based testing. A contract must be in place with the exam delivery company which includes duties and responsibilities as well as liabilities. The exam may not be delivered by PTAG employees or certification board members, nor may it be delivered in a paper and hand-scored format. PTA Global currently contracts with Pearson Vue, an independent testing vendor. Instructions for registering and testing with PEARSON VUE are described later in this document.

Accommodations

Accommodations may be available to individuals with documented disabilities pursuant to the Americans with Disabilities Act (ADA). PTAG provides reasonable testing accommodations to candidates whose documented disabilities or other qualifying medical conditions hinder their ability to take the examination under standard conditions. Examples of requests for special testing accommodations that may be granted include modification of seating or other physical arrangements in the testing facility, or providing for the examination to be taken in an accessible location, providing for a reasonable extension of testing time, providing a sign language interpreter (to assist with audio or spoken components, if any), reader, recorder or other auxiliary aid. Accommodations can also be made for medical reasons such as taking medication or monitoring blood sugar.

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

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

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

Requesting Accommodations

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

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

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

The letter from your qualified professional MUST include the following:

1. The specific disability/diagnosis. Mental/emotional disabilities must be accompanied by a numerical DSM-IV classification code.
2. A brief explanation of how this condition limits the candidate's ability to take the exam under standard conditions.
3. If this is not a permanent disability or diagnosis, include date first diagnosed, approximate duration, and method used to make the diagnosis.
4. State specifically the accommodation(s) required. Requested accommodations should be adequate to address the candidate's specific disability or diagnosis without creating an unfair advantage. Examples of accommodations include extra time, a reader, a recorder, or a separate room. Accommodations are provided to qualified candidates with disabilities to the extent that such accommodation does not fundamentally alter the examination or cause an undue burden to PTAG or the test administration site. The cost of excessive accommodation requirements is to be borne by the candidate (i.e., electronic communication equipment, etc.).

Candidates who arrive at the test center for a scheduled examination who have not made a prior request for a special accommodation will be offered the opportunity to take the exam without the accommodation.

Candidates with blood sugar disorders are not required to get prior authorization for small hard candy items at the examination station. Candidates will be asked to remove the items from plastic wrappers, as this could cause a distraction to other candidates.

PEARSON VUE and PTA Global comply with the standards set forth within ADA. Proctors will make every effort to assist in the accommodation of examination needs of candidates with disabilities.

If a candidate appears to be having difficulty taking an examination, the proctor will inquire if there is anything that can be done to improve the candidate's examination experience. Actions such as adjusting the contrast of the monitor, adjusting the chair height, or adjusting the screen angle will be undertaken immediately.

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

Registering for an Exam Date

All PTAG-CPT exams are administered by Pearson Vue, an independent testing vendor. Information about Pearson Vue locations can be found at: <https://home.pearsonvue.com/test-taker.aspx>.

When you are ready to take the certification exam, you will need to register for an exam date and location. You do this by clicking the "Schedule Final Exam" button below the practice exam button. The exam center, Pearson View, will send you an email with registration instructions including how to set up your Pearson Vue account. Make sure to add PearsonVUEConfirmation@pearson.com to your safe senders list and check your spam and/or junk folders if you did not receive a registration email. When creating your Pearson Vue account, it is VERY IMPORTANT that you use the same exact name and address as what is in your PTA Global account and on your government-issued identification.

If the prefer to schedule by phone, Pearson Vue will charge a \$10 fee. The phone number is (844) 914-0562. The online scheduling option is highly suggested.

After scheduling your exam, you will receive confirmation of the examination location, date and time directly from Pearson Vue. Make sure to add PearsonVUEConfirmation@pearson.com to your safe senders list and check your spam and/or junk folders if you did not receive a confirmation. Please keep the confirmation – you should bring it with you on the exam date and, if you should need to cancel, the confirmation will contain the contact information to do so.

You should register for an examination date well in advance, but no later than 24 hours before your preferred date and time, because availability at your preferred location and on your preferred date is subject to demand. For international candidates, please allow more time to schedule.

Please note that you will not be admitted into the examination if:

- 1) You are not registered to take the examination on that date and time at that location.
- 2) Your identity cannot be confirmed with a current and valid government-issued photo ID. Exam ID requirements are found at http://www.ptaglobalcb.com/PDF/pearson_vue_id_policy.pdf.
- 3) You do not present a current CPR/AED certification card which had a hands-on practical.

