

CERTIFICATION EXAM
POLICIES AND
PROCEDURES MANUAL



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PTA Global Certification Board (PTAG-CB):

MISSION, ROLE AND OBJECTIVES OF CB

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.

Roles

The PTAG-CB is a division within PTA Global that acts independently of the education side of the company and receives no financial benefits from the CPT exam. The PTAG-CB has complete autonomy in decision-making for all essential certification policies and activities. The CB must not be coerced, or subjected to undue influence by any other body, such as a board of trustees or directors of a professional association. The CB approves all decisions of the certification program, and has veto power over the decisions of the certification program's governing board.

The PTAG-CB ensures that the process of certification, its structure, policies, procedures and administration are held to the highest standards so as not to compromise the integrity of the certification process.

PTAG-CB members, PTAG staff and all other parties involved with the Certification Program should view their roles as fulfilling an obligation of trust to all parties impacted by the Certification Program. They should never do or say anything that would dishonor their roles or the certification program in general.

The overall duties of the PTAG-CB are:

- **Duty of care**- Exercise the same diligence and wisdom in making decisions that a prudent person would in the same situation.
- **Duty of loyalty**- Make decisions based on the best interests of the certification program and not let any personal interests cause decisions not in the best interest of the program.
- **Duty of obedience**- Abide by all relevant decisions within this document and all pertinent laws.
- **Duty of confidentiality**- Do not disclose any information that would hinder the certification program from fulfilling its purpose of achieving its objectives.

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.

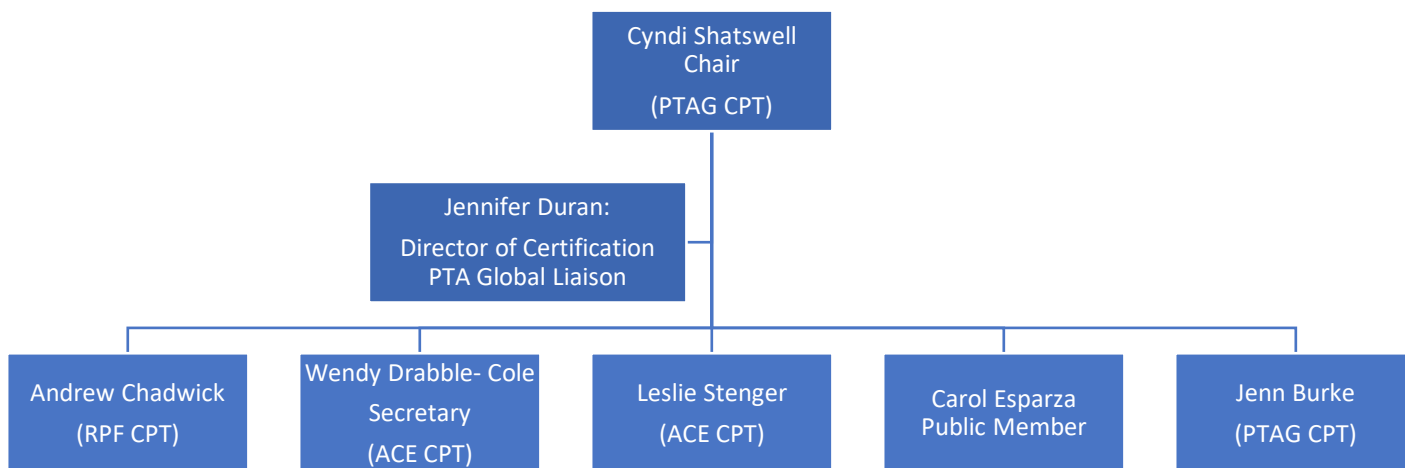
- Provides suggestions and approvals for the PTAG Inc. annual budget as it pertains to the certification program, and establishes all pricing involved with the certification program (exam, retests, CEC approvals, renewals, etc.)
- Assist with selection and ensure that all Subject Matter Experts (SME's) 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

Mailing Address:

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

CERTIFICATION BOARD: MEMBERS AND STRUCTURE



<p>The CB Members are:</p> <ul style="list-style-type: none"> • Andrew Chadwick • Wendy Cole • Cyndi Shatswell • Carol Esparza • Leslie Stenger • Jenn Burke 	<p>The CB Committee Members are:</p> <ul style="list-style-type: none"> • Administrative Committee: <ul style="list-style-type: none"> ○ Cyndi Shatswell ○ Wendy Cole ○ Carol Esparza • Exam Committee: <ul style="list-style-type: none"> ○ Jenn Burke ○ Cyndi Shatswell • Recertification Committee: <ul style="list-style-type: none"> ○ Wendy Cole ○ Jenn Burke ○ Andrew Chadwick • Continuing Education Committee: <ul style="list-style-type: none"> ○ Cyndi Shatswell ○ Leslie Stenger ○ Jenn Burke
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CERTIFICATION BOARD (CB): POLICIES, AND PROCEDURES

