



# Candidate Handbook





# **Certified Personal Trainer**

## **CANDIDATE HANDBOOK**

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# CONTENTS

## **NATIONAL ASSOCIATION FOR FITNESS CERTIFICATION**

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Background	5
NAFC Certification Board Mission Statement	5
NAFC Scope of Practice	6
Certification Purpose	7
Code of Ethics	8
Ethics Case Procedures	19
Confidentiality Policy	38

## **NAFC EXAMINATION REGISTRATION AND REQUIREMENTS**

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Candidate Eligibility Requirements	40
Registration	40
NAFC Rescheduling/No Show Policy	41
Special Accommodations	41

## **NAFC CERTIFICATION EXAMINATION**

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NAFC Job Analysis Report Summary	44
NAFC Cut Score Report	46
Examination Construction	48
Procedure	49

Test Data Handling and Maintenance	50
Notification of Examination Results	50
Examination Rationale and Conclusions	51
Retesting Procedures	51
Examination Appeals Policy	52
Recertification Requirements	52
Recertification Outline	53
<b>NAFC FORMS</b>	
<hr/>	
NAFC Candidate Application Form	54
*For CEC Courses*	55
Educational Background	56
NAFC Candidate Supplemental Information Form	59
NAFC Professional Activities Update Form	60
NAFC Candidate Eligibility Determination Appeals Form	62
NAFC Examination Appeals Form	63
<b>COURSE EVALUATION</b>	64
NAFC Records Request Form	66

### **Background**

- The National Association for Fitness Certification (NAFC) was established in 1992 to provide scientifically-based, standards-focused education, training and certification for Group Fitness Instructors, Personal Trainers, and Wellness Consultants.
- The NAFC was established by a forward-thinking group of fitness professionals, representing expertise in fields including Exercise Physiology, Adaptive Physical Education, Medicine and Nursing, and Professional Coaching.
- The NAFC requires that all candidates pass a practical examination to demonstrate the ability to apply their education not just on paper, but in practice as well.

### **NAFC Certification Board Mission Statement**

The National Association for Fitness Certification (NAFC) is a Certification organization whose purpose is to provide a systematic approach, based upon a wellness model, for training and certification for professionals involved in the fitness industry. The NAFC is committed to the goals of building a Nationwide Association of Health and Fitness Professionals certified to train and develop fitness programs for individuals at all levels of self-improvement, rehabilitation or competition.

The NAFC is a National Credentialing Organization, whose mission is to Educate, Train, Assess, Evaluate, Publish, Monitor and Provide Ongoing Professional Continuing Education Credits (CEC's) for non-members as well as NAFC members for compliance in maintaining current certification status in good standing with National Association for Fitness Certification.

The NAFC uses a wellness model in providing knowledge and training as the foundation for fitness educators, trainers and other related consulting healthcare professionals involved in the industry. The NAFC educational program is committed to improving Professional Trainers' knowledge base and training skills.

The NAFC places a high premium on the assessment and evaluation of candidates because certification provides increased credibility within the professional fitness community and enables Certified Personal Trainers to more effectively interface with the greater treating medical community.

Curriculum through the NAFC is designed to bring current and proven health and fitness education, coupled with the professionalism of National Board Certification, which recognizes NAFC certificants as having met the standards for their specialty of practice in professional fitness education and training, as established by the Board. The NAFC promotes fitness training and certification through both theoretical learning and hands-on education.

The NAFC promotes education, training, and certification. In pursuit of this mission the NAFC:

- Promotes quality assurance in fitness training practice
- Promotes the value of fitness training
- Promotes public awareness of quality fitness training
- Promotes professionalism in fitness training
- Promotes leadership in credentialing

## **NAFC Scope of Practice**

A Personal Trainer helps his or her clients get into peak condition and achieve fitness objectives by providing personal fitness training, motivation and support. Trainers assist their clients in all types of fitness disciplines including strength and flexibility training and weight lifting. A Personal Trainer usually conducts assessments of the client's level of fitness before training begins. Then, he or she develops a plan that is designed to help the client reach optimal fitness through proper nutrition, exercise and necessary lifestyle changes. Various duties include monitoring a client's progress, altering fitness programs according to the client's needs and choosing music to accompany their fitness training. In the event of minor injuries, Personal Trainers are prepared to offer first aid to their clients.

It's always important to remember to refer a client to the appropriate professional/practitioner if service is outside of the scope of practice of the fitness professional.

## **Certification Purpose**

The NAFC purpose is to educate, train, assess and evaluate candidates; and to provide a complete health and fitness education dedicated to rigorous safety, quality assurance standards and focused on practical application for a career in the fitness industry.

The NAFC goal is to educate Personal Trainers in becoming critical thinking movement specialists. The NAFC trains in how to move the human body from possessing the knowledge of body mechanics with an understanding of corrective movement.

The NAFC focus is upon the understanding of anatomy and physiology for trainers and instructors to skillfully design and lead safe, individualized programs.

Candidates must demonstrate competencies by passing all testing as related to a theoretical body of knowledge. They must also demonstrate practical application of knowledge and skills through objective evaluation, specified by standards of an intensive, practical hands-on portion of a candidate's assessment. The NAFC grants certification when the candidate has demonstrated thorough competence and mastery through objective evaluation. Once they are granted certification they are awarded the "CPT" acronym to use after their names representing their certification as Certified Personal Trainer.

# Code of Ethics

## Preamble

The NATIONAL ASSOCIATION FOR FITNESS CERTIFICATION (NAFC) is a Professional Certification Organization which certifies NAFC Professionals as having met standards for the general and specialty practice of professional Training as established by the Board. The NAFC Professionals certified by NAFC may identify with different professional associations and are often licensed by jurisdictions which promote codes of ethics. The NAFC code of ethics provides a minimal ethical standard for the professional behavior of all NAFC Certificants. This code provides an expectation of and assurance for the ethical practice for all who use the professional services of an NAFC Certificants. In addition, it serves the purpose of having an enforceable standard for all NAFC Certificants and assures those served of some resource in case of a perceived ethical violation. The NAFC Ethical Code applies to all those certified by NAFC regardless of any other professional affiliation. Persons who receive professional services from Certified NAFC Professionals may elect to use other ethical codes which apply to their training. Although NAFC cooperates with professional associations and credentialing organizations, it can bring actions to discipline or sanction to NAFC Certificants only if the provisions of the NAFC Code are found to have been violated.

The NATIONAL ASSOCIATION FOR FITNESS CERTIFICATION (NAFC) promotes Training through Certification. In pursuit of this mission, the NAFC:

- Promotes quality assurance in NAFC Professional practice
- Promotes the value of Training
- Promotes public awareness of quality Training practice
- Promotes professionalism in Training
- Promotes leadership in credentialing

## Section A: General

1. Certified NAFC Professionals engage in continuous efforts to improve professional practices, services, and research. Certified NAFC Professionals are guided in their work by evidence of the best professional practices.
2. Certified NAFC Professionals have a responsibility to the clients they serve and to the institutions within which the services are performed. Certified NAFC Professionals also strive to assist the respective agency organization or institution in providing competent and ethical professional services. The acceptance of employment in an institution implies that the Certified NAFC Professional is in agreement with the general policies and principles of the institution. Therefore, the professional activities of the Certified NAFC Professional are in accord with the objectives of the institution. If the Certified NAFC Professional and the employer do not agree and cannot reach agreement on policies that are consistent with appropriate NAFC Professional ethical practice that is conducive to client growth and development, the employment should be terminated. If the situation warrants further action, the Certified NAFC Professional should work through professional organizations to have the unethical practice changed.
3. Ethical behavior among professional associates (i.e., both certified and non-Certified NAFC Professional) must be expected at all times. When a Certified NAFC Professional has doubts as to the ethical behavior of professional colleagues, the Certified NAFC Professional must take action to attempt to reconcile this condition. Such action uses the respective institution's channels first and then uses procedures established by the NAFC or the perceived violator's profession.
4. Certified NAFC Professionals must refuse remuneration for consultation or training with persons who are entitled to these services through the Certified NAFC Professional's employing institution or agency. Certified NAFC Professional must not divert to their private practices, without the mutual consent of the institution and the client, legitimate clients in their primary agencies/clubs or the institutions with which they are affiliated.

5. In establishing fees for NAFC services, Certified NAFC Professionals must consider the financial status of clients. In the event that the established fee status is inappropriate for a client, assistance must be provided in finding comparable services at acceptable cost.
6. Certified NAFC Professionals offer only professional services for which they are trained or have supervised experience. No assessment or treatment should be performed without prior training or supervision. Certified NAFC Professionals are responsible for correcting any misrepresentations of their qualifications by others.
7. Certified NAFC Professionals recognize their limitations and provide services or use techniques for which they are qualified by training and/or supervision. Certified NAFC Professionals recognize the need for and seek continuing education to assure competent services.
8. Certified NAFC Professionals are aware of the intimacy in the NAFC Professional relationship and maintain respect for the client. NAFC Professionals must not engage in activities that seek to meet their personal or professional needs at the expense of the client.
9. Certified NAFC Professionals must insure that they do not engage in personal, social, organizational, financial, or political activities which might lead to a misuse of their influence.
10. Sexual intimacy with clients is unethical. Certified NAFC Professionals will not be sexually, physically, or romantically intimate with clients, and they will not engage in sexual, physical, or romantic intimacy with clients within a minimum of one (1) year after terminating the NAFC Professional relationship.
11. Certified NAFC Professionals do not condone or engage in sexual harassment, which is defined as unwelcome comments, gestures, or physical contact of a sexual nature.
12. Through an awareness of the impact of stereotyping and unwarranted discrimination (e.g., biases based on age, disabilities ethnicity gender, race, religion, or sexual orientation) Certified NAFC Professionals guard the individual rights and personal dignity of the client in the Training relationship.