Examination registrations are nontransferable.

Exam Check-in

1. You will need to bring a current and valid government-issued photo identification and a current CPR/AED certification card (with hands-on practical) to the examination. Only the individual named on the exam registration roster will be permitted to take the certification examination. No substitutions are permitted. Accordingly, the name on your government-issued photo identification must match the name on file with PTAG and the name provided at the time of the exam registration. Exam ID requirements are [HERE](#).
2. You may only sit for the certification exam at the specific location and on the date and at the time for which you registered. You cannot go to another site offered by the test administrator or attempt to sit for the certification examination at a time other than the date and time for which you registered. You will not be admitted into the examination if you are not registered to take the examination on that date and time at that location, you are advised to bring the confirmation you received from the test administrator to avoid confusion.
3. You will need to present a copy of a current CPR/AED certification card from an approved provider which includes the live, hands-on practical. Approved providers are listed in the Certification Eligibility section of this Handbook.

Rescheduling or Cancellation of an Exam

Candidates may reschedule an examination date, without paying an additional fee, pursuant to the following conditions:

- The candidate must reschedule or cancel their exam using their online scheduling tool at least 48 hours prior to the originally scheduled appointment.
 1. If the candidate does not cancel or reschedule his/her exam in advance, the cost of the exam is forfeited, and the candidate must purchase a retest.
 2. If the candidate wishes to reschedule by phone, Pearson Vue will charge a \$10 fee. The phone number is (844) 914-0562. The online scheduling option is highly suggested.

If the candidate does not reschedule his/her exam (at least 48 hours in advance), the examination fees will be forfeited, and the candidate will need to purchase a retest. Similarly, if the candidate fails to sit for a rescheduled exam within the required 180 days, the examination fees will be forfeited, and the candidate will need to re-register and purchase the exam only option. **Candidates MUST take the exam within 12 months of the original purchase date.**

Late Arrival, Failure to Appear or INVALID/EXPIRED ID for an Exam

If you arrive late, do not have the required CPR/AED certificate, or have an invalid/expired ID for the certification exam, you will not be permitted to take the examination at that time. You are not entitled to a refund.

If you fail to appear for a scheduled certification exam, it will be treated as a failed attempt and you will need to follow PTAG's retest procedures (see the "Exam Retest" section of this Handbook for more information). You are not entitled to a refund.

Under certain circumstances, PTAG, at its sole discretion, may waive the retest fee for a late arrival or the failure to appear. PTAG will consider the following circumstances: serious illness suffered by you or an immediate family member; death of an immediate family member; disabling traffic accident, court appearance or jury duty; or unexpected military call-up. To receive a waiver, you must email a letter describing the circumstances and provide supporting documentation. Possible documentations include but not limited to: physician letter, court letter, and service orders. The documentation must be postmarked within ten (10) business days of the registered exam date.

EXAM ADMINISTRATION

Testing Format

The PTAG-CPT exam is in four-answer, multiple choice format. The exam includes 120 questions and candidates are provided two (2) hours or 120 minutes, to complete the exam.

Exam proctors will adhere to the time limit set for the CPT examination. If an accommodation for additional time has been requested and approved, proctors will adhere to the time limit set in the approved accommodation.

Security at Test Administration Sites

All candidates must have their identification verified with a valid and current government- issued photo-ID before entering the examination room. Proctors are required to verify the candidate’s identity as a condition of candidate admittance to the exam. Candidates must present a government-issued ID, such as a driver’s license or passport, which should include a current photograph, the candidate’s signature, and a permanent address.

The second step of the identification verification process is for the proctor to confirm that the candidate is registered to take the exam at that specific location and on that date and at that time. Proctors are supplied with a registration roster and only candidates listed on the roster will be permitted to take the examination.

After the verification process is complete, candidates are required to initial the roster next to their name and take a biometric photograph. After the exam, proctors are required to return the results to PTAG, which indicates that all identifications were verified according to policy.

