

CPT Frequently Asked Questions

To see the TOP 10 FAQ's Video, click [HERE](#)

CERTIFICATION TIMELINES

How many days do I have to complete the CPT course?

You must take the Final exam within 180 days of the date of purchase. Up to three (3), sixty (60) day extensions may be purchased extending the time to a maximum of one year. To request an extension, use the [Program Extension Request](#) form and email to info@ptaglobal.com. Please refer to the [CPT Exam Candidate Handbook](#) for complete details. This process is also automated.

Why does the timer on my course say I have 180 days?

You must take the final exam within 180 days of purchase. The 120-day timer is a guideline, to ensure you complete the content and take the final exam without having to purchase an extension. You will not be locked out of the course at 180 days, you will always have access to the course content.

What if I go beyond 180 days?

Up to three (3), sixty (60) day extensions may be purchased, extending the final exam up to one year from purchase. To request an extension, use the [Program Extension Request](#) form and email to info@ptaglobal.com. Please refer to the [CPT Exam Candidate Handbook](#) for complete details. This process is also automated.

What if I go beyond 365 days of purchasing the course?

If you have purchased three (3) extensions to go beyond the 180 days and you haven't taken the exam within this time, you may purchase our "Exam Only" option at a 50% discount. This option is for the NCCA exam at a testing center. Please refer to the [CPT Exam Candidate Handbook](#) for complete details. You must contact info@ptaglobal.com to purchase the discounted exam only option.

CERTIFICATION EXAM

I finished all of my course, but I cannot access the practice exam. Why?

To access the practice exam and the final exams every single video must be viewed. This includes tour guides, introductions and summaries. If a video has not been viewed and the checkmark next to it isn't visible, you will be unable to access the practice and final exams.

How many times can I take the Practice Exam?

Unlimited attempts until you have passed the final exam.

I have finished the CPT course but I'm not able to take the online exam or schedule the testing center exam. What now?

Please contact info@ptaglobal.com

Can I purchase the exam only?

If you feel you have the necessary education to pass the PTA Global exam without viewing our course material (Personal Trainer Certification Course), you may purchase the [“Exam Only.”](#)

I purchased the “Exam Only” option or the non-NCCA exam only option. How much time do I have to take the exam?

When the exam only options are purchased, you have sixty (60) days to take the exam.

What is the difference between the NCCA and Non-NCCA exam?

The NCCA exam is taken at a testing center with security protocols and admission requirements. This is the exam utilized if you are training in the U.S. or Canada

The non-NCCA exam is taken at your computer, on the PTA Global website and is for our international candidates. It is generally proctored by our international distributors.

Where are the PSI NCCA exam testing centers located?

Testing centers can be found using the PSI exam center search function found [HERE](#). Select “Certification/Professional Organizations” > “Personal Training Academy Global.”

How do I register for the NCCA testing center exam?

Directions for registering for the exam can be found at the end of this document and in our [CPT Exam Candidate Handbook](#) or, you can also access registration information on our website [HERE](#). There is also a [Tutorial Video](#) for preparing for the exam which includes testing center instructions.

The PSI registration link asked for my PTAG ID number. What is that?

Please see the detailed instructions at the end of this document. Your PTAG ID number can be found near your name at the top of your PTAG profile page.

What if I am not near a testing location?

The NCCA exam MUST be taken at a testing center.

What do I need to take to the testing center?

You must have your exam confirmation email from the testing center, a valid government-issued photo identification, and current CPR/AED certificate which includes hands-on training from an organization as described in our [CPT Exam Candidate Handbook](#). If you do not have ALL THREE of these documents, you will be denied admission and it will be counted as a “fail” requiring the purchase of a retest.

What if I miss my appointment at the testing center?

If you miss your appointment at the testing center, or you are turned away because you did not provide all three documents required as described in our [CPT Exam Candidate Handbook](#), you must repurchase the exam using the [CPT Exam Retest Request](#) form and send to info@ptaglobal.com.

Can exam dates be changed?

Exam Candidates may change their scheduled exam date through PSI at least 24 hours in advance.

How do I best prepare for the exam?

An exam tutorial can be found [Here](#). The best way to prepare for the exam is to take the practice exam on the PTA Global website over and over until consistently scoring at least 80%. A consistent score of over 90% is highly suggested. The exam question breakdown by topic for the Certified Personal Trainer course can be found in our [CPT Exam Candidate Handbook](#). The exam question breakdown by topic for the Certificate in Personal Training course can be found in our [Certificate Exam Candidate Handbook](#).

Don't forget to use our downloadable manual and study guide as well!

How many questions are on the testing center (NCCA) exam?