Policies:

- All CB members are asked to attend meetings in-person when/where possible, but have the ability to, conference call into the meetings if not able to attend in-person. Most meetings will be via teleconference and reasonable travel accommodations will be paid if travel is required.
- CB members need to be from a broad spectrum within the industry with one of more public member(s) from outside the industry, representing the public needs. Within the industry includes certified personal trainers, personal training managers, athletic club/gym owners, academia, fitness educators, and education directors within a health club or chain. The public member is not a certified personal trainer but represents the wants and needs of the public interest for safe, enjoyable, efficient, and effective certified personal trainers. CB members, except for the public member, must carry one (1) valid and current personal training certification.
- The CB size is determined by its members but shall contain not less than five (5) members and no more than nine (9) members. Board members are added on a staggered schedule.
- All members will serve a three-year term with a successive term available only with a majority share approval of the CB currently serving. A list of the current board members and their expirations can be found at <http://www.ptaglobalcb.com/certification-board.html>.
- Board members may serve a maximum of three terms.
- All CB members wishing to extend their term for a successive term must advise the committee, at least 30-days prior to the expiration of their current term, in writing to the secretary of the administrative committee.
- Current CB members are nominated for the Chairperson and Secretary positions by the CB and require a 2/3 majority vote by the CB.
- CB members must not be financially connected to, receive financial gain from, or be employed by the PTA Global Inc. company.
- CB members, certification staff and PTAG SME's may not prepare or teach any PTA Global exam-related preparatory course content or education/training content leading to initial certification.
- CB members may not be paid instructors for PTA Global Inc.
- When any individual (CB Member, SME, PTAG staff, etc.) takes part in item writing, review of exam questions, or has knowledge of the exam questions, that individual is disqualified from taking that particular exam as an official Credential. This does not preclude them from taking the exam as part of the psychometric or test center testing process for quality assurance, such as an exam pilot, but they will not be awarded the official Credential. If a new exam is developed and the member was not privy to those questions, and they are no longer on the board, they can take the exam as a Credential once the new form is fully deployed. This same policy applies to exam prep content and/or education/training.
- The CB member position is a non-paid position.

- Changes in exam questions and exam content can only be approved by the CB with a majority vote of all exam committee members. Non-attending committee members cannot be included in the voting process by proxy; they must be present either on conference call or in-person.
- In the case of a tie vote on any topic within the CB or within a committee of the CB, the chair will have the deciding vote.
- Any committee members who cannot make one of the annual meetings will need to notify the secretary of the administrative committee by phone or e-mail 48-hours prior to the meeting.
- If, at any time, the secretary of the administrative committee feels there will not be enough committee members available to hold one of the annual meetings, the secretary will notify all members and a new date will be organized by the secretary, confirmed by the chair of the CB.
- The Certification Board is expected to review both the Exam Candidate Handbook and Certification Exam Policies and Procedures prior to each meeting. Comments and suggestions for quality assurance are made during the meeting and acted upon by the PTAG CB Liaison. Updates will be made by the PTAG Liaison to the board if any changes are formally made to handbooks or procedures.
- Any topics not covered within the meeting will be pushed to the next scheduled meeting's agenda.
- The secretary of the administrative committee will provide all CB members with a detailed agenda of all topics to be discussed or voted upon in the upcoming meeting at least 72-hours prior to the scheduled meeting.
- Any CB member who wish to add or comment on any agenda items must do so by contacting the secretary at least 24-hours prior to the scheduled meeting date.
- CB members that cannot make either of the annual scheduled meetings will not be permitted to extend their service for a successive term, and may be asked to withdraw from the CB, based on a majority vote by the remaining members of the CB.
- Each CB member is encouraged to read all agenda items before coming to the meeting or calling in for meetings.
- Conference call-in numbers will be supplied by the secretary or PTAG liaison at least 48-hours prior to the scheduled meeting.

Procedures:

- The CB is required to meet two (2) times a year in May and November. Actual dates are determined by board availability.
- The secretary of the administrative committee will email the agenda prior to the meeting.
- Roll call will be taken by the secretary for both present and conference-in committee members by naming each member and waiting for a response. The Chairperson will then lead the meeting.
- At the first meeting of each new year, or when board members have changed, CB members will be asked to introduce themselves, what role they play in or outside of the industry, how many years they have been in the industry, and their current position.