Exam Conduct

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

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

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

Testing Rules of Conduct

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

- All exams must be completed within a single, continuous session. Candidates may not stop their exam administration and return to review their answers or continue the exam(s) at a later date or time.
- No reference books are allowed during any PTAG examination administration. Such material or any other papers may not be brought into the examination room. The exam center will provide an erasable board.
- Telephones, personal computers, electronic tablets, electronic readers, cameras, MP3 players, pagers, radios, watches, electronic translators, calculators, and all other electronic devices are prohibited in the examination room, except to the extent the electronic device is approved pursuant to an accommodation request. Such approved devices are subject to inspection.
- The proctor will not answer any questions pertaining to the examination content.
- Once the candidate has entered the exam room, referencing written materials, using electronic devices, or discussing or reviewing any aspect of the exam with other individuals is strictly prohibited, even during scheduled breaks, if any, until the exam is completed. Where an accommodation has been granted, and such accommodation requires the use of written materials, electronic devices, or the assistance of another person,

the accommodation will be provided by the proctor (and not the candidate) or, with respect to certain electronic devices that must be supplied by the candidate, the device will be subject to inspection by the proctor. People providing assistance such as sign language interpreters and test readers, may not assist the candidate with answering the examination and are subject to these Testing Rules of Conduct.

- Eating or drinking in the examination room is not be allowed unless deemed necessary due to a documented medical condition and the candidate sought and received approval for the accommodation prior to the examination date.
- Leaving the examination room at any time other than at a scheduled break, if any, is not allowed. The proctor is permitted to make an exception to this rule only under specific conditions, which include: (i) a determination by the proctor that the break is reasonably necessary; (ii) only one examinee may be absent from the examination room at any time; (iii) the candidate may not engage in conversation, may not reference any written materials, and may not use any electronic devices while outside of the examination room; (iv) the time for taking the exam will not be extended or altered (in other words, break time is counted as test taking time); and (v) any other condition the proctor determines is necessary to protect the integrity of the examination process and the security of the exam.
- Removal of exam content from the examination room is prohibited. Any act to retain exam content for use after the completion of the exam will be deemed a breach of the confidentiality policy and considered theft of PTAG’s intellectual property. This includes any effort to copy, photograph, record, or memorize exam content.
- Candidates are honor-bound to report all suspected cheating or attempts to steal examination content by others that he/she witnesses, hears about, or is asked by another to participate in. Failure to alert the proctor or PTAG to such activity will be deemed a violation of the Testing Rules of Conduct.

Disciplinary Actions for Exam Misconduct

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

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

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

Suspicion of Misconduct Arising at or During the Examination

If the proctor is unable to verify the identity of the person appearing to sit for an exam, the proctor must deny access to the examination. Under most circumstances, the candidate will be able to purchase a retest. PTAG reserves the right to determine that the candidate is ineligible to take the exam at a future date in cases of misrepresentation, fraud, or other circumstances indicating attempted cheating or exam content theft.

Proctors are permitted, on PTAG’s behalf, to enforce the Testing Rules of Conduct. If a candidate violates any of the Rules, the proctor can terminate the exam and remove the candidate from the examination room. The proctor will file a report with PTAG, and PTAG will determine if any further discipline is warranted. Absent a determination that the proctor’s concerns were unfounded, no refund will be provided.

Violations of Certain Testing Rules of Conduct

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

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

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

EXAM RESULTS

Scoring

Certification exams are scored immediately upon completion by computer-based testing software. Candidates are given a preliminary result while at the test center indicating whether or not they have passed. Candidates may use this preliminary report to provide evidence to employers of a passing score. Accordingly, please note that although scores may be released immediately, all data subsequently will be analyzed for anomalies. If anomalies are found that impact the scoring, the exam will be rescored, and the candidate will be advised if the rescore impacts whether he/she passed or failed the exam. In some cases, an anomaly will be determined to be the result of an administrative error or, possibly, misconduct. PTAG reserves the right to require candidates to retake exams when an administrative error occurs that impacts exam scores or if it determines that misconduct by others may have impacted the scores of all examinees. Individuals involved in misconduct are subject to disciplinary action such as revocation of the ability to take the exam.

PTAG examinations are scored using a scaled score method. Scaled scores can range from 0 to 100 and represent a conversion of the candidate's raw score to allow for comparison between different forms of the same examination. The use of a scaled score provides consistency in reporting passing standards by accounting for the difficulty level of the examination form. The same level of performance is required to meet the scaled passing score (cut score) of 70 regardless of which form of the exam a candidate takes. A candidate must achieve a scaled score (cut score) of 70 or higher to pass the examination covered in this Handbook.