13. Certified NAFC Professionals are accountable at all times for their behavior. They must be aware that all actions and behaviors of the NAFC Professional reflect on professional integrity and, when inappropriate, can damage the public trust in the Training profession. To protect public confidence in the NAFC Professional profession Certified NAFC Professionals avoid behavior that is clearly in violation of accepted moral and legal standards.
14. Products or services provided by Certified NAFC Professionals by means of classroom instruction, public lectures, demonstrations, written articles, radio or television programs or other types of media must meet the criteria cited in this code.

## **Section B: NAFC Professional Relationship**

1. The primary obligation of Certified NAFC Professional is to respect the integrity and promote the welfare of clients, whether they are assisted individually, in family units, or in group Training contexts. In a group setting the Certified NAFC Professional is also responsible for taking reasonable precautions to protect individuals from physical and/or psychological trauma resulting from interaction within the group.
2. Certified NAFC Professionals know and take into account the traditions and practices of other professional disciplines with whom they work and cooperate fully with such. If a person is receiving similar services from another professional, Certified NAFC Professionals do not solicit their services directly to such a person. If a Certified NAFC Professional is contacted by a person who is already receiving similar services from another professional, the Certified NAFC Professional carefully considers that professional relationship as well as the client's welfare and proceeds with caution and sensitivity to the prior and present Training circumstances and issues. When Certified NAFC Professionals learn that their clients are in a professional relationship with another NAFC Professional, they request release from the potential clients to inform the other NAFC Professional of their relationship with the client and strive to establish positive and collaborative professional relationships that are in the best interest of the client. Certified NAFC Professionals discuss these issues openly with clients so as to

minimize the risk of confusion and conflict and encourage clients to inform other professionals of the new professional relationship.

3. Certified NAFC Professionals may choose to consult with any other professionally competent person about a client and must notify clients of this right, with proper release. Certified NAFC Professionals avoid placing a consultant in a conflict-of-interest situation that would preclude the consultant serving as a proper party to the efforts of the Certified NAFC Professional to help the client.
4. When a client's condition indicates that there is a clear and imminent danger to the client or others, the Certified NAFC Professional must take reasonable action to inform their client and take precautionary preventative measures. Consultation with other professionals must be used when possible. Any assumption of responsibility for a client's behavior must be taken only *after* careful deliberation, and the client must be involved in the resumption of responsibility as quickly as possible.
5. Records of the NAFC Professional relationship, including interview notes, test data; correspondence, audio or visual tape recordings, electronic data storage and other documents are to be considered professional information for use in NAFC Professional Records and should contain accurate factual data. The physical records are property of the Certified NAFC Professional or their employers. The information contained in the record belongs to the client and therefore may not be released to others without the written consent of the client or when the NAFC Professional has exhausted challenges to a court order. Certified NAFC Professionals are responsible to insure that their employees handle confidential information appropriately. Confidentiality must be maintained during the storage and disposition of records. Records should be maintained for a period of at least five (5) years after the last NAFC Professional/client contact, including cases in which the client is deceased. All records must be released to the client upon request.
6. Certified NAFC Professionals must ensure that data maintained in electronic storage are secure. By using the best computer security methods

available, the data must be limited to information that is appropriate and necessary for the services being provided and accessible only to appropriate staff members involved in the provision of services. Certified NAFC Professionals must also ensure that the electronically stored data are destroyed when the information is no longer of value in providing services or required as part of clients' records.

7. Any data derived from a client relationship and used in training or research shall be so disguised that the informed client's identity is fully protected. Any data which cannot be so disguised may be used only as expressly authorized by the client's informed and un-coerced written consent.
8. When Training is initiated, and throughout the Training process as necessary, NAFC Professionals inform clients of the purposes, goals, techniques, procedures, limitations, potential risks and benefits of services to be performed, and clearly indicate limitations that may affect the relationship as well as any other pertinent information. NAFC Professionals take reasonable steps to ensure that clients understand the implications of any assessment, the intended use of tests and reports, methods of treatment and safety precautions that must be taken in their use, fees, and billing arrangements.
9. Certified NAFC Professionals who have an administrative, supervisory and/or evaluative relationship with individuals seeking NAFC Professional services must not serve as the NAFC Professional and should refer the individuals to other professionals. Exceptions are made only in instances where an individual's situation warrants NAFC Professional intervention and another alternative is unavailable. Dual relationships that might impair the Certified NAFC Professional's objectivity and professional judgment must be avoided and/or the NAFC Professional relationship terminated through referral to a competent professional.
10. When Certified NAFC Professionals determine an inability to be of professional assistance to a potential or existing client, they must, respectively, not initiate the NAFC Professional relationship or immediately terminate the relationship. In either event, the Certified NAFC

Professional must suggest appropriate alternatives. Certified NAFC Professionals must be knowledgeable about referral resources so that a satisfactory referral can be initiated. In the event that the client declines a suggested referral, the Certified NAFC Professional is not obligated to continue the relationship.

11. When Certified NAFC Professionals are engaged in intensive, short-term Training they must ensure that professional assistance is available at reasonable fee for service costs to clients during and following the short-term Training.
12. NAFC Professionals using electronic means in which NAFC Professional and client are not in immediate proximity must present clients with local sources of care before establishing a continued short or long-term relationship. NAFC Professionals who communicate with clients via Internet are governed by NAFC standards for Web NAFC Professional.
13. NAFC Professionals must document permission to practice Training by electronic or otherwise available means in all jurisdictions where such NAFC Professional takes place.
14. When electronic data and systems are used as a component of NAFC Professional services, Certified NAFC Professionals must ensure that the computer application, and any information it contains, is appropriate for the respective needs of clients and is non-discriminatory. Certified NAFC Professionals must ensure that they themselves have acquired a facilitation level of knowledge with any system they use including hands-on application, and understanding of the uses of all aspects of the computer-based system. In selecting and/or maintaining computer-based systems that contain Training information, NAFC Professionals must ensure that the system provides current, accurate, and locally relevant information. Certified NAFC Professionals must also ensure that clients are intellectually, emotionally, and physically compatible with computer applications and understand their purpose and operation. Client use of a computer application must be evaluated to correct possible problems that may arise and assess subsequent needs.

15. Certified NAFC Professionals who develop self-help/stand-alone computer software for use by the general public must first ensure that it is designed to function in a stand-alone manner that is appropriate and safe for all clients for which it is intended. A manual is required. The manual must provide the user with intended outcomes, suggestions for using the software, descriptions of appropriately used applications and descriptions of when and how other forms of Training services might be beneficial. Finally, the manual must include the qualifications of the developer, the development process, validation date, and operating procedures.
16. The Training relationship and information resulting from it remains confidential, consistent with the legal and ethical obligations of Certified NAFC Professionals. In group Training circumstances, NAFC Professionals clearly define confidentiality and the parameters for the specific group being entered, explain the importance of confidentiality, and discuss the difficulties related to confidentiality involved in group training work. The fact that confidentiality cannot be guaranteed is clearly communicated to group members. However, NAFC Professionals should give assurance about their professional responsibility to keep all group training communications confidential.
17. Certified NAFC Professionals have an obligation to withdraw from the practice of Training if they violate the Code of Ethics, or if the mental or physical condition of the Certified NAFC Professional renders it unlikely that a NAFC Professional cannot maintain a professional relationship with clients.
18. Certified NAFC Professionals who conduct and report research investigations must do so in a manner that minimizes the possibility that the results will be misleading.
19. Certified NAFC Professionals are obligated to make available sufficient original research data to qualified, others who may wish to replicate the study.
20. Certified NAFC Professionals who supply data, aid in the research of

another person, report research results, or make original data available, must take due care to disguise the identity of respective subjects in the absence of specific written authorization from the subjects to do otherwise.

21. When conducting and reporting research, Certified NAFC Professional must be familiar with and give recognition to previous work on the topic, must observe all copyright laws, and must follow the principles of giving full credit to those to whom credit is due.
22. Certified NAFC Professionals must give due credit through joint authorship, acknowledgment, footnote statements, or other appropriate means to those who have contributed to the research and/or publication, in accordance with such contributions.
23. Certified NAFC Professional should communicate to other NAFC Professionals the results of any research judged to be of professional value. Results that reflect unfavorably on institutions, programs, services, or vested interests must not be withheld.
24. Certified NAFC Professionals who agree to cooperate with another individual in research and/or publication incur an obligation to cooperate as promised in terms of punctuality of performance and with full regard to the completeness and accuracy of the information required.
25. Certified NAFC Professional must not submit the same manuscript, or one essentially similar in content, for simultaneous publication consideration by two (2) or more journals. In addition, manuscripts that have been published in whole or substantial part should not be submitted for additional publication without acknowledgment and permission from any previous published.

## Section C: Consulting

Consultation refers to a voluntary relationship between a professional NAFC Professional (helper) and a help-needing individual or group in which the consultant is providing help to the client(s) in defining and solving a problem or potential problem with a client or client system.

1. Certified NAFC Professionals, acting as consultants, must have a high degree of self awareness of their own values, knowledge, skills, limitations, and needs in entering a helping relationship that involves human and/or organizational change. The focus of the consulting relationship must be on the issues to be resolved and not on the person(s) presenting the problem.
2. In the consulting relationship, the Certified NAFC Professional and client must understand and agree upon the problem definition, subsequent goals, and predicted consequences of interventions/training selected.
3. Certified NAFC Professional acting as consultants must be reasonably certain that they, or the organization represented, have the necessary competencies and resources for giving the kind of help that is needed or that may develop later, and that appropriate referral resources are available.
4. Certified NAFC Professionals in a consulting relationship must encourage and cultivate client adaptability and growth toward self-direction. Certified NAFC Professionals must maintain this role consistently and not become a decision maker for clients or create a future dependency on the consultant.