- By default, part of the agenda for each meeting will be a review of the Exam Candidate Handbook, Exam Policies and Procedures and PTAG CPT Exam website, for recommendations for improvement for quality assurance.
- Any leftover agenda items from the previous meeting will be discussed first.
- Feedback from bi-annual review of PTAG CPT website, Exam Candidate Handbook, Policies & Procedures and exam delivery will be discussed.
- The chair will then start with agenda items. The chair will then recognize those who wish to speak on any agenda item before the chair will call for a verbal vote. Other CB members may also request a vote, but no vote shall be taken without the chair's consent. The CB may be called to vote, without the chair's consent, if the remaining CB members unanimously agree.
- During the CB meeting, any person wanting to speak who is present will state their name so all members attending by phone are aware of the person speaking and will be recognized by the chair before speaking.
- The chair will bring any person wishing to speak into the meeting the his/her discretion and will have the ability to stop any person speaking too long or off-topic, as this role is to cover the agenda items and to keep the meeting on schedule, so all objectives are met.
- At the end of the meeting, the chair will summarize the day's events, and the meeting minutes, and will note the stop time of the meeting and the meeting will be over.
- If the meeting is recorded electronically, the recording will be summarized into meeting minutes by the secretary and disseminated to the CB for feedback on accuracy.
- CB meeting minutes will be dispersed to all members who were in attendance and any members who could not attend within one-week of the meeting. Minutes will include decisions and actionable items by the chair, decisions and actionable items made by the board, and designate the person(s) from the CB who is/are involved with that agenda item directly.
- The PTA Global Liaison or PTA Global Inc. staff may join in meetings to update the board on any company changes.

Recusals

If a disqualifying conflict of interest (either clear, potential or perceived) is discovered in a CB member during board deliberations, that member will be asked to recuse themselves from the process or vote at issue. If the member does not voluntarily recuse themselves, they can be recused by a majority vote, not including the affected member. The member may still listen to discussions and decisions but may not have input or a vote.

CERTIFICATION BOARD: COMMITTEE TASKS AND RESPONSIBILITIES

- **Administrative Committee Tasks and Responsibilities**
 - Shall include the chair and the secretary of the CB
 - The secretary shall take rollcall at each meeting
 - Lead meeting proceedings; confirm the bringing of propositions to a vote
 - Hear all complaints and testimonies (verbal or written, as decided by the committee on an individual basis), and make all decisions on disciplinary actions involving certification candidates or CPTs (this includes Appeals and Conduct Violations)
 - Ensure the PTAG CPT Exam Candidate Handbook, CPT Exam Policies and procedures and PTAG CPT Exam portion of the PTAG website are reviewed bi-annually for quality assurance.
- **Director of Certification and Exam Committee Tasks and Responsibilities**
 - Work with a contracted psychometrician in forming the JTA and determination of exam domains at least once every 5-years
 - Assists with recruiting JTA and Item Writing SME's
 - Approve JTA and Item Writing SME's
 - Approve exam items (as written by the Exam Committee or by individuals designated and approved by the Exam Committee)
 - Review any exam question issues at least annually and when they are brought to your attention. This is generally discovered by the annual psychometric report.
 - Determine eligibility requirements and formalize processes for certification candidates seeking to take the CPT Exam. Eligibility requirements are reviewed during every Job Task Analysis (JTA).
 - Randomly audits two candidates per month for a minimum of ten applicants annually to ensure compliance with attestation/eligibility requirements.
 - Ensure exam items and exam candidate personal information are kept in a secure location and not shared with any person or company
- **Continuing Education Committee Tasks and Responsibilities**
 - Determine and approve guidelines and processes for educators and those seeking approval as continuing education providers for CPTs
 - Ensure approved continuing education coursework fulfills at least one or more of the domains as designated from the JTA
 - Designate number of credit hours for each approved continuing education course or program as needed.
- **Recertification Committee Tasks and Responsibilities**
 - Determine and approve guidelines and processes for CPTs to maintain certification through PTA Global
 - Determine appropriate number of credit hours to maintain certification
 - Assist with review applications for recertification.

CERTIFICATION BOARD: VOTING AND ELECTION

CB members are recruited through social media, PTAG e-blasts, and recommendations made to PTAG. Individuals are also encouraged to apply via the PTA Global website, where the [PTA Global Certification Board Member Application](#) can be found.

A member of the CB may serve up to three, 3-year terms.