Each exam includes 20 "pretest questions." These are questions that are being tested for future examinations as part of the continuous exam development process at PTAG as required by PTAG's accreditor. Pretest questions are excluded from the scoring process and are scattered throughout the exam. Pretest items are not identifiable by the examinee; therefore, all candidates should answer all questions to the best of his or her ability.

Disclosure of Scores to third parties. Although PTAG may share successful exam results (a pass without a score) with third parties, PTAG does not disclose exam scores or failed attempts to others unless required by law to provide results to regulating agencies, the candidate is being sponsored by a company or health club, or if permission has been granted by the candidate.

Candidates who, after verification, pass the exam will receive a formal certificate indicating that they are a certified professional. The certificate is sent electronically. Hard copies of the certificate may be purchased by contacting info@ptaglobal.com. Instructions for the purchase of the hard copy will be included in the email with your electronic certificate. Each certificate also contains a QR code which is used to validate authenticity. Certificates may also be found using the "Search Trainers" function on the PTA Global website.

Unsuccessful Exam Attempts

Upon completion of the exam in the exam center, the candidate will immediately be provided domain-level exam results. These results will also be available on the candidate profile page in Pearson Vue. For more information on the exam domains, see the "How did PTAG develop the content domains" section of this handbook. The domains each have a set number of questions assigned to them. When reviewing the domain-level scores, the candidate should review the list of knowledge, skills and abilities by domain also found in this handbook to best prepare for a retest. It is very important to review each of the domains and the knowledge, skills and abilities the candidate is expected to have competence in, as there is more than one version of the final exam.

PTA Global provides diagnostic score reports to candidates. The diagnostic score reports provide data regarding the number of items correct in each of the domains. Candidates are cautioned about making inferences based on the diagnostic scores due to the fact that there may not be sufficient items in each of the domains for accurate inferences.

Exam Appeals

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

Exam Retest

Candidates who show up late, do not have proper documentation, miss a scheduled exam appointment or do not pass the certification exam on the first attempt and wish to retake the exam will be allowed to retest after a one-week waiting period. If the candidate is unsuccessful after the second attempt, he/she will be required to wait thirty (30) days between subsequent exam attempts. Exam retakes must be taken within 60-days of exam purchase. The CPT exam may not be taken more than three (3) times. Eligibility to retake an exam, under extraordinary circumstances, can be reviewed by the Disciplinary and Appeals Committee. Please see the Appeals section of this Candidate Handbook for more information.

Retest requests are made using the PTAG CPT [Exam Retest Request Form](#) found at on our [Forms Page](#) and submitted to info@ptaglobal.com.

All exam candidates should be aware that there is more than one (1) version of the CPT Exam, and exam candidates should therefore be prepared to learn and understand the job knowledge and skill sets required of a personal trainer to pass the CPT Exam.

Certification Credentials

Awarding of Credential

Only candidates who achieve a passing score on the exam will be allowed to use the certification program credential. PTAG will issue an official certificate to individuals who earn their certification. Certifications are valid for two (2) years and expire on the date provided on the certificate.

Reception of Certification

You should expect to receive your certification electronically, if you have met all examination requirements, within ten (10) days of your examination date. You will receive notification of your official results and your certificate by email. If for some reason you have not received your official score or certification within thirty (30) days, please contact info@ptaglobal.com by email to inquire about your results. You can also log into your PTAG education page and find a copy of the certificate there.

Credential Use

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

Whistleblower Assurance

If an individual is aware of a fitness professional using the PTAG-CPT credential but that individual is not listed as an active and NCCA Accredited Personal Trainer on the PTAG website, they may contact PTAG-CB to report the individual. The PTAG-CB assures the “whistleblower” will have complete anonymity and will follow up on said complaint.

Recertification and Continued Competence

PTAG certified professionals are required to keep their certification current through fulfilling at least 20 CEC’s (approximately 20 hours of CB approved credit study) every two (2) years, as well as renewing their CPR/AED (live, hands-on training required) certification. This renewal is referred to as “recertification.” The purpose of recertification is to assure that certified professionals holding PTAG credentials remain current with best practices and maintain competence in the personal trainer field.