## **Section D: Private Practice**

1. Advertising services as a private practitioner, Certified NAFC Professionals must advertise in a manner that accurately informs the public of the professional services, expertise, and techniques of Training available, in keeping with the NATIONAL ASSOCIATION FOR FITNESS CERTIFICATION Guidelines.
2. Certified NAFC Professionals who assume an executive leadership role in a private practice organization do not permit their names to be used in professional notices during periods of time when they are not actively engaged in the private practice of Training unless their executive roles are clearly stated.
3. Certified NAFC Professionals must make available their highest degree (described by discipline), type and level of certification and/or license, address, telephone number, hours of availability, type and/or description of services, and other relevant information. Listed information must not contain false, inaccurate, misleading or partial, out-of-context, or otherwise deceptive material or statements.
4. Certified NAFC Professionals who are involved in a partnership/corporation with other Certified NAFC Professionals and/or other professionals must clearly specify all relevant specialties of each member of the partnership or corporation.

Appendix: Certification Examination: Candidates for the NAFC Certification Examinations must have fulfilled all current eligibility requirements and are responsible for the accuracy and validity of all information and/or materials provided by themselves or by others for fulfillment of eligibility criteria.

## Ethics Case Procedures

The NATIONAL ASSOCIATION FOR FITNESS CERTIFICATION (NAFC) develops and promotes high ethical standards for Trainers. NAFC requires that NAFC Trainers meet these standards. The following disciplinary procedures are the rules for processing possible violations of these ethics standards. These rules are applicable to NAFC Trainers and those who are seeking certification from NAFC. This document describes and outlines the only procedure for handling ethics cases brought to the attention of NAFC. When Trainers apply for certification or recertification, they agree to abide by the NAFC policies, including the Code of Ethics and the Ethics Case Procedures. In addition, NAFC Trainers and Trainers seeking certification agree that: these procedures are a fair process for resolving all ethics matters; they will be bound by decisions made pursuant to these procedures; these procedures are governed by the principles of the laws of the State Oregon; and these procedures do not constitute a contract between NAFC and the candidate or certificant.

### A. General

- 1. Nature of the Process:** These procedures are the only ways to resolve all NAFC ethics charges and complaints. NAFC has the only authority to end any ethics inquiry or case, regardless of circumstances. By applying for certification or recertification, Trainers agree that they will not challenge the authority of NAFC to apply the Code of Ethics, the Ethics Case Procedures, or other policies, and will not challenge the results of any NAFC action taken under these policies in a legal or government forum. These ethics procedures are not formal legal proceedings; so many legal rules and practices are not observed. NAFC will review the information presented when considering ethics investigations, cases and decisions. NAFC Ethics Case Procedures are designed to operate without the assistance of attorneys. Any party, of course, may be represented by an attorney with respect to ethics proceedings and procedures. If a party has retained an attorney, that attorney may be directed to communicate with NAFC through NAFC Legal Counsel. The parties are encouraged to communicate directly with NAFC. NAFC may use the services of legal counsel without limitation.

2. **Participants:** Ethics cases may be decided by the NAFC Ethics Officer, the NAFC Disciplinary Review Committee, the NAFC Board of Directors and/or any representative designated by the Executive Director. An NAFC Certified Trainer or NAFC Candidate who is the subject of an ethics charge or investigation will be the respondent in these rules. The person(s) initiating an ethics complaint against a NAFC trainer or NAFC candidate will be the complainant(s).
3. **Complainant's Ethics Charge Statement:** Any person, group, private organization, public organization or, in appropriate cases, NAFC, may initiate an ethics case and act as a complainant. Each complainant must submit to the NAFC Ethics Officer an Ethics Charge Statement or a detailed written description of the factual allegations supporting the ethics charges.
4. **Time Requirements:** NAFC will make every effort to follow the time requirements noted in this document. However, NAFC's failure to meet a time requirement will not prohibit the final resolution of any ethics matter. Complainants and respondents are required to comply with all time requirements specified in this document. Time extensions or postponements may be granted by the NAFC Executive Director or Ethics Officer if a timely written request explains a reasonable cause.
5. **Litigation/Other Proceedings:** NAFC may accept and resolve ethics complaints when civil, criminal litigation or other proceedings related to the complaint are also before a court, regulatory agency or professional body. NAFC may also continue or delay ethics complaints in such cases.
6. **Complaints Concerning Non-NAFC Trainers:** In the event that NAFC receives an ethics inquiry or Ethics Charge Statement concerning an individual who does not hold any NAFC credential or who is not an NAFC candidate, a representative of NAFC will inform the complainant and may refer the complainant to an appropriate authority.
7. **Improper Disclosure/False or Misleading Responses:** Any failure to disclose pertinent information or misleading disclosure by a or NAFC candidate with respect to an ethics charge, criminal case, disciplinary

proceeding, or similar matter concerning him/her may constitute a violation.

8. **Time Limitations Concerning Complaints:** NAFC may consider any ethics complaint, regardless of: (a) Whether the respondent held an NAFC credential at the time of the alleged violation; (b) When the alleged violation occurred; or (c) Whether the respondent continues to hold or seek an NAFC credential during the course of any ethics case.
9. **Confidentiality:** In order to protect the privacy of the parties to an ethics case, all material prepared by or submitted to NAFC will be confidential. An exception will be made if a release of information or documents is authorized by these rules. The identities of all members of the NAFC Disciplinary Review Committee shall remain confidential and will not be released without the specific authorization of each committee member.
10. **Failure to Cooperate:** If any party refuses to fully cooperate or participate with NAFC or its representatives, and it is determined that the lack of cooperation was without good cause, NAFC may take the following actions: (a) The Executive Director, Ethics Officer and/or the Disciplinary Review Committee may terminate the ethics complaint of an uncooperative complainant; (b) If a respondent is uncooperative, the Ethics Officer and/or the Disciplinary Review Committee may impose any sanction included within these rules.
11. **Resignation from the NAFC:** Should a respondent attempt to relinquish NAFC certification or withdraw an application during the course of any ethics inquiry or case, NAFC reserves the right to continue the matter to a final and binding resolution according to these rules.

## **B. Mediation**

- 1. Cases Appropriate for Mediation:** The Executive Director will send all appropriate Ethics Charge Statements to the Ethics Officer. The Ethics Officer will consider the seriousness of the allegations, the respondent's background, prior conduct, and any other pertinent material, and make a decision concerning the likelihood that the matter can be resolved fairly without formal disciplinary proceedings as described in these rules. Ethics cases concerning charges issued by a regulatory agency or professional body, and those involving criminal litigation, are not appropriate for mediation.
- 2. Mediation Determination:** Should the Ethics Officer determine that a particular ethics matter is appropriate for mediation, he or she will forward the recommendation for mediation to the Executive Director. With the approval of the Executive Director, the Ethics Officer will attempt to resolve the dispute to a fair and just conclusion.
- 3. Successful Mediation:** The Ethics Officer will prepare a report outlining the terms of the resolution of an ethics case and forward it to the Executive Director. The Executive Director may then accept the report and mediated resolution as final or refer the case to the Disciplinary Review Committee for review.
- 4. Unsuccessful Mediation:** The Ethics Officer will notify the Executive Director in the case of mediation failure and process the ethics matter according to these rules.

## **C. Ethics Inquiries/Ethics Charge Statements**

- 1. Ethics Inquiries:** Any individual, group or organization seeking to file a complaint concerning a NAFC trainer or NAFC candidate should contact the NAFC Ethics Officer. The Ethics Officer will forward to the complainant a copy of the NAFC Code of Ethics, Ethics Case Procedures and the form entitled “Ethics Charge Statement.” The Ethics Officer will record all ethics inquiries and identify: the person(s) making the inquiry, the NAFC trainer or candidate, the state from which the inquiry originates, and the nature of the problem. This log will remain confidential, available only to representatives of NAFC involved in the ethics case procedures.
- 2. Ethics Charge Statement/Description of Charges:** An Ethics Charge Statement is a written communication from a complainant describing the allegations against an NAFC trainer or NAFC candidate. Public documents such as newspaper stories, court verdicts or agency decisions may be considered as Statements. When an Ethics Charge Statement is received by NAFC, the Ethics Officer will: (a) review the material received and assign a case number to the matter; (b) review the allegations made concerning the charges; (c) determine whether the charges are presented in sufficient detail to permit NAFC to conduct a preliminary investigation; and, if necessary, (d) contact the complainant and request additional factual material. Following consultation with the Executive Director, the Ethics Officer will send a letter to the complainant and respondent stating whether the charges submitted are accepted or rejected for a formal ethics investigation.

## D. Acceptance/Rejection of Ethics Charges

- 1. Charge Acceptance:** The Ethics Officer will review each charge of an Ethics Charge Statement submitted by a complainant and then determine if it will become the subject of a formal Ethics Complaint and Investigation. The following criteria will be considered to determine if a charge is accepted or rejected: (a) Whether the respondent is a NAFC trainer or NAFC candidate; (b) Whether a proven charge would constitute a violation of the Code of Ethics (c) Whether the passage of time since the alleged violation requires that the complaint be rejected; (d) Whether relevant, reliable information or proof concerning the charge is available; (e) Whether the complainant is willing to provide testimony or other evidence to NAFC concerning the complaint; and (t) Whether the charge appears to be justified or insupportable, considering the proof available to NAFC. The Ethics Officer will determine whether the charge and available proof support a formal Ethics Complaint, and issue a formal Ethics Complaint and Investigation Notice.
- 2. Charge Rejection:** If the Ethics Officer determines that an allegation should not be a formal Ethics Complaint, the officer will reject the charge and notify the Executive Director. With the Executive Director's approval, the Ethics Officer will notify the complainant and respondent of the rejection, as well as the reason(s) for the rejection. This will be completed by letter within twenty-one (21) days of the determination.
- 3. Appeal of Charge Rejection Determination:** Within thirty (30) days of the mailing of a charge rejection letter, the complainant may appeal to the Disciplinary Review Committee. In order to have the Disciplinary Review Hearing Committee reconsider the rejection, a complainant must state in writing the following: (a) The procedural errors possibly made by the Ethics Officer with respect to the charge rejection, if any; (b) The specific provisions of the Code of Ethics believed violated; and (c) The specific information believed to support the acceptance of the charge. The Disciplinary Review Committee will consider and decide any charge rejection appeal at the next scheduled committee meeting.