After each 3-year term, a CB member may elect to remain on the board and can be elected for another 3-year term with approval of at least 2/3 or greater vote of the entire current CB.

All voting will be done by email.

CB public member(s) must be at least 18-years of age and cannot be a current certified personal trainer. The public member has voting rights on topics not requiring the expertise of the Committee members, for example, specific questions during exam development.

CB members must have a current, valid personal trainer certification and a minimum of 2-years work experience as a certified personal trainer. At least TWO CB members must hold the PTA Global CPT credential or its equivalent for international CB members.

Any CB member may be removed from the board by a 2/3 majority vote of the CB.

Each board member term shall begin the day of their first CB meeting following election to the position and end 3-years from that same date.

If a certified CB member vacates a seat, for any reason, at any time, any current certified personal trainers are eligible to become a board member, provided they meet the diversity requirement shown below, if they receive a majority vote of current board members.

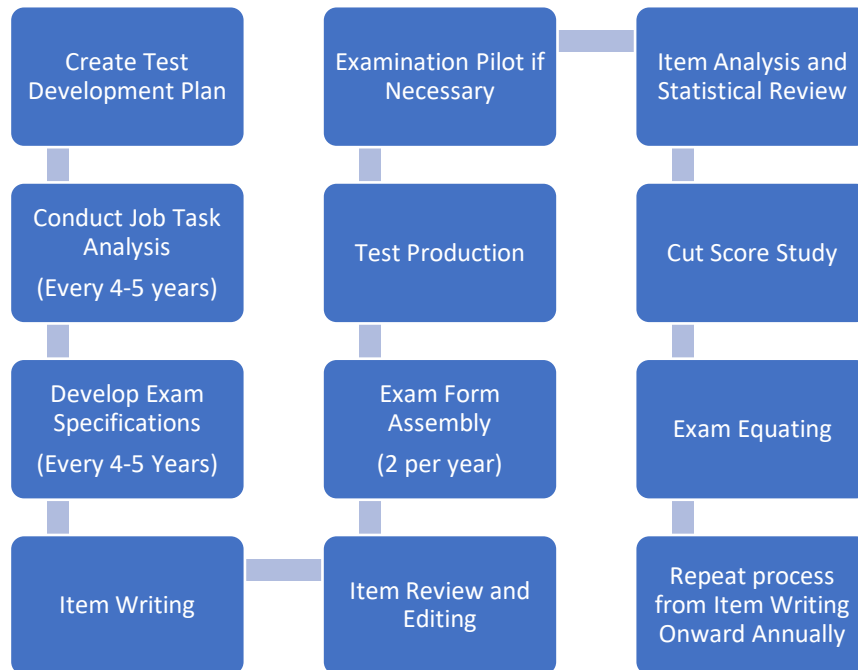
The PTA Global Certification Board has rotating vacancies and certified personal trainers from within the industry are encouraged to apply. Within the industry includes certified personal trainers, personal training managers, athletic club/gym owners, academia, educators, and education directors within a health club or chain. The application can be found at <http://www.ptaglobalcb.com/cb-policies-forms.html> and can be submitted directly to the certification board where they are reviewed by the PTA Global CB liaison and the current CB members. If a vacancy exists and the applicant meets the minimum qualifications, a follow-up interview may be conducted, and the board will vote on the application.

The composition of the PTA Global Certification board should represent the following:

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

CERTIFICATION EXAM: Policies and Procedures

Examination Development Process Visual Aid



Job Task Analysis (JTA)

At a minimum, a Job/Task Analysis (JTA) process will take place 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. Further, the JTA identifies competencies, tasks, knowledge, skills and/or abilities required by a minimally competent Certified Personal Trainer.

Based on results from the JTA, PTA Global will update examination specifications, reclassify existing item items, conduct a gap analysis against the updated examination specifications, facilitate new item development to meet identified gaps, build two new examination forms, and conduct a passing score study.

A psychometric company is contracted to conduct the JTA process then SME's must be assigned to the project. PTAG contracted psychometricians have determined that a minimum of eight, and up to 15 SME's are required for JTA activities.

Once the JTA is completed, and exam specifications blueprint is developed. This blueprint becomes the guide for writing items (exam questions) until the next JTA is conducted.

Item Writing (IW)

After the exam blueprint has been developed, SME's must be assigned to the item writing process. Items are more commonly known as exam questions. PTAG contracted psychometricians have

determined that a minimum of eight, and up to 15 SME's are required for the IW activities. Items must undergo a review and editing process before they can be used on a form (exam).