Continued Competence is defined as “demonstrating specified levels of knowledge, skills or ability not only at the time of initial certification, but throughout an individual’s professional career.” This ensures that the services provided by the certificant are always delivered at the highest quality and safest level. The certificant’s clients have an expectation that their fitness professional is not only working within their designated scope of practice but using the best current practices within the fitness industry. Continued competence ensures this.

In 2019, PTA Global contracted a psychometric company to conduct a study on recertification frequency. Due to the reasons listed below, it was determined that two years was sufficient.

- Speed of change in practice
- Potential for harm
- Length of knowledge, Skills and Ability (KSA) retention
- Resources and system available for professional development

Updating Your Contact Information

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

Recertification Requirements

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

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

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

Recertification Application: With each recertification, you will need to follow the online recertification application process and complete the [Recertification Application Packet](#). You will be required to provide documentation verifying the completion of 20 CECs. You are responsible for obtaining a certificate of completion or other official document from each continuing education course you attended, this includes the front and back of your mandatory CPR/AED certification (live, hands-on course). There are random audits performed on recertification applications submitted. If

your application is chosen for audit and you do not meet the requirement, you will have 30 days to submit all supporting documentation to the PTAG Recertification Department.

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

Lifetime Certification

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

- The Lifetime Certification fee is an in-full, one-time payment. Previously paid recertification fees cannot be applied against the Lifetime Certification fee.
- Lifetime Certification only concerns the recertification fee. You still must complete all other recertification and continued competence requirements every two years:
 - Complete 20 CECs;
 - Submit the Recertification Application and proof of CEC completion; and
 - Provide a valid and current CPR/AED certification.
- If, in the future, you use the 90-day grace period to complete your CEC requirements, you will not have to pay the recertification fee, but you still will be required to pay the Extension Fee (see Recertification Fees section above)
- All fees, including the Lifetime Certification fee, are subject to change and you should reference the PTAG website to confirm the current fee structure.

Restoring Certification

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

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

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

SUSPENSION OR REVOCATION OF CREDENTIALS

(DISCIPLINARY ACTION)

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

PTAG's Professional Code of Ethics

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

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

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

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

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

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

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

1. Not default on any payments due to PTAG regarding the credential;
2. Maintain adequate liability insurance;
3. Maintain adequate and truthful progress notes for each client;
4. Accurately and truthfully inform the public of services rendered and his/her qualification to render such services;
5. Honestly and truthfully represent all professional qualifications and affiliations;
6. Advertise in a manner that is honest, dignified and representation of services that can be delivered without the use of provocative and/or sexual language and/or pictures;
7. Maintain accurate financial, contract, appointment, and tax records including original receipts for a minimum of four years; and
8. Comply with all local, state, federal, and providence laws and employer rules regarding harassment and discrimination, including sexual harassment.

Unprofessional Conduct

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

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

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

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

Due Process

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

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

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

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

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

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

APPEALS

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

Exception Requests

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

Eligibility Exception Requests

Candidates may request an exception to attestation and eligibility requirements to sit for the certification exam by completing the appropriate [Exceptions Request/Appeals Form](#). PTAG reserves the right to uphold eligibility requirements as established by the appropriate Certification Board. Decisions concerning exception requests will be communicated in writing only. Candidates may appeal the exception request decision to the appropriate Board. The Board will review the appeal at their next scheduled board meeting. Decisions of the Board are final.

Recertification Exception Requests

Certified professionals may request an exception to the Requirements for recertification by completing the appropriate [Exceptions Request/Appeals Form](#). PTAG reserves the right to uphold recertification requirements as established by the applicable Certification Board. Decisions concerning exception requests will be communicated in writing only. Certified professionals may appeal the exception request decision to the Board. The Board will review the appeal at their next scheduled appropriate Board meeting. Decisions of the Board are final.