## **E. Ethics Complaints and Investigation**

1. **Ethics Complaint and Investigation Notices:** After an ethics charge is accepted, the Ethics Officer will issue a formal Ethics Complaint and Investigation Notice identifying each Code of Ethics violation alleged and the supporting factual basis for each complaint. This Notice will be delivered to the trainer respondent, at the last known address(es) by regular mail and other verifiable delivery return receipt required and will be marked, “Confidential.”

## **F. Ethics Complaint Response**

1. **Submitting an Ethics Complaint Response:** Within thirty (30) days of the mailing date of an Ethics Complaint and Investigation Notice, the respondent must submit an Ethics Complaint Response according to the instructions in the Notice. The Ethics Complaint Response must include the following: (a) A full response to each complaint; (b) The identification and a copy of each document that the respondent believes to be relevant to the resolution of the Ethics Complaint; and (c) Any other information that the respondent believes will assist NAFC in fairly considering the Ethics Complaint.
2. **Response Deficiencies:** The Ethics Officer may require the respondent to supplement or expand a response.

## **G. Complaint Reply**

1. **Submitting a Complaint Reply:** The Ethics Officer will forward a copy of the trainer’s response to the complainant within approximately ten (10) days following the receipt of the Response by NAFC. Within ten (10) days of receiving the trainer’s Response, the complainant may submit a Reply to the Response to the NAFC Ethics Officer.
2. **Contents of Complainant Reply:** A complainant Reply is limited to the issues raised in the Ethics Complaint and Response. NAFC will not consider additional matters.

## **H. Preliminary Actions and Orders**

1. **Voluntary Temporary Suspension of Certification:** At any time following the issuance of an Ethics Complaint, the respondent may be

asked to agree to a temporary suspension of NAFC certification pending the final resolution of an Ethics Complaint. If the respondent accepts this request, the trainer will agree to and sign a Voluntary Suspension Agreement. This Agreement will state the temporary suspension and that the respondent voluntarily ceases from representing himself or herself as certified, credentialed or otherwise endorsed by NAFC until further notice. The respondent will also return any certifications to NAFC to be held until the suspension, or other disciplinary action, has ended.

2. **Involuntary Suspension of Certification:** If a respondent fails to agree to and sign a Voluntary Suspension Agreement, as in H.1 above, the Executive Director or the Ethics Officer may issue an Order suspending the respondent's certification(s). This Suspension Order will stay in effect until the final resolution of the Complaint.
3. **Circumstances of Involuntary Suspension Orders:** Suspension Orders are authorized when: (a) The respondent has been convicted of a criminal or charge or quasi-criminal act; or the respondent has not contested a criminal indictment under any statute, law or rule; (b) The respondent has been indicted or similarly charged with any criminal act or violation of criminal law under statute, law or rule; (c) The respondent has been found in violation of any law, regulation or rule by a professional regulatory body, or has been sanctioned or disciplined by such a regulatory body; (d) The respondent is the subject of a formal complaint or similar charge and/or investigation by a professional regulatory body; (e) The respondent has been found in violation of an ethics code of a professional association or certifying body; (f) The respondent is the subject of a formal complaint or similar charge and investigation by a professional association or certifying body concerning ethics or disciplinary matters, or (g) the respondent is the subject of litigation or a petition relating to their training practice.
4. **Other Preliminary Orders:** The NAFC Ethics Officer may require the respondent to do or to refrain from doing certain acts by preliminary and temporary Order, including the disclosure/submission of

documents relevant to review of an ethics investigation. Any temporary and preliminary Order requested will be reasonably related to the Complaint under consideration; or to a party's responsibilities under the Code of Ethics.

5. **Failure to Comply with Preliminary Orders:** The Ethics Officer, with the approval of the Executive Director, may discipline a respondent who fails to comply with a temporary or preliminary order. The Ethics Officer will consider the severity of the failure to comply and other relevant factors in determining the discipline. Preliminary and temporary orders cannot be appealed.

## I. Ethics Complaint Hearings

1. **Hearing Officer:** The Ethics Officer will preside over and conduct each Ethics Complaint Hearing as the Hearing Officer, unless the Executive Director or Disciplinary Review Committee Chair direct otherwise. The Hearing Officer will conduct an informal Ethics Complaint Hearing designed to collect and weigh all of the available information and proof. The Hearing Officer will be the only determiner of all violations of the Code of Ethics in the first instance. The Hearing Officer will have full authority and responsibility to convene, preside over, continue and conclude an ethics hearing.
2. **Hearing Schedule and Location:** The hearing date for each ethics case will be scheduled by the Ethics Officer in consultation with the Executive Director and the parties. Each hearing will be held at a site determined by the Ethics Officer and, if practical, held no less than sixty (60) days and no more than one hundred twenty (120) days from the receipt of an Ethics Charge Statement by NAFC. Hearings will not be held prior to the date permitted in these rules for each party to submit a Response or a Reply.
3. **Hearing Notice and Attendance:** The Ethics Officer will schedule the hearing and notify the parties in writing. Each party will be given the option to attend the hearing in person and will be required to indicate the following at least seven (7) days before the hearing: (a) Whether the party intends to appear at and participate in the hearing in person; (b)

Whether the party intends to participate in the hearing via telephone; if so, the telephone number where the party is to be reached during the hearing; (c) Whether the party intends to appear at the hearing with an attorney or other representative; if so, the name, address and telephone number of such attorney or representative; (d) Whether the party intends to present witnesses at the hearing; if so, the name, address and telephone number of each witness and a brief summary of the content of the witness's proposed testimony; and (e) Whether the party intends to present or offer any documentary information or other written proof during the course of the hearing that has not been previously considered by NAFC. If such information is offered, the party must provide a copy of each document and a brief description of the document's relevance. Any ethics hearing may proceed to a conclusion and decision whether or not the parties are present. The Ethics Officer may reach final decision based upon investigation and documentation with other parties present.

4. **Postponement of Hearing:** A respondent or complainant may request a hearing postponement. This request must be in writing and received by NAFC at least ten (10) days prior to the hearing date. The Executive Director or the Ethics Officer may grant a postponement. Postponement decisions are not subject to appeal.
5. **Participation of NAFC Legal Counsel:** Should NAFC Legal Counsel be present at an ethics case hearing, Legal Counsel shall have the privilege of the floor and may conduct the hearing with the Ethics Officer. Legal or other representatives of the parties do not have such privilege and are bound by the determinations and rulings of the Ethics Officer.
6. **Responsibilities and Rights of the Parties:** In addition to other responsibilities and rights, the respondent and the complainant may do or be required to do the following: (a) Attend the hearing and be present during the testimony of all witnesses; (b) Present witnesses, written information and argument on their behalf; (c) Review or inspect all oral or written information presented in the case; and (d) Comply with all orders or directives issued by the NAFC.

7. **Witnesses:** All witnesses will be excluded from the hearing room except during the presentation of their testimony. However, a party may request that a witness remain in the hearing room during all or part of the hearing. The Hearing Officer will rule on any request and the ruling will not be subject to appeal.
8. **Confidentiality/Inclusion of Other Persons:** All hearings are confidential and private. No observers are permitted without special permission. A party may request the presence of an observer in the hearing room during all or part of a hearing. The Hearing Officer will rule on these requests and the ruling is not subject to appeal.
9. **Information and Proof Accepted:** The Hearing Officer will receive and consider all information appearing to be relevant to an ethics complaint, including any information which may be helpful to a complete understanding of the case. The Hearing Officer may consider information concerning relevant prior conduct. Objections relating to relevance of information and other evidence issues will be decided by the Hearing Officer and these decisions are not subject to appeal.
10. **Record of the Hearing:** A taped, written or summary record of the hearing will be made by the Hearing Officer, another NAFC representative, or a stenographer/recorder. Off-the-record conversation may be requested by parties and will not be part of the hearing record.
11. **Hearing Expenses:** Parties will be responsible for their expenses associated with the case. Should a party request a written transcript or recording copy of the hearing; a reasonable fee will be assessed for preparation. NAFC bears the cost of the hearings and investigations which are performed by NAFC representatives.
12. **Closing of the Hearing Record:** The hearing record will be closed following the conclusion of the hearing, unless otherwise directed by NAFC. Any party, including the Hearing Officer, may request that the record remain open for thirty (30) days for the purpose of receiving additional documentary information and proof. The Hearing Officer may deny requests to keep records open without appeal.

