

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

7. Comply with all local, state, federal, and providence laws and employer rules regarding harassment and discrimination, including sexual harassment.

Unprofessional Conduct

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 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 by traceable mail.