Precedent-based Exception

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

Please send all Appeals to:

PTA Global Certification Board

32107 Lindero Canyon Rd. #233

Westlake Village, CA 91361

Fax: 805.435.1414

Email: certificationboard@ptaglobal.com

Website: www.ptaglobalcb.com

DEVELOPMENT OF THE PTAG CPT EXAM

PTAG is committed to providing the highest quality certification examinations through continuous development and psychometric review. The examination development process begins with a job analysis. This is an industry-accepted process for determining the competencies that are required for safe and effective practice in the tested field. Subject matter experts representing both practitioners and educators work with PTAG’s psychometricians to define the knowledge, skills, and abilities required for safe and effective practice in the field covered by the exam. The results of this job analysis are then used to form the examination; every question written for the examination must address one of the specified tasks on this job analysis. Regular assessment of the profession and the conduct of the job analyses allow the examination to remain a current assessment of the competencies a practitioner in the field must possess. Prior to the implementation of a new examination test plan, it is reviewed and approved by the Certification Board. Once an exam form is implemented, the psychometric team evaluates the statistical properties throughout the life of the test items used on that exam form, as well as the quality of pretest items used to develop future exam forms. All examination items used to build forms are reviewed and continuously monitored by the psychometric team to ensure the statistical properties meet the appropriate specifications.

The process of developing the CPT Exam involves three steps, all performed by Subject Matter Experts (SME’s) and overseen by the PTAG CB, the PTAG Director of Certification and a contracted psychometrician and their team.

The objective when assembling both a SME panel AND the Certification Board composition is to have the following represented:

Years Experience	Education	Position	Also Desirable
0 to 5	High School	Trainer/Coach	Professor
5 to 10	Undergraduate Degree	Manager	Instructor (PT and GX)
>10	Graduate Degree	Director	Club operator/owner

Step 1: Job Task Analysis (JTA)

A Job Task Analysis (JTA) process must take place at least once every five years to ensure the certification exam evolves with the wants and needs of our constituents in the fitness industry. The purpose of a JTA is to verify that practitioners are minimally competent to do a specific job. The objective is to determine what Knowledge, Skills and Abilities (KSA’s) a personal trainer should have their first day on the job. These KSA’s are then utilized to create a CPT Exam Development Outline. This outline can be found [HERE](#).

Step 2: Exam Development

Using the Exam Development Outline, the SME’s then review existing questions and edit or add questions as needed to meet the guidelines established in the JTA. The Exam Development Report can be found [HERE](#). PTA Global contracts with a psychometrician to consistently review the exam psychometrics and adds/subtract questions as needed with the assistance of SME’s. The psychometrician will also lead the process for PTAG to deploy at least two new exams per year.

Step 3: Standard Setting

Once the exams are created, the SME’s review each question and rate its difficulty. Using best practices dictated by the lead psychometrician, a “cut score” or passing score is developed. The current passing score is 70%. Standard setting takes place after every JTA and as needed based on the psychometric reports and best practices. The latest Standard Setting Report can be found [HERE](#).

More detailed information regarding the development of the CPT Exam can be found in the [PTAG CB Policies and Procedures](#) and psychometric reports can be found at <http://www.ptaglobalcb.com/cb-policies-forms.html>.

CURRENT CPT EXAM SPECIFICATIONS (Effective 10/1/19)

Certified Personal Trainer (CPT) 2019 Examination Specifications		# of items
I. Program Design		30
	<ul style="list-style-type: none"> A. Deliver a client needs analysis assessment during initial and ongoing client consultations B. Conduct a physical activity readiness questionnaire and client screening (e.g., health history, resting heart rate, blood pressure, cardiorespiratory, muscular endurance, strength, and flexibility) C. Develop safe and effective personalized client programming strategies using the principles and acute variables of exercise for different goals and ability levels D. Apply various forms of exercise and equipment, including modification strategies, for different clients' goals and abilities E. Discern the various principles and acute variables of exercise programming and periodization (e.g., frequency, intensity or load, time, type, volume, and recovery) F. Understand the purpose and techniques of proper warm-up and cool-down G. Understand principles and techniques relating to flexibility, mobility, and stability 	
II. Human Behavior		15
	<ul style="list-style-type: none"> A. Understand the basic behavior change process in humans (e.g., transtheoretical model, intrinsic and extrinsic motivation) B. Use communication and motivational interviewing techniques effectively (e.g., open-ended questions, active listening, empathy) C. Deliver practical strategies for facilitating client behavior change D. Understand multisensory communication (e.g., appearance, body language, stresses) 	
III. Exercise Sciences		25
	<ul style="list-style-type: none"> A. Understand the function of various systems of the body and how they work as a unit or organism (e.g., endocrine system, digestive system, skeletal system) B. Understand the processes that produce human movement (e.g., integration of nervous system, muscular and skeletal system) C. Understand the physiological responses to movement of different intensities (e.g., energy systems, muscle fiber types, basic endocrinology) D. Understand the various types of forces that impact the body during movement (e.g., gravity, mass, momentum) E. Measure and monitor exercise intensity including heart rate and perceived level of exertion F. Understand the major muscle groups including the muscle origins and insertions and overall musculoskeletal function G. Understand the different energy systems and how they are utilized H. Understand the principles of proper posture and common compensations (e.g., kyphosis, lordosis) I. Incorporate knowledge and application of the three planes of movement (sagittal, frontal, and transverse) J. Apply proper breathing techniques while performing cardiovascular, strength, and flexibility training 	