The testing center will have 120 questions on the exam. Twenty of the questions are used for psychometrics and question analytics and the remaining 100 are the actual exam questions. You will not know which are which.

How many questions are on the PTA Global Website Exam (non-NCCA, international)?

The PTA Global online exam has 100 questions that are randomly pulled from a bank of over 700 questions. The exam question breakdown is random among all topics and can be found in our [Non-NCCA, International Exam Candidate Handbook](#).

What is the passing score for the CPT exam?

The passing score for both the testing center and online versions is 72%.

What if I fail the exam at the testing center?

If you score less than 72% at the testing center, you will need to purchase a retest. You may take the second exam after a one-week wait. If you fail a second time, the third attempt requires a 30 day wait before testing again. The retest can be purchased using the [CPT Exam Retest Request](#) and emailing to info@ptaglobal.com. This process is also automated.

What if I fail the exam on the PTA Global website?

You have three attempts at the international version of the PTAG online Exam. If you fail all three, please contact info@ptaglobal.com

What is the maximum number of times I can take the exams?

The exams may not be taken more than (3) times. Failure to pass the CPT Exam after (3) attempts will result in loss of privilege to retake the exam unless the course is purchased again.

Who do I contact with questions regarding my CPT exam?

You can contact info@ptaglobal.com with general questions, certificationboard@ptaglobal.com with CPT recertification questions and certificate@ptaglobal.com for renewing the Certificate in Personal Training.

CERTIFICATION AND RECERTIFICATION

How long is my Personal Training certificate good for?

Once you have successfully passed the final exam, whether it's the testing center exam (NCCA), or our website-based version (international), the certificate is good for 24 months, or two years. You must complete the required CEC's and submit a renewal application prior to expiration. This information can be found in detail in our [CPT Exam Candidate Handbook](#) and our [Non-NCCA, Certificate Candidate Handbook](#). The renewal application for either version can be found [HERE](#). Questions regarding CPT recertification can be directed to certificationboard@ptaglobal.com, and for the Certificate renewal, certificate@ptaglobal.com.

How do I add CEC's to my profile?

To add CEC courses to your profile, log into your account and go to the "My Education" tab. At the bottom of your education page you will see a box with a drop-down list of pre-approved CEC courses.

What if the course I took isn't on the list of pre-approved courses?

If your course is not listed as pre-approved, you must complete a [CEC Approval Request Form](#).

How many CEC's do I need to recertify?

A minimum of 20 CEC's must be obtained during the two-year period after passing the exam or renewing your certification. CPR/AED renewals are not assigned CEC's. Complete renewal instructions are found in our [CPT Exam Candidate Handbook](#) and our [Non-NCCA, Certificate Candidate Handbook](#). The renewal application for either version can be found [HERE](#). Questions regarding CPT recertification can be directed to certificationboard@ptaglobal.com, and for the Certificate renewal, certificate@ptaglobal.com.

How do I recertify?

In order to recertify for either the NCCA or the non-NCCA versions of our CPT certificate, you must complete 20 CEC's and have a valid CPR/AED certificate as explained in our [CPT Exam Candidate Handbook](#), and our [Non-NCCA, Certificate Candidate Handbook](#). Both courses require that you submit a [Recertification Application Packet](#).

What if it's been over two years since I became certified or recertified?

If you have not completed your CEC's and/or submitted a renewal request within the 24 months, a one-time 90-day extension can be obtained by using the [Late Recertification Application](#). If it has been more than 90 days since CPT expiration but less than one year, you must complete the [Recertification Restoration Application](#).

Who do I contact with recertification questions?

All questions regarding the recertification process can be sent to certificationboard@ptaglobal.com.

ADMINISTRATIVE QUESTIONS

I can't remember my password. What do I do?

Please contact info@ptaglobal.com

What if I accidentally purchase the wrong course?

Please contact info@ptaglobal.com

Can I transfer my purchased course to another person?

You may not transfer courses to any person, at any time, following purchase.

Are there refunds on course purchases?

If the course is less than 10% complete, and it is within 30 days, a refund may be given, less any administrative fees for bank charges. If it has been more than 30 days or more than 10% of the video content has been viewed, there are no refunds. Please contact info@ptaglobal.com for a refund.

Will I get a copy of my certificate mailed to me?

Students do not receive a hard copy sent via mail, only a pdf version via email.

To request a hard copy of the NCCA Certified Personal Trainer completion certificate (testing center), within the United States and Canada, please use the online function and request it. Certain restrictions may apply.

Does PTA Global customer service have a phone number I can call?

Our customer support team is available Mon-Fri, 8:30a-5p PT at (877) 647-0690