Exam Form Development

At a minimum, examination forms (exams) will be updated every 18 months. Examination forms will be assembled in compliance with existing examination specifications. A total of 100 scored items and 20 pretest items will be selected for each examination form. Examination forms will contain a maximum of 50% overlap in scored items. Examination forms will be statistically pre-equated.

A PTAG contracted psychometrician will lead the process of forms which can then be reviewed with the PTAG-CB exam committee and SME's. The psychometrician will conduct an item analysis and statistical review of the entire form as needed. If the forms are created right after a JTA, a "standard setting" or "cut-score" study will be conducted. If a cut score is already in place, the exam forms will be equated to ensure candidates taking the prior forms and the new forms will perform comparably, regardless of the form.

Currently, the certification program policy is to use to forms concurrently and replace them both every calendar year, with a maximum usage term of 18 months. As certificant numbers increase, the PTAG contracted psychometrician will provide guidance on increasing the total number of forms being used, frequency at which they must be replaced and if a new passing score study is required.

Passing Score Study (Cut Score or Standard Setting)

Once the exams are created, a cut score study will be conducted to determine the passing score for a new exam. The current passing score is 70%. Standard setting takes place after every JTA, or as needed based on the psychometric reports and best practices. The latest Standard Setting Report can be found [HERE](#).

More detailed information regarding exam development, forms and psychometric reports can be found at <http://www.ptaglobalcb.com/cb-policies-forms.html>.

Exam Equating

The PTAG contracted psychometrician will statistically equate each examination form to ensure equivalence in difficulty. The psychometrician will then perform a quality control step of checking the accuracy of the calculations used to compute the conversions by repeating the equating procedure.

The contracted psychometrician will statistically equate each examination form to ensure equivalence in difficulty. They will use a linear anchor test design. The anchor test will contain a representative sample of items used on a previous examination. The psychometrician will use a process of statistically equating the passing standard from the anchor (base) form to subsequent forms of the examination.

Subject Matter Expert (SME) Recruitment

Once a PTAG contracted psychometric company has begun the JTA and/or IW processes, SME's must be assigned to the project. PTAG contracted psychometricians have determined that a minimum of eight, and up to 15 SME's are required for either the JTA or IW exercises.

SME's panels must be from a professional and demographically diverse background including: Certified Personal Trainers both new and more experienced, fitness managers, fitness directors, national fitness directors, fitness educators and professors, and group exercise instructors. SME's should also represent both genders, and if possible, the geographic cultures and languages in which the forms will be delivered. It is also recommended that the SME's have a diverse formal education background from minimal college to graduate degrees.

It is imperative that recruitment of SME's not create a disproportionate influence from any individual, demographic or group.

The composition of the SME panel should represent the following:

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

The CB will assist in recruiting SME's and will also approve any SME's recruited by the psychometric company or PTAG staff. Common recruitment methods are contacting executive and management level individuals in the fitness industry, social media blasts and general word of mouth by PTAG employees and constituents. SME's must sign confidentiality agreements and IW SME's may not take the certification exam they assisted with developing. SME's are unpaid positions to minimize any perceived influence by PTAG. All SME's must sign confidentiality agreements.

At least one CB Member can assist and/or oversee the JTA, but at least two members of the CB exam committee must be included in the IW process.

Items and Item Writing Security

The IW process requires the highest levels of security. SME's and CB members who take part in the process sign confidentiality agreements which also state that they may not take part in the development or instruction of any exam preparation activities including practice exams or exam preparation workshops for that particular exam. The SME's and CB members assisting with IW may not take the certification exam they assisted with as an official credential, but may have taken prior exams, or may take a new exam which they did not assist with developing.

PTAG contracts with psychometricians to develop the exam. The psychometric company will ensure that the very highest levels of security are utilized during the entire process and confidentiality agreements are in place. The contracted company will store all the items (questions) on their secure server and SME's will be given individual logins to complete their portions of the project.

The final form (exam) will be provided to the exam delivery company using secure methods such as SFTP so it can be loaded into the computer-based testing system. The form will be secured using only the highest levels of security using best practices. The Director of Certification will oversee this process.

Only the PTAG Director of Certification will have access to the item bank and may access it only for the purpose of CBT publishing and translation. If the form is to be translated and delivered internationally, only contracted professional translation companies will be utilized and files will be sent using SFTP

protocols. Non-disclosure/security agreements will be put in place before the translation company may access the form. The form will be encrypted and/or password protected with the highest levels of security when being delivered electronically to and from a translation company. Only the primary computer-based delivery company contracted by PTAG for the USA may test candidates in other languages internationally.