**Certified Personal Trainer (CPT)
2019 Examination Specifications**

of items

<ul style="list-style-type: none"> K. Identify the characteristics of tendons, ligaments, and skeletal muscle fiber types, and their influence on exercise performance L. Understand the basic principles of fascia and integrated movement M. Recognize signs and symptoms of various health conditions (e.g., stroke, heart attack, low blood pressure, insulin shock, diabetic coma) 	
IV. Workplace Practices	10
<ul style="list-style-type: none"> A. Detail strategies to gain clientele (e.g., marketing, prospecting, customer service skills) B. Detail strategies for referring clients to other professionals (e.g., MDs, dietitians, physical therapists, massage therapists) C. Understand workplace policies (e.g., facility safety, professional appearance, conduct, office administration) D. Understand personal liability insurance availability E. Utilize techniques to increase adherence and retention strategies 	
V. Nutrition	10
<ul style="list-style-type: none"> A. Understand the differences between various macro and micro nutrients B. Understand the importance of nutrition with regards to health (e.g., exercise, eating behaviors, body composition) C. Differentiate between various eating strategies for different types of group (e.g., vegetarians, diabetics, religious practices) D. Recognize and adhere to the scope of practice when making dietary recommendations (e.g., referral, appropriate resources) E. Understand basic principles of hydration F. Recognize symptoms of low blood-sugar and dehydration G. Have knowledge of the public health eating guidelines (e.g., U.S. Dietary Guidelines for Americans and MyPlate) H. Understand resting metabolic and basal metabolic rate and their relevance to weight management I. Have a basic knowledge of common supplements (e.g., application, usage, risks, referral) 	
VI. Special Populations	10
<ul style="list-style-type: none"> A. Recognize special conditions based on medical and health history and obtain physician release forms as necessary (e.g., elderly, youth, pregnancy, overweight or obese, chronic injuries and disease) B. Recognize and adhere to boundaries of scope of practice with regard to medical and health concerns C. Modify exercises to deliver safe and effective training programs to the special populations D. Understand the physiological limitations of the special populations (e.g., movement restrictions, susceptibility to injuries) 	
Total	100

APPENDIX A: LIVE REMOTE PROCTORING (LRP)

Live Remote Proctoring (LRP) in Response to Covid-19

Due to the unprecedented global challenges associated with the COVID-19 pandemic, which include quarantines and social distancing, the Institute for Credentialing Excellence (ICE), has approved the use of Live Remote Proctoring (LRP) on a limited-time basis in lieu of in-person test center examinations. In this delivery model, live proctors manage and supervise testing from a location other than where the candidate is testing. Candidates will require a suitable device with an internet connection and webcam. Live proctoring is accomplished using audio/video streaming and remote proctoring allowing the proctor to closely supervise the testing session.

The PTA Global Certified Personal Trainer exam has been approved for LRP delivery by the same company who provides the test center exams, Pearson VUE. The service is called “OnVUE.”

Test Taker System Requirements

Minimum system requirements for test taker delivery are a webcam, a microphone, and the bandwidth requirements detailed below.

To take an online proctored test, a test taker must have a system with the following:

- One of the following operating systems:
 - Windows 10
 - Windows 8.1 (32-bit or 64-bit)
 - Windows 7 SP1 (32-bit or 64-bit)
 - Mac OS X 10.10 or above
- Minimum RAM specified for the operating system (4 GB or more)
- Minimum display resolution of 1024 × 768 in 16-bit color
- Working webcam (minimum 640 × 480 resolution @ 10 fps) and microphone
- Internet connection of at least 1 Mbps for both the upload and download bandwidth
- Highly recommended: hardwired connection (not wireless) especially for those with a slower Internet connection
- OnVUE application (free to download)

Support for all technology issues is handled by Pearson VUE support teams.