## **J. Hearing Officer Ethics Decision And Order**

- 1. Hearing Officer Decision and Order:** A Decision and Order will be prepared by the Hearing Officer within thirty (30) days, or as soon as is practical, after the closing of the record.
- 2. Contents of the Hearing Officer Decision. The following information will be included in the Hearing Officers Decision:** (a) A summary of the case, including the positions of the parties; (b) A summary of all relevant factual findings based on the record of the hearing; (c) A final ruling on each Code of Ethics violation charged; (d) A statement of any disciplinary action(s) and sanctions issued by the Hearing Officer; and (e) Any other material the Hearing Officer determines to be appropriate.
- 3. Contents of the Hearing Officer Disciplinary Order. The Hearing Officer Order may include any of the following items:** (a) An order (or “directive ordering”) directing the respondent to cease and desist from any behavior or acts found to be in violation of the Code of Ethics (b) A statement of the disciplinary action(s) imposed and mandate directing the respondent to comply immediately with these disciplinary action(s); and (c) Any other appropriate directive consistent with the Decision.

## **K. Disciplinary Actions**

- 1. Disciplinary Actions Available.** When a respondent trainer has been found to have violated one or more provisions of the Code of Ethics, NAFC may issue and order one or more of the following disciplinary actions: (a) A recommendation to the Board of Directors and the Executive Director that any reapplication of the respondent for NAFC certification be denied; (b) A requirement that the respondent receive specific training; (c) A requirement that the respondent receive supervision and/or supervised instruction concerning his or her training activities; (d) A private reprimand and censure of the respondent concerning Code of Ethics violations; (e) A public reprimand and censure of the respondent concerning the Code of Ethics violations; (1) The imposition of a term of certification probation for any period up to three (3) years. The probation may include conditions on the respondent's conduct during that period, including the condition that the respondent be monitored with respect to training; (g) The suspension of any NAFC certification held by the respondent for a period of no less than six (6) months and no more than two (2) years. The respondent may be directed to return to NAFC all original or copied credential materials for the suspension period. The respondent also may be directed to immediately stop professional identification with NAFC during the suspension period; and (h) The revocation of any NAFC certification held by the respondent. The respondent may be directed to return to NAFC all original or copied credential materials, and to immediately stop professional identification with NAFC.
- 2. Referral and Notification Action:** NAFC may notify appropriate government or professional bodies of any disciplinary action taken against a respondent by sending a copy of the ethics case Decision and Order issued by a Hearing Officer, the Disciplinary Review Committee, or the Board of Directors. This may be done at any point after the time period for the respondent to appeal an adverse decision has lapsed. However, upon receipt of a timely Notice of Appeal to the Disciplinary Review Committee, NAFC will not notify governmental and professional bodies until after a final ruling on the case has been made, if necessary. During the appeal period, NAFC may respond to

inquiries about the existence of ethics cases and indicate the existence of such proceedings.

3. **Publication of Disciplinary Action:** NAFC may publish a notification, or the content, of a final ethics Decision and Order following the issuance of an adverse Hearing Officer, Disciplinary Review Committee or Board of Directors Decision or ruling. Any party may request publication of any decision.

## **L. Disciplinary Review Committee Appeals/First Appeal**

1. **Time Period for Appeals to the Disciplinary Review Committee:** Within thirty (30) days of the mailing date of an adverse Hearing Officer Decision, the respondent or the complainant may appeal all or a portion of the Decision to the Disciplinary Review Committee pursuant to the Section. Any appeals received beyond this time period will not be reviewed or considered by the Disciplinary Review Committee.
2. **Grounds for Appeal to the Disciplinary Review Committee:** An adverse Hearing Officer Decision may be reversed, or otherwise modified by the Disciplinary Review Committee on appeal. However, the grounds for appeal of an adverse decision are strictly limited to the following: (a) Procedural Error. The Hearing Officer misapplied a procedure contained in these rules and prejudiced the appealing party; (b) New or Previously Undiscovered Information. Following the closing of the hearing record, the appealing party has located relevant proof that: was not previously in his/her possession; was not reasonably available prior to closure of the record; and, could have affected the Hearing Officer decision; (c) Misapplication of the Ethics Code. The Hearing Officer decision contains the misapplication of the provisions contained in the Code of Ethics and the misapplication prejudiced the appealing party; (d) Contrary to the Information Presented. The Hearing Officer decision is contrary to the most substantial information provided in the record; and (e) With respect to Sub-sections 2(a) and (c), above, the Disciplinary Review Committee will consider only arguments that were presented to the Hearing Officer prior to the closing of the hearing record.

3. **Contents of Appeal/Letter of Appeal.** In order to complete an appeal to the Disciplinary Review Committee under this Section, the appealing party must submit a letter or other document to the Committee and the other party, within the prescribed time period, which contains the following information and material: (a) A statement of the ethics case name, docket number, Hearing Officer's name and the date that the Hearing Officer decision was issued; (b) A statement of the reasons for the appeal under Subsection L.2, above, and a complete explanation of the reasons that the appealing party believes that the Hearing Officer decision should be reversed or otherwise modified; (c) A statement of the change of decision requested from the Disciplinary Review Committee, including any reduction in discipline issued by the Hearing Officer; and (d) Copies of any material which supports the appealing party's appeal.
4. **Optional Response to Appeal Letter:** Within ten (10) days of an appeal, a complainant or respondent in the case may submit to the Committee a Response to the Appeal by letter or similar document. If submitted, this Response will fully explain any objections that the person wishes to present to the Committee concerning the appeal.
5. **Request to Appear Before the Disciplinary Review Committee:** Complainant or Respondent may request the opportunity to appear before the Disciplinary Review Committee concerning an appeal under this Section. The Executive Director or the Chair of the Disciplinary Review Committee, will determine whether a request to appear before the Committee is accepted. In the event that a request to appear before the Disciplinary Review Committee is approved, the Executive Director or the Chair of the Disciplinary Review Committee, may limit the appearance in any manner. Denials of requests to appear before the Disciplinary Review Committee are not appealable.
6. **Disciplinary Review Committee Hearings:** Within ninety (90) days after the submission of a complete appeal, or as soon after as practical, the Disciplinary Review Committee will conduct a hearing to determine the outcome of the appeal. Each appeal shall be considered by at least three (3) members of the Committee, as designated by the

Committee Chair. During the course of appeal hearings the Committee or designated members will review: the hearing record; any appeal submissions presented by the parties; and/or any other information determined to be relevant. Thereafter, the Committee, or designated members, will determine the outcome of the appeal by majority vote in closed session.

7. **Disciplinary Review Committee Decisions and Orders:** Within thirty (30) days of conclusion of an appeal hearing, or as soon after as practical, the Disciplinary Review Committee, by the Committee Chair or the Executive Director, will issue an Appeal Decision and Order stating and explaining the outcome of the appeal. With respect to each appeal, the Committee Decision and Order shall include the following: (a) A summary of any relevant portions of the Hearing Officer Decision and Order; (b) A summary of any relevant procedural or factual findings made by the Committee; (c) The Committee's ruling(s) and decisions with respect to each matter under appeal; and (d) The Committee's final Order affirming, reversing, amending or otherwise modifying any portion of the Hearing Officer Decision and Order, including any final disciplinary action or sanction issued by the Committee. Copies of the Disciplinary Review Committee Decision and Order shall be sent to the parties return receipt requested.

## **M. Board of Directors Appeals/Final Appeal**

- 1. Time Period for Appeals to the NAFC Board of Directors:** Within fourteen (14) days of the mailing date of an adverse Disciplinary Review Committee Decision and Order, the respondent or the complainant may appeal all or a portion of the Decision and Order to the Board of Directors. Any appeals received beyond this time period will not be reviewed or considered by the Board of Directors.
- 2. Grounds for Appeal to the Board of Directors:** An adverse Disciplinary Review Committee Decision may be affirmed, reversed or otherwise modified by the Board on appeal. However, the grounds for appeal to the Board are limited strictly to the following: (a) Procedural Error. The Disciplinary Review Committee obviously misapplied a procedural rule contained in these rules; and the rule misapplication significantly prejudiced the appealing party; (b) New or Previously Undiscovered Information. Following the issuance of the Disciplinary Review Committee Decision, the appealing party has located relevant information that: was not previously in his/her possession; was not reasonably available prior to issuance of the Committee Decision; and, could significantly change the Committee Decision; (c) Misapplication of the Ethics Code. The Disciplinary Review Committee Decision contains one or more misapplication of the provisions of the Code of Ethics and the misapplication significantly prejudiced the appealing party; (d) Contrary to the Information Presented. The Disciplinary Review Committee Decision is contrary to the most substantial information provided in the record; and (e) With respect to Sub-sections 2(a), (c), and (d), above, the Board of Directors will consider only arguments that were previously presented to the Disciplinary Review Committee.
- 3. Contents of Board Appeal/Letter of Appeal:** In order to complete a final appeal to the Board of Directors under this Section, the appealing party must submit a letter or other document to the Board within the prescribed time period, which contains the following information and material: (a) A statement of the ethics case name, docket number, and the date that the Disciplinary Review Committee Decision was issued;

- (b) A statement of the reasons for the appeal under Subsection M.2, above, and a complete explanation of the reasons that the appealing party believes that the Disciplinary Review Committee Decision should be reversed or otherwise modified; (c) A statement of the change of decision requested from the Board, including any reduction in discipline issued by the Disciplinary Review Committee; and (d) Copies of any material which supports the appealing party's appeal.
4. **Optional Response to Appeal Letter/Board Appeal:** Within the (10) days of his/her receipt of an appeal, a complainant or respondent in the case may submit to the Board a Response to the Appeal by letter or similar document. If submitted, this Response will fully explain any objections that the person wishes to present to the Board concerning the appeal.
  5. **Request to Appear before the Board of Directors:** Complainant or respondent may request the opportunity to appear before the Board of Directors concerning an appeal under this Section. The Executive Director or the Board Chair will determine whether a request to appear before the Board is accepted. In the event that a request to appear before the Board is approved, the Executive Director or the Board Chair may limit the appearance in any manner. Denials of requests to appear before the Board are not appealable.
  6. **Board of Directors Appeal Hearings:** Within ninety (90) days after the submission of a complete appeal, or as soon after as practical, the Board of Directors will conduct a hearing to determine the outcome of the appeal. Each appeal will be considered by a quorum of the Board, as determined by the Board Chair. During the course of these appeal hearings, the Board will review: the hearing record; any appeal submissions presented by the parties; and/or any other information determined to be relevant. Thereafter, the Board will determine the outcome of the appeal by majority vote in closed session.
  7. **Board of Directors Final Decisions and Orders:** Within thirty (30) days of conclusion of an appeal hearing, or as soon after as practical, the Board of Directors, the Board Chair or the Executive Director, will

issue a Final Decision and Order stating and explaining the outcome of the appeal. With respect to each appeal, the final Board Appeal Decision and Order will include the following: (a) A summary of any relevant portions of the Disciplinary Review Committee Decision and Order; (b) A summary of any relevant procedural or factual findings made by the Board; (c) The Board's ruling(s) and decision(s) with respect to each matter under appeal; and (d) The Board's final Order affirming.