Exam Delivery

PTA Global will use contracted exam delivery companies using only computer-based testing (CBT). PTAG will maintain a contract with the exam delivery company who will deliver the exam using only industry best-practices in confidential exam security, exam scoring, and reporting. Only the contractor may deliver the exam and it may only be delivered using CBT. The exam delivery contractor will maintain industry standard and best-practices contract with test centers to ensure the security of the exam and the individual taking the exam is the PTAG applicant.

PTAG utilizes secure and encoded Application Programming Interface (API) to send approved candidate information to the exam center.

This information includes:

- Candidate name
- Candidate address
- Candidate email and phone number
- Exam name
- PTAG candidate ID number
- Eligibility dates
- Special Accommodations
- Language to be tested in

After the exam is delivered, the test center uses secure and encoded API to deliver to PTAG the following information:

- Candidate name
- Exam name
- PTAG candidate ID number
- Exam score by domain and if it is a passing or failing score
- Dates of exam scores

Form Analysis and Reporting

All forms being delivered will be analyzed at least quarterly using the CBT company software and the PTAG contracted psychometrician to ensure they are performing as expected and any adjustments can be made as needed. This includes individual item analysis and statistical review of the entire forms.

Once newly published examination forms have been administered to a minimum of 100 candidates, an item analysis will be conducted to ensure items and examination forms are performing as intended.

At least once annually, an item analysis will be conducted to validate the continued performance of scored items and evaluate the performance of pretest items. Pretest items with acceptable statistics will be promoted to “active” status and used on future examination forms. Pretest items with unacceptable statistics will be flagged for review by a group of subject-matter experts (SMEs). Scored items that demonstrate significant changes in statistical performance will also be flagged for review by a group of SMEs.

PTA Global will retain a copy of item analysis results and a meeting summary documenting the review of identified concerns related to an examination form, along with the corrective actions taken to address the concerns.

Forms translated into other languages will be translated by a professional translation company then tested using the same methods listed above.

Every year, the NCCA requires an annual report performed by psychometricians. PTAG does not conduct its own form analysis, it only utilizes the highest-level professional psychometricians.

The report includes:

- Form number or name
- Language
- Number of examinations delivered
- Number of scored items
- Cut score
- Mean score
- Standard deviation
- Reliability estimate
- Decision consistency estimate
- Standard error of measurement
- Percentage of examinees who achieved a passing decision outcome

This process will be paid for by PTAG and conducted by the exam delivery company within a detailed contract. Reports will be shared with the CB exam committee and if the psychometrician finds any anomalies, they will work with the CB exam committee to rectify them. The PTAG NCCA liaison will prepare the annual NCCA report using this information and information from the secure PTAG database.

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, Director of Certification 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 and 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 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](#).

Program Quality Assurance

Exam Candidate Handbook

The handbook shall be reviewed bi-annually during the scheduled board meetings. Suggestions for improvement must be approved by majority vote and if in compliance with NCCA guidelines, they will be integrated by PTAG and updates disseminated to the CB for final approval.

Certification Exam Policies and Procedures

The handbook shall be reviewed bi-annually during the scheduled board meetings. Suggestions for improvement must be approved by majority vote and if in compliance with NCCA guidelines, they will be integrated by PTAG and updates disseminated to the CB for final approval.

PTA Global CPT Exam Web Page

The CPT Exam portion of the PTAG website shall be reviewed bi-annually during the scheduled board meetings. The review will include finding any errors and ensuring compliance with NCCA standards. Suggestions for improvement must be approved by majority vote and if in compliance with NCCA guidelines, they will be integrated by PTAG IT and updates disseminated to the CB for final approval.

In addition, the PTAG Customer Service, Education and Instructional Technology (IT) teams are tasked with continuous monitoring of the website, any errors, it's functionality, and use of best practices. Any modifications to the website will be included in the associated handbooks and approved by the CB if necessary. These teams meet monthly and website quality assurance will be a part of those meetings.

Certification Exam

The PTAG contracted exam delivery company, contracted psychometrician and PTAG Director of Certification will maintain psychometric analysis of the overall exam, item analysis, reliability, decision consistency, speededness and candidate feedback. Any feedback in these areas are to be immediately communicated to the PTAG Director of Certification and relayed to the PTAG CB exam committee and/or psychometrician for review and recommendations.

The psychometrician is also contracted to provide the above psychometrics on an annual basis for inclusion in the NCCA annual renewal and sharing with the PTAG CB exam committee.

Certification Exam Delivery

Only a contracted professional exam delivery company will be utilized as a proctor, examiner or judge for the exam and only through computer-based testing (CBT). The CBT contractor must have a valid contract on file with PTAG to include specifications for exam delivery.