Test Taker Preparation Steps

The client’s landing page on pearsonvue.com will contain a button that test takers can click to simulate the exam experience. Test takers should perform this step before registering for an exam, in case any problems surface during the system check. This allows each test taker to run a system test and verify that the OnVUE solution will function properly.

Before the scheduled examination time, the test taker should:

- Set up in a walled room so other individuals cannot enter during testing
- Run the optional system-check utility that allows test takers to:
 - Check their Internet connection speed
 - Confirm that their microphone and speakers work
 - Verify that the webcam takes a clear image of them and their ID
- Remove or erase written materials from walls to prepare for the room scan during check-in:
 - Wall art and posters will be inspected
 - Additional monitors need to be unplugged and turned away
- Verify sufficient lighting in the room—Will the room have enough light, especially before sunset?
- Clear material from the desk surface

Registering for LRP

The OnVUE Online Proctored test taker journey begins just like the traditional test center-based test taker experience: The test taker registers for the exam and schedules an appointment through the Pearson VUE website

Scheduling your LRP exam with OnVUE

All exam scheduling is completely managed by a web-based scheduling system and is initiated on demand by prospective test takers. Test takers make a reservation to test through Pearson VUE's online reservation system. Test takers also can schedule online for examinations 24 hours per day, seven days a week from any device with Internet access. Pearson VUE's web registration and scheduling system provides test takers with the ability to:

- Choose OnVUE as the mode of delivery for the exam
- View appointment availability with a graphical calendar display and the ability to compare appointment availability
- Change or cancel appointments prior to a testing appointment
- Receive appointment confirmations by email, as well as appointment reminders as the test date approaches

Getting Ready to Launch

After verifying that the setup is adequate, the candidate will register to take the exam at their home or office and select an appointment time. Test takers can select a test time within 15 minutes of registering, provided that an appointment is available. Candidates must accept various policies, including a facial comparison policy agreeing to the use of artificial intelligence (AI) techniques before they can complete registration for an online proctored exam. The registration confirmation indicates applicable ID and exam policies and includes a link to the page where the candidate can access the button to begin the exam appointment.

Exam Check-in and Required Documents

OnVUE captures images of government-issued identification as well as headshots pursuant to global data privacy laws. At the scheduled appointment time, test takers log in to pearsonvue.com/ptaglobal and click a "Begin Exam" button to start their exam session. Test takers can check in up to 30 minutes before, and up until 15 minutes after the scheduled appointment time. They are provided with an access code for the exam and directed to download the required software. Then they are passed seamlessly to the OnVUE application and led through a series of automated checks and steps that prompt them to:

- Test their microphone, webcam, and audio
- Capture a headshot
- Capture their photo ID
- Capture four photos of the testing room workspace
- Shut down other applications running on the computer

The OnVUE software uses artificial intelligence (AI) techniques to perform enhanced ID authentication and a face-to-ID-photo comparison. A Pearson VUE greeter checks the room images. If validation does not indicate any issues that require remediation, the self-check-in is successful and the test taker is permitted to launch the exam. The secure browser runs automatically before the exam is launched.

After check-in, during which the candidate's hardware and testing environment are confirmed, and government-issued identification and CPR/AED card are verified, the proctor unlocks the exam and monitors the candidate behavior throughout the entire exam administration.

Remediated Check-In

If the ID photo/headshot or CPR/AED card comparison does not pass validation or any other issues exist, the session is added to the live greeter queue for a remediated check-in. A greeter contacts the test taker by chat, phone, or—if needed—voice over IP (VOIP) and performs check-in procedures only for those that did not pass during initial check-in.

Rescheduling or Canceling an exam

Cancellation and rescheduling policies are systematically enforced by the OnVUE registration and scheduling system. Test takers who change or cancel an appointment outside of the allowable timeframe will forfeit the test administration fee and must purchase a retest.

Late Arrival, Failure to Appear or Invalid/Expired ID for an Exam

Policies are the same as the test center (page 13 of the [Exam Candidate Handbook](#)) and systematically enforced by the OnVUE registration and scheduling system.

Exam Administration

Exam administration including number of questions and testing rules of conduct are the same as using the test center. Please refer to “Exam Administration” beginning on page 14 of this handbook ([Exam Candidate Handbook](#)).