# **Confidentiality Policy**

## **Policy for the Protection and Disclosure of Candidate Information**

NAFC member information (phone number, address, email, application status and examination scores) is confidential and secured by NAFC encryption and not shared with other entities or organizations without written consent from the individual member. NAFC stores data which may include: name, address, phone number, company of ownership or employment, e-mail, certification information, educational background, and examination results. Only NAFC committee staff will have access to personal information in determining eligibility, certification and examination status, as well as compliance with NAFC standards of conduct and behavior. Information for NAFC members that is available to the public includes first name, last name and certification expiration date. Scores will not be disclosed to the public. Confidential information may be disclosed by court order or in circumstances involving misconduct or behavior violations as deemed by the NAFC code of ethics. Extenuating circumstances will be determined via the NAFC appeals process on an individual basis.

## **Records Policies**

Both previous and current NAFC candidate and member information is available only on secure database accessed at NAFC headquarters. No information is stored on any local stand alone or networked hard drive. Rackspace Cloud securely hosts all software used by the NAFC. Additionally, daily backups are performed and stored off-site by Rackspace Cloud. The NAFC CTO will also perform monthly backups to an external device (CD or USB drive) which is then stored off-site. Candidate applications are processed online as well as other candidate services, i.e. address change, etc. However, any candidate, board or test information that is provided in hardcopy form will be processed and overseen by the Office Administrator of NAFC who will: Secure and store all hardcopy information by electronic entry. Enter hardcopy information into the electronic database. Destroy all hardcopy information upon electronic data entry.

NAFC maintains an encrypted, password-protected secure database of examination candidate information. NAFC maintains daily feeds of candidate information which are entered into secure databases. Records are maintained and kept on a continuous and ongoing basis as long as an individual maintains NAFC certification and recertification. Individual records for certification and recertification standards shall be maintained will be held for a minimum of seven (7) years. Outside consultant information, including all psychometric reports and information pertaining to the assessment tool, are required to be turned over to NAFC at the time of completion.

If you wish to receive a copy of your own NAFC information, you may make a detailed request to NAFC by writing to our Headquarters by completing the NAFC Records Request Form and following the instructions. You may also call and email us. The NAFC may request certain personal information from you in order to confirm your identity.

NAFC Headquarters  
1676 N Coast Hwy  
Newport, OR 97365  
(800) 324-8315  
[Admin@NAFCtrainer.com](mailto:Admin@NAFCtrainer.com)

## **NAFC EXAMINATION REGISTRATION AND REQUIREMENTS**

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### **Candidate Eligibility Requirements**

- “Candidate must have proof of current CPR card.
- It is highly recommended that students/ candidate have either a high school diploma or G.E.D.
- Candidates must be 18 years old at the time their certification is to be awarded.”

Although the NAFC is a great source of education and training for candidates it is possible for a candidate to take the examination without taking NAFC offered classes. The NAFC is not the sole provider of the education or training required for certification, and assessment is not linked to a specific NAFC class, course or program, or master thereof.

### **Fair and Equal Treatment of NAFC Candidates**

The NAFC does not discriminate against any individual on the basis of gender, ethnicity, background, age, religion, marital status, national origin or physical disability.

### **Enrollment Agreement**

Your enrollment in an NAFC course is valid for 18 months, starting from the date of purchase, within this time you must complete the course examination or you can elect to retake the course for a discounted \$150.00 fee.

If you have questions regarding this Enrollment Agreement, please feel free to contact us ([admin@nafctrainer.com](mailto:admin@nafctrainer.com)), or the Oregon Higher Education Coordinating Commission (503.378.5690).

### **Registration**

The candidate must call NAFC Headquarters toll free at **800.324.8315** at least five (5) days prior to the examination date that is being requested to speak with NAFC’s Education Coordinator. The examination location, date, and time will be confirmed with the candidate by phone.

For registration online, please visit [www.NAFCtrainer.com](http://www.NAFCtrainer.com) and contact administration.

## NAFC Rescheduling/No Show Policy

- Any Candidate who will need to reschedule their certification examination for a different time or date can do so one week prior to the original examination date without a fee.
- Any candidate who reschedules their examination less than a week's notice will be charged \$100.00.
- Any candidate fails to appear for their scheduled examination date or time will be charged a no-show fee of \$100.00.

## Special Accommodations

The NAFC, in accordance to the Department of Justice Title II requirements, ensures that all individuals with disabilities are not excluded from services, programs, and activities because buildings are inaccessible. All NAFC testing and programs will be held in locations that are accessible to all individuals.

NAFC provides the services, programs, and activities offered in the facility to individuals with disabilities through alternative methods, if physical barriers are not removed, such as relocating a service to an accessible facility, e.g., moving any public information office from the third floor to the first floor of a building.

The NAFC will provide an aide or personal assistant to enable an individual with a disability to obtain testing or any other service and/or at an alternative accessible site.

## Written Request

The NAFC will accept written request for accommodations regarding special needs populations. A documented disability is protected under the Americans with Disabilities Act (ADA). The NAFC will provide to the best of its ability adherence to this policy if request is received in a timely fashion.

## **Qualified Individual with a Disability**

A “qualified individual with a disability” is one who meets the criteria as defined by the ADA (Americans with Disabilities Act) according to the most recent update as of April 18, 2013.

## **English as a Second Language**

NAFC Personal Trainer examinations are written in the English Language. Candidates whose primary or first language is not English may be granted extra time necessary to complete their examinations if request is received in a timely fashion.

## **Refund and Cancellation Agreement**

All Purchases of NAFC certification, educational materials including intensive, hands-on training programs are not transferable, reusable or refundable. Due to the fact that all materials are delivered to your account in digital format after a purchase has been made, there are no return options available. Fees for workshops that are rescheduled can be refunded at NAFC’s discretion. NAFC Personal Trainer candidates and students must complete the certification examination by electronic protocols. The NAFC may be reimbursed for costs incurred by purchases of affiliate products or services obtained through the links on this site.

If you have questions regarding this Agreement, please feel free to contact us ([admin@nafctrainer.com](mailto:admin@nafctrainer.com)), or the Oregon Higher Education Coordinating Commission (503.378.5690).

Please feel free to keep a copy of this Agreement for your records.

## **Candidate Eligibility Denied**

The NAFC reserves the right to deny applications that do not meet the eligibility requirements determined by the NAFC Certification Committee. Appeals for denied applications must be submitted in writing and including an explanation of why eligibility should be granted. Appeals will be reviewed and responded to within 4-5 weeks.

### **Send appeals to:**

NAFC Headquarters Attn: Appeals  
1600 N Coast Hwy #1676  
Newport, OR 97365

### NAFC Job Analysis Report Summary

The purpose of conducting a job analysis survey report, is to provide accurate verification in describing that the actual job activities of NAFC Certified Personal Trainers, in Compliance with NAFC criteria, protocols and examinations, is sufficient in detail to provide a basis for that which is commensurate with the marketplace. Measurement applications were applied to design, support and conduct a study that provided necessary specifications upon which content validity and test reliability could be established in measuring outcomes in substantiation of the NAFC theoretical examination for Personal Training. A Job Analysis is conducted every five (5) years and NAFC materials are reviewed and updated annually.

The NAFC relied upon a multitude of formal studies, journal articles and bibliographies, including those contained within the International Journal of Training and Development and ACSM's Health and Fitness Journal.

The JAS is based upon assessing the basic unit of the jobs for Personal Trainers in the performance of specific tasks and duties. Information collected regarding these units include: frequency, duration, effort, skills, complexity, equipment, standards etc. Environment may be a significant factor on the physical requirements to be able to perform the job of Personal Trainer such as conditions like temperature, etc. There also may be certain environmental risks present that a CPT must be aware of and know how to deal with. The Job Analysis Study (JAS) takes into account tools and equipment for training, relationships and communication, demographics and these are the mention of merely a few of the factors that have been accounted for within the NAFC JAS.

The NAFC developed several steps in formulating a comprehensive inventory of activities performed by NAFC Personal Trainers. A Job Analysis Survey was conducted and reviewed. Data was collected to verify controls for the development of this study. The survey instrument distributed established criteria for test specifications for the examination.

In accordance with accepted survey practices, a sample size of 1,000 certified Personal Trainers, randomly selected from around the United States was, used for the Job Analysis survey. According to the Bureau of Labor Statistics, in 2010 there were 251,400 Fitness Trainers and Instructors. Their projection of 24% growth over the next ten (10) year period indicates that an assumption of a current sample population of 300,000 is a generous value. With these values, we achieve a margin of error of approximately 3.1% at 95% confidence.

The NAFC examination instrument as it has been designed in accordance with tried and true research and statistical methodology (psychometrics) is sufficiently reliable and valid, and the margin of error, as stated, is of sufficient confidence, the cut score which has been determined as the lowest score for marginal qualification/competence is appropriate.