The PTAG administrative team is tasked with regular quality assurance communications (at least monthly) with the contracted exam delivery provider. These communications will include discussing any errors or feedback from the PTAG CB, Customer Service and IT teams for suggestions for improvement for quality assurance. The contractor agrees to advise PTAG administration and the CB of any conflicts or issues and procedural changes arising during the exam delivery process. Any modifications to the

procedures will be communicated to the PTAG CB and Customer Service team and included in the associated handbooks and approved by the CB if necessary.

Additionally, non-disclosure agreements will be in place with the exam delivery contractor and they must acknowledge the policies within this manual.

PTA Global Records Management System (Backoffice)

The PTAG administrative team is tasked with bi-monthly meetings with the IT team. These meetings will include any errors feedback from the PTAG CB, Customer Service and IT teams for suggestions for improvement for quality assurance. Suggestions for changes will be entered into the PTAG IT project management system by The PTAG CTO or Administrative team. Due by dates will reflect the urgency of the requested task. Any modifications to procedures will be communicated to the PTAG CB and Customer Service team and included in the associated handbooks and approved by the CB if necessary

Training and Conflict of Interest

The PTAG administrative team and CB Liaison are tasked with performing and/or arranging any trainings necessary on the topics found in this handbook as well as ensuring the conflict of interest statement at the end of this policy is completed for any new board member immediately upon the beginning of their term, when any updates are made to the policy, and annually thereafter in the month of January.

- New CB members will meet one-on-one (remotely most likely) with a CB member and/or the PTAG Liaison to review the handbook and answer any questions.
- Existing CB members will review the handbook at bi-annual meetings and train the newer members of the board.
- PTAG SME's will review this handbook and receive training as needed by a CB member or the PTAG administrative team/PTAG Liaison.
- New PTAG employees will be trained in the policies and procedures within this handbook as part of their on-boarding.
- Existing PTAG employees involved with the certification exam will conduct reviews of the handbook as part of the monthly customer service meeting, which they all attend.
- Contracted employees such as the exam delivery company and the IT specialists will review this handbook annually or when updates involving them are made. New contractors will review the handbook immediately after beginning work.
- All board members, PTAG employees, SME's and contractors will sign the last page of this handbook, titled the "Acknowledgement: Policies and Procedures, Security and Conflict of Interest Protocols," immediately upon starting their term on the board, or employed/contracted outside the board, and annually thereafter, as part of the NCCA annual reporting/renewal process for Certification Exam program quality assurance.

CPT FEE SCHEDULE

CERTIFICATION EXAM	\$199
RETEST FEE	\$99
LIFETIME RECERTIFICATION	\$299
TWO-YEAR RECERTIFICATION	\$ 99
RECERTIFICATION EXTENSION FEE (applications received up to 90-days post expiration)	\$30 (1x fee)
RECERTIFICATION RESTORATION FEE (application received after 90-day expiration and before one (1) year after credential expiration)	\$50 (1x fee)
CPT CEC APPROVAL REQUEST FORM	\$25 per course/program

**PTA GLOBAL INC. RESOLUTION TO BYLAWS REFERENCING PTAG-CB
WRITTEN CONSENT OF THE SOLE DIRECTOR OF PTA
GLOBAL, INC.**

February 4th, 2020 update

In accordance with §§ 7-107-104 and 7-108-202 of the Colorado Business Corporation Act and the Bylaws of PTA Global, Inc., a Colorado corporation (the "Company"), the undersigned, being the sole director of the Company, hereby takes the following actions and adopts the following resolutions by written consent without a meeting:

WHEREAS, the Company has been working with the NCCA to improve the Company's processes and procedures regarding its NCCA-Accredited Certification Program; and

WHEREAS, the Company has determined that improving its NCCA-Accredited Certification Process is in the best interests of the Company and the general public;

NOW THEREFORE, the Sole Director hereby adopts the following resolutions to amend the Company's Bylaws to formally establish and maintain a Certification Board for the NCCA Accredited Certified Personal Trainer (CPT) Exam, set forth the powers and duties of such Certification Board, and set forth the policies and procedures to be followed in connection with the NCCA-Accredited Certification Process:

PTA GLOBAL CERTIFICATION BOARD

The Company's Bylaws are hereby amended by adding a new Article 13 as follows:

"ARTICLE 13

NCCA-ACCREDITED CERTIFICATION PROGRAM

Section 13.1. Certification Board. If the corporation participates in the National Commission for Certifying Agencies (the "NCCA") certification process, the corporation will establish and maintain an NCCA-Accredited Certification Board, which shall be responsible for developing and maintaining internal and external policies and procedures relating to all aspects of NCCA-Accredited Certification and maintaining the corporation's NCCA-Accredited Certification status. The Certification Board shall include at least one corporation employee and one unaffiliated, volunteer member from the general public, with the remainder of the members consisting of 4-8 unaffiliated volunteers with NCCA-accredited certifications. The Certification Board shall select and recruit its own members and determine the number of members serving from time to time. The Certification Board will coordinate its activities with the corporation's board of directors and/or designated officers, but shall have autonomy in decisionmaking over all of the corporation's essential NCCA-Accredited

Certification activities. All members of the Certification Board shall have equal voting rights.

Section 13.2. Committees. The Certification Board may establish various Committees, each of which shall have primary responsibilities and oversight within designated subject matters (e.g., administrative, exam, recertification and continuing education).

Section 13.3. Certification Manuals. The Certification Board shall create and revise from time to time, and the corporation shall maintain, an NCCA-Accredited Certification Exam Policies and Procedures Manual (the "Policies and Procedures Manual"), and an NCCA-Accredited Certification Exam Candidate Handbook (the "Exam Candidate Handbook"), which shall contain the details regarding the corporation's commitment to the NCCA-accredited certification process and principles and maintenance of the corporation's NCCA-accredited certification status.

Section 13.4. Budgeting and Financial Resources. The corporation shall ensure that sufficient financial resources are made available to the Certification Board each year for the corporation to properly maintain its NCCA-Accredited Certification status. The Certification Board shall develop an NCCA-Accredited Certification budget each year and present the budget to the corporation's board of directors and/or designated officers for approval and inclusion in the corporation's overall corporate budget for the year."

The officers of the Company are hereby directed to create a new Amended and Restated By-Laws of the Company containing the foregoing addition, and maintain the same in the Company's records.

RATIFICATION OF ACTS

The Sole Director of the Company expressly approves and ratifies all acts by the officers of the Company previously undertaken in the normal course of business with respect to the Certification Board and the NCCA-Accredited Certification Process.

Section 13.3. Certification Manuals. The Certification Board shall create and revise from time to time, and the corporation shall maintain, an NCCA-Accredited Certification Exam Policies and Procedures Manual (the "Policies and Procedures Manual"), and an NCCA-Accredited Certification Exam Candidate Handbook (the "Exam Candidate Handbook"), which shall contain the details regarding the corporation's commitment to the NCCA-accredited certification process and principles and maintenance of the corporation's NCCA-accredited certification status.

Section 13.4. Budgeting and Financial Resources. The corporation shall ensure that sufficient financial resources are made available to the Certification Board each year for the corporation to properly maintain its NCCA-Accredited Certification status. The Certification Board shall develop an NCCA-Accredited Certification budget each year and present the budget to the corporation's board of directors and/or designated officers for approval and inclusion in the corporation's overall corporate budget for the year."

The officers of the Company are hereby directed to create a new Amended and Restated By- Laws of the Company containing the foregoing addition, and maintain the same in the Company' s records.

RATIFICATION OF ACTS

The Sole Director of the Company expressly approves and ratifies all acts by the officers of the Company previously undertaken in the normal course of business with respect to the Certification Board and the NCAA-Accredited Certification Process.

Acknowledgement: Policies and Procedures, Security and Conflict of Interest Protocols

During the time that I serve on the PTA Global Certification Board, as a member, or as an employee or contractor of PTA Global, I realize that I will gain access to information that is considered to be confidential and/or proprietary. Such information relates to submitted proposals, criteria or decisions made with regard to the business of PTA Global Inc.

Since confidential and proprietary information is crucial to the operation of the PTA Global Certification Program, and because the PTA Global Certification Program, in some instances has the obligation to protect such information, I agree that I will not use, publish or disclose such information during or subsequent to my employment or participation on the certification board, and that I will preserve the restricted nature of this information except to the extent that it becomes publicly available, or is otherwise lawfully obtained outside the scope of this agreement from third parties.

Additionally, as a PTA Global Certification Board member or PTA Global Inc. employee or contractor, I realize that I have an obligation to disclose and eliminate (if necessary) any potential or actual duality of interest or conflict of interest.

I, the undersigned have reviewed the PTA Global Certification Exam Policies and Procedures Manual in its entirety and will abide by the Policies and Procedures herein, ensuring the privacy of the program's constituents, integrity in the program and no conflicts of interest.

Check one:

- Board Member PTAG Employee PTAG Contractor

Signature

Printed Name

Date