The SME's consisted of a panel of experts in the field and the study was overseen by a statistician. The survey was written in a manner to determine a collection of topics from which the test could be developed. Test construction inventory items were written at a sixth grade reading level and respondents were did not require assistance in understanding inventory item questions. Submitted data was evaluated to determine a degree of consensus among subjects on the significant aspects of the Personal Trainer's job. Specifically, data was analyzed to answer the following question regarding the set(s) of core activities that is significant to the effective performance of the Personal Trainer, and to identify significant activities to be considered for inclusion in the assessment procedure.

In determining the consistency and reliability of the respondents in their ratings, an intra-class statistic (Pearson) was applied (intra-class correlation), to estimate the reliability with which the respondents rated the activities in the inventory. Separate reliability estimates were calculated for tasks grouped according to major content areas and categories.

The reliability coefficients for the significance rating scale ranged from 0.84 to 0.98 across the six (6) major areas of the survey and since 1.00 represents a maximum reliability coefficient, and the mean coefficient for

the significance scale was 0.96, these scales were considered reliable. The mean ratings would remain essentially the same if a different sample were selected from same population of respondents.

The job analysis herein described was undertaken to serve as the basis for documenting the content validity of the Certified Personal Trainer examination for the NAFC. The purpose of this study was twofold in (a) determining a comprehensive job description the Certified Personal Trainer and (b) to evaluate these descriptions through the ratings of trainers engaged in the field in defining areas that should be assessed on a certification examination.

The Job Analysis Survey was created to prepare a comprehensive list of activities describing the job via an inventory completed by a representative sample of those actively involved as Personal Trainers throughout the United States. Rating results were analyzed by an independent statistician and reviewed by the NAFC Advisory Committee. These results were used to develop test specifications directly related to the significant activities performed by Certified Personal Trainers.

Test specifications, empirically derived from a national job analysis study, represented the plan for development of criterion-referenced examinations. Each domain of the examination contained the specified number of items, with a representative sampling of tasks within each domain. Test was developed to match these job-related test specifications and demonstrated strong evidence of content validity.

To ensure that the test remains sufficiently descriptive of the current job requirements for a fitness trainer, the survey will be repeated every five (5) years and the results reevaluated according to the same methodology.

## **NAFC Cut Score Report**

A Cut-Score Committee was assembled to establish the passing score of examinations. Committee members selected were screened for their qualifications in the field of Personal Training.

The cut-score procedure selected and utilized was the Angoff method for determining the passing point on written theoretical examinations. While numerous options for cut-off determination exist, Angoff is generally considered to be a simple and yet sufficient option.

The NAFC selected the Angoff Method, a criterion referenced cut score determination method to arrive at passing examination scores mostly due to its simplicity and proven reliability in a variety of cases after counseling with an independent statistician. Cut scores on test achievement are best determined by a committee of people who are aware of what candidates should know based upon instruction received in the given subject (ETS). Thus, the committee was comprised of a collection of individuals considered “masters” in the field. These experts decided what is best described as the Angoff method in determining the “minimally qualified individual.” Prior to initial ratings committee members were trained on cut-score methodology and provided a worksheet outlining the process. The worksheet contained space wherein the minimally qualified candidate could be described.

Each member of the committee rated each question of the examination with a probability that their definition of a minimally qualified individual would correctly answer the given question. The cut-off score is simply the sum of these percentages.

As there is no purely objective method in existence, there are no “true” cut scores that a group of perfectly selected, perfectly trained judges using a perfect method will find. The cut scores, rather, reflected the combined judgments of the involved individuals in the test construction process. The NAFC followed standards set forth by the Educational Testing Service (ETS) for the establishment of NAFC cut scores.

Recognizing the limitations that exist in defining cut-off scores based on any of the normal methods, NAFC will review all test data annually, including both a reevaluation of the previous cut-score determination and a statistical analysis of the test taker population-wide results. The test results analysis will ensure that the test meets the intended purpose and that the cut-score has not been artificially set too high.

## Examination Construction

In developing the test specifications (or test content outline) for the examination, the judgment of the NAFC was used to interpret the data gathered from the job analysis survey. Of significance to a certification examination program is that the test specifications appropriately reflected the responsibilities of all groups who will participate in the program. Therefore, it was important to ensure that test specifications and resulting examination forms sample tasks considered as significant responsibilities of the Personal Trainer for whom the examination is intended.

All examinations are directly and inextricably correlated and tied to the Job Analysis, as all practical application demonstrations identify and determine in detail the particular training duties and requirements of the Personal Trainer and their relative importance of these as determined by the findings of the JAS. The assessment components and examination content are also connected by virtue of the knowledge, skills and ability to apply to the job of a Personal Trainer as determined by the JAS.

In accordance with the Angoff Method, the cut score committee's feedback on the test questions created provided a cut score of 80%. This was based on the collective (average) opinion of the committee on what percentage of minimally qualified test candidates would answer correctly. This is directly reliant on the experience of the committee members in regard to the field of physical training and as per the results of the applied statistical method.

**The test is comprised of multiple sections, comprising a portion of the total score. An 80% is required to pass.** Successful completion of the assessment is required to receive the certification. The breakdown is as follows:

Fitness Assessment Theory - 100 questions - 20%

Fitness Assessment Practical - 50 questions - 10%

- Forms & Documentation
- Postural Assessment
- Injury Prevention
- Exercise Safety Guidelines

- Cardio-Respiratory Endurance
- Muscular Strength & Endurance
- Body Composition

Lifestyle Consultant Theory - 100 questions - 20%

Lifestyle Consultant Practical - 50 questions - 10%

- Psychology behind Physical Fitness
- Nutrition
- Macro & Micronutrients
- Weight Management
- Nutrition for Athletes
- Supplements
- Health Concerns
- Practices of a Fitness Professional

Weight Training Theory - 100 questions - 20%

Weight Training Practical - 100 questions - 20%

- Anatomy
- Functional Anatomy
- Anatomical Terms
- Energy Systems
- Muscle Physiology
- Endocrine Systems
- Biomechanics
- Muscle Balance and Actions
- Flexibility
- Proprioception
- Cardio Respiratory Health
- Regeneration and Recovery
- Creating a Weight Training Program

## Procedure

Examinee signs on to NAFC secure test site and submits to being filmed in real time. Examinee takes examination and obtains immediate test score. If “no pass,” user has option to re-take test within NAFC defined test retake policy and parameters. NAFC testing is automated by the NAFC program which oversees the entire process and maintains candidate results in the NAFC secure database.

## Test Data Handling and Maintenance

All examination data, including candidate info, answer metrics, and data analysis is retained in a secure database environment and inventoried in great detail for legal defensibility purposes. Personnel of the board, identified board members, and the consultant will have access to the assessment instruments and associated data.

Documentation logs are kept outlining who is accessing which materials on specified dates and times. All assessment instruments have control numbers for quality control purposes. Any assessment instruments deemed invalid are flagged as such in the database and considered invalid for future use.

All assessment instruments are reviewed for accuracy and any discrepancies by at least two (2) individuals, including the consultant, prior to use. Access to core testing data is limited to only a select group of individuals that are directly involved with the assessment process. Different levels of access to electronic data are based on criteria of need. Assessment results and aggregate data are retained in a secure database indefinitely with back-up copies.

## Notification of Examination Results

Examinees receive feedback regarding their test performance via email, which delineates their errors per item and informs them of their test result status. This is an immediate feedback procedure which is simple and gives the examinee immediate results information as to “pass or no pass.” This proprietary program is developed, licensed and owned by the NAFC. Every examinee is informed of test results status immediately following completion of examination. Test scoring has controls via comparison of each provided answer against a programmed key set of correct answers, which has been reviewed for accuracy by at least two (2) individuals.

The immediate results response for candidates in-testing are provided with information on their performance on all domains of their examination. This feedback of all correct responses and all incorrect responses, which

is a timely feedback loop for the candidate in the assessment of their strengths and weaknesses as measured by the assessment instrument.

*Example:*

(9.) Which of the following is recommended for people who are trying to gain muscular weight? **-INCORRECT**

- **Provided Answer:** a - Perform brief heavy weight training exercises, working the largest muscles
- **Answer Time:** 1:59:38 pm

Candidate receives this same content as is sent in the “test results” email.

## Examination Rationale and Conclusions

There are several advantages to the use of a multiple-choice format for examinations. Careful consideration of the results of item analysis can lead to significant improvements in the quality of examinations written by the committee. A multiple-choice format provides a consistency in grading that cannot be achieved when examinations are graded by hand. The use of the multiple-choice format examinations lend themselves to the development of objective assessment items and greater efficiency in their application with regards to online examination delivery software.

As mentioned regarding the Job Summary Analysis and the Cut Score Report, to ensure that the test remains accurate to the requirements of a suitable candidate, NAFC will review all test data annually, including both a reevaluation of the previous cut-score determination and a statistical analysis of the test taker population-wide results. Additionally, the Job Summary Survey will be conducted every five (5) years and the test altered as necessary to meet the new results.

## Retesting Procedures

Candidates who do not receive a minimum score of 80% on an examination will be notified immediately. Candidates may retake the examination for a \$25.00 fee. Candidates must wait 24 hours before attempting a retest.

## Examination Appeals Policy

NAFC candidates who wish to lodge an appeal are entitled to do so under the following circumstances:

1. Extenuating circumstances which were not know at the time of the examination.
2. Procedural or administrative errors.
3. Error in the evaluation of assessment material/performance.

NAFC candidates may appeal examination on any of the above grounds. The NAFC welcomes comments from candidates regarding the content or wording of examinations.

Any candidate who wishes to file an appeal must submit a request to:

NAFC Headquarters

Attn: Appeals

1600 N. Coast Hwy #1676

Newport, OR 97365

## Recertification Requirements

NAFC CPT's may apply for recertification at any time within their two (2) year certification period. In order to maintain NAFC CPT Certification, CPTs are required to obtain 2.7 continuing education credits (27 hours) and recertify with the NAFC every two (2) years in order to ensure sufficient development of knowledge and application skills while allowing sufficient time to perform the necessary coursework to maintain certification and professional competency. Scientific research applications typically change every two (2) years and Certified Personal Trainers must incorporate such changes within their training programs.

The NAFC requires and will review the following prior to approving recertification:

- Recertification outline document.
- Petition materials if coursework is not specifically listed as a NAFC Approved Provider.

## **Recertification Fees**

- The recertification fee is \$100.00.
- A late fee of \$25.00 is assessed for candidates filing after their expiration date.

## **Acceptance of Recertification**

- If application is submitted on time, and complete, NAFC will send out certifications within thirty (30) days of approved documentation.

## **Recertification Outline**

To obtain your recertification you must send:

1. A copy of your expiring certification.
2. Proof of current CPR certification.
3. Verification of all hours and credits you have taken - copies of completion certificates.
4. A cover letter or outline of your CECs earned.
5. \$100 processing fee made out to NAFC (check or money order - US dollars).

### **Send all Materials to:**

NAFC/Recertification Department  
1600 N Coast Hwy #1676  
Newport OR 97365  
Phone: (800) 324.8315

## NAFC FORMS

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### NAFC Candidate Application Form

Please fill out this application and attach the following: Valid government issued photo ID.

The NAFC does not discriminate against any individual on the basis of gender, ethnicity, background, age, religion, marital status, national origin or physical disability.

Thank you for deciding to take a course with NAFC! As a part of our ongoing efforts to ensure that you are learning the most update information you must complete your examination for this course within 18 months from the purchase date or you can elect to retake the course for a discounted \$150.00 fee and this will ensure you are given access to the latest material. After your examination you will be prompted to provide a copy of your current CPR card to the NAFC through either fax or email. Your certification shall be awarded as soon as your CPR card is verified.

#### **\*For Certification Courses\***

Once you complete this course your Certification will be valid for 24 months. In order to maintain NAFC Certification, certificants are required to complete a certain number of CEC's within this 24 month certification period. Certificants are required to recertify with NAFC every 24 months in order to ensure sufficient ongoing development of knowledge and application of skills for competency.

Course Title	CEC's Needed Every 24 Months
Personal Trainer	2.7
Group Fitness	2.7
Wellness Consultant	2.7
Nutrition Coach	1.7

## \*For CEC Courses\*

In order to maintain NAFC Certification, certificants are required to complete a certain number of CEC's within each 24 month certification period. Certificants are required to recertify with NAFC every 24 months in order to ensure sufficient ongoing development of knowledge and application of skills for competency.

Course Title	CEC's Needed Every 24 Months
Personal Trainer	2.7
Group Fitness	2.7
Wellness Consultant	2.7
Nutrition Coach	1.7

### Personal Information

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*Full Name: Last*

*First*

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*Street Address*

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*City*

*State*

*Zip Code*

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*Home Phone*

*Cell Phone*

*E-mail Address*

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*Date of Birth*

Are you a United States Citizen?

Yes

No

## Educational Background

It is highly recommended that students/ candidate have one of the following:

High School Diploma, or

GED

Educational Background Description:

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Have you taken a course with NAFC before? If so what course(s)?

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**I certify that everything in this application, and any accompanying documents, is true to the best of my knowledge.**

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Name

## Attachments

Please attach your valid government issued photo ID. The NAFC is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website; you can be assured that it will only be used in accordance

with the NAFC privacy statement [<http://www.nafctrainer.com/about/privacy>].

If you do not wish to attach any documents here, but instead fax or email them to the NAFC you will have access to the course documents, but will not be able to be awarded certification until such materials are reviewed and approved by NAFC.

You may remit these documents to:

Ms. Stephanie Boydston

Education Coordinator

Phone: 1.800.324.8315 Ext. 106

Fax: 1.541.787.4174

[Stephanie@nafctrainer.com](mailto:Stephanie@nafctrainer.com)

## **ADDITIONAL INQUIRIES**

If a prospective candidate, candidate, or certificant has any other general inquiries they can be presented to NAFC in three (3) ways.

1. The NAFC website “Contact Us” page:  
<https://www.NAFCtrainer.com/contact>
2. Phone: (800) 324.8315 (Mon-Fri, 9am-5pm PST) Fax: (541) 787-4174
3. Letter addressed to:  
National Association for Fitness Certification  
1676 N Coast Hwy Newport, OR 97365

# NAFC Candidate Supplemental Information Form

## Professional Liability Insurance

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*Carrier Name*

*Number*

*\*Submit a copy of your certificate with your resume.*

All NAFC Fitness Instructors must be CPR/AED certified\*

List your current CPR Expiration \_\_\_\_\_

*\*Submit, with your resume, a copy of your CPR card.*

### References

Have you attached all relevant information?

Resume    CPR copy    Liability Certificate copy

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*Signed*

*Date*

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*Name (PRINT)*

# NAFC Professional Activities Update Form

Please return the enclosed **Professional Activities Update** to:  
The National Association for Fitness Certification  
1600 N Coast Hwy #1676  
Newport, Oregon 97365

## DEMOGRAPHIC INFORMATION

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NAME *(as you prefer on your certificate)*

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*Mailing Address*

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PHONE *(Work)*

*(Home)*

*(Cell)*

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*Email Address*

**RECERTIFICATION** (Please complete if your certification is past the two (2) year time period)

Recertification request: Yes \_\_\_\_\_ No \_\_\_\_\_

## EXPERIENCES (Continuing Education)

1. Report the estimated number of clients trained over the last two (2) years. \_\_\_\_\_
2. Report on the average number of training sessions per client. \_\_\_\_\_
3. Report the estimated number of teaching and/or consulting hours over the last two (2) years. \_\_\_\_\_
4. Report the number of workshop, seminar, and coursework hours completed over the last two (2) years. \_\_\_\_\_

5. Are there any ethics or legal complaints against you? Yes \_\_\_\_ No \_\_\_\_

Thank you for up-dating your certification as an NAFC Training Professional.

\*If you are not NAFC certified check our web page [www.NAFCtrainer.com](http://www.NAFCtrainer.com) for certification requirements.

# NAFC Candidate Eligibility Determination Appeals Form

Please return the enclosed **Appeals Form** to:  
The National Association for Fitness Certification:  
**Attn: Appeals**  
1600 N Coast Hwy #1676  
Newport, Oregon 97365

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*Candidate Name*

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*Candidate Identification Number (?)*

*The NAFC reserves the right to deny applications that do not meet the eligibility requirements determined by the NAFC Certification Committee. Please include below an explanation of why eligibility should be granted. Appeals will be reviewed and responded to within 4-5 weeks.*

# NAFC Examination Appeals Form

Please return the enclosed **Appeals Form** to:  
The National Association for Fitness Certification:  
**Attn: Appeals**  
1600 N Coast Hwy #1676  
Newport, Oregon 97365

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*Candidate Name*

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*Candidate Identification Number (?)*

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*Date and Time of Examination*

NAFC candidates may appeal examination on any of the below grounds.

Please indicate which of the following circumstances is the basis for your appeal:

1. Extenuating circumstances which were not know at the time of the examination. \_\_\_\_\_
2. Procedural or administrative errors. \_\_\_\_\_
3. Error in the evaluation of assessment material/performance. \_\_\_\_\_

Please provide any evidence necessary to support your assertion.

*NAFC welcomes comments from candidates regarding the content or wording of examinations.*



# COURSE EVALUATION

**National Association for Fitness Certification**

1676 N. Coast Hwy

Newport, OR 97365

1-800-324-8315

[www.nafctrainer.com](http://www.nafctrainer.com)

[info@nafctrainer.com](mailto:info@nafctrainer.com)

Please take a few minutes to complete this evaluation. Please rate each question with 1 being poor and 10 being excellent. We have an area at the end of the evaluation for any additional comments. Thank you in advance.

## COURSE ORGANIZATION & CONTENT

Was the organization of the course suitable – course length, amount of material covered for each topic?

1    2    3    4    5    6    7    8    9    10

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Was the course material presented in a manner that you found easy to follow and understand?

1    2    3    4    5    6    7    8    9    10

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Did the course materials meet your expectations?

1    2    3    4    5    6    7    8    9    10

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## GENERAL

Did the course overall meet your expectations?

1    2    3    4    5    6    7    8    9    10

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Is there anything you would like to see added or removed from the course?

1    2    3    4    5    6    7    8    9    10

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Would you recommend this course to others?

1    2    3    4    5    6    7    8    9    10

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## ADDITIONAL COMMENTS & SUGGESTIONS

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We thank you for taking the time to complete this evaluation. Your comments and feedback are important and will allow us to expand the program.

Please remit to:

Ms. Stephanie Boydston

Education Coordinator

Fax: 1.541.787.4174

[Stephanie@nafctrainer.com](mailto:Stephanie@nafctrainer.com)

## NAFC Records Request Form

Your Name:

Address:

City, State, Zip:

Date:

NAFC Records:

Address:

City, State, Zip:

I am writing you to request copies of my records pertaining to me. I understand that I may be charged a fee that is reasonable for the copying of any records, however I will not be charged for any time that is spent locating my records. Please mail the requested information to me at the address listed above. I have enclosed a self-addressed envelope for your convenience. I understand that I will be charged for postage.

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Your Signature

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Your Name Printed

Date