



Certified Group Fitness Exercise Instructor (CGI) Candidate Handbook



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Introduction

Founded in 1993, the National Aerobics & Fitness Trainers Association (NAFTA) is a non profit organization committed to America's health and wellbeing. Today, NAFTA is one of the largest non-profit health and fitness certification, education and training organizations in the world. With a long heritage in certification, education, training and public outreach, we are among the most respected organizations in the industry and a resource the public has come to trust for health and fitness education.

This NAFTA Group Fitness Exercise Instructor (GEI) Candidate Handbook is designed to inform candidates of the requirements and processes necessary to become and remain a NAFTA-certified professional. All candidates are encouraged to read the handbook prior to applying for certification to best prepare themselves for the exam and the requirements to which they will need to adhere once certified.

NAFTA offers additional primary certifications, as well as several specialty programs. To learn more about these additional opportunities, please visit: <http://naftafitness.org/certification/>.

Our Mission

NAFTA's mission is to ensure people have access to well-qualified health and fitness professionals, in addition to science-based information and resources on safe and effective physical activity, so they may get active, establish healthy behaviors, and live their most fit lives.

NAFTA is an education and training organization for fitness professionals. NAFTA is dedicated to offering certification programs and continuing education that teach concepts and theories of health and fitness.

Our Vision

NAFTA believes that, through fitness and health education, we can positively impact the obesity rates and other preventable lifestyle diseases. By providing education and training, we will empower people to become physically active and committed to healthy lifestyle choices. NAFTA is a firm believer in starting as early as grammar school and encourages teachers to receive fitness and health education through organizations such as NAFTA and then educate the children they teach about healthy living.

About the NAFTA GEI Certification

NAFTA is committed to providing entry level credentialing for individuals who seek entry into the wellness and fitness industry. The NAFTA GEI certification is earned via a scientifically based and psychometrically sound certification exam designed to ensure an appropriate level of knowledge and skills to individuals who may not possess a related degree in the exercise sciences and/or who may have little or no prior fitness related experience. Those who earn the NAFTA GEI certification will be qualified to lead apparently healthy individuals through safe and effective exercise classes according to recognized industry standards. The NAFTA GEI certification does NOT qualify instructors to diagnose or treat areas of pain or disease, and participants with such conditions shall be referred to the appropriate health care professional.

GEI Exam Eligibility Criteria

Certification at a Glance

The following steps are recommended as you begin the certification process:

1. Read the Candidate Certification Handbook.
2. Check the eligibility requirements.
3. Choose your certification package. (Exam Only, Standard, Premier)
4. Submit your application.

Upon receipt of application confirmation:

1. Prepare for the exam
2. Schedule your exam.
3. Understand the recertification requirements.

Eligibility Requirements

To sit for an NAFTA certification exam, candidates must meet all eligibility requirements as detailed in the table below. A candidate may expect these eligibility requirements to meet industry standard for the designation of Group Exercise Instructor. The NAFTA eligibility requirements ensure compliance with labor laws, that candidates meet a standard level of academic preparedness, and candidates have basic emergency response training. In addition, these fundamental requirements protect the safety and well-being of the public served, improve customer satisfaction, and reduce risk.

Eligibility Requirements for the NAFTA GEI Exam
<ul style="list-style-type: none">• Must be at least 18 years of age• Must have at minimum a high school diploma (or the equivalent)• Must hold current adult CPR (cardiopulmonary resuscitation) and AED (automated external defibrillator) certificates which include a live skills check.*
<i>*CPR and AED are both required in the US and Canada. Candidates outside the US and Canada are required to hold only current CPR due to differing laws regarding AED use by non-medical professionals in some countries.</i>

Eligibility documentation information and additional forms for NAFTA certification exams are further described in this handbook under 'GEI Exam Process' and may also be found at <https://www.NAFTAFITNESS.org/myNAFTA/Exam-Pre-Approval.pdf>, or by contacting the NAFTA Exam Registration Department at (480)758-5119 or ExamRegistration@NAFTAFITNESS.org.

Recommended CPR/AED Providers

NAFTA requires all test candidates in the US and Canada have a current Cardiopulmonary Resuscitation/Automated External Defibrillator (CPR/AED) certification. Test candidates outside of the US and Canada are required to have a current Cardiopulmonary Resuscitation (CPR) certification. All CPR/AED

and CPR certifications must include a live, hands-on skills assessment performed by a qualified CPR/AED or CPR instructor to be considered valid. In addition, NAFTA-certified professionals must provide proof of current CPR/AED and CPR certification to renew their NAFTA certification(s).

CPR/AED Providers (US and Canada)*

- American Heart Association – www.heart.org
- American Red Cross – www.redcross.org
- American Safety & Health Institute – www.hsi.com
- Canadian Red Cross – www.redcross.ca
- EMS Safety Services – www.emssafetyservices.com
- Emergency University – www.emergencyuniversity.com
- Heart and Stroke Foundation (Canada) – www.heartandstroke.ca

CPR Providers (Outside the US and Canada)*

- Emergency Rescue Unit Foundation (Philippines) – www.eruf161.com
- Fire and Safety Training (Ireland) – www.safetyireland.com
- German Red Cross – www.drk.de
- National Heart Foundation of New Zealand – www.heartfoundation.org.nz/
- Nazionale di Salvamento (Italian Resuscitation Council) – www.salvamento.it
- Philippine National Red Cross – www.redcross.org.ph
- Red Crescent Society (Saudi Arabia) – www.ifrc.org
- Resuscitation National Society (Italian Swimming Federation) – www.federnuoto.it
- Royal Lifesaving Society (United Kingdom) – www.rlss.org.uk
- Singapore Lifesaving Society – www.SLSS.org
- South African Red Cross Society – www.RedCross.org.za

*Because course offerings and guidelines are subject to change, each candidate is responsible for ensuring that the selected course provider meets the requirements set forth by NAFTA.

Nondiscrimination Policy

NAFTA does not discriminate among candidates on the basis of race, color, creed, gender, age, religion, national origin, ancestry, disability, military discharge status, sexual orientation, or marital status. NAFTA strives to adhere to all federal, state, and local regulations pertaining to non-discriminatory practices.

Reasonable Accommodations

NAFTA complies with the Americans with Disabilities Act (ADA). We strive to ensure that no individual with a qualified disability is deprived of the opportunity to take the examination solely by reason of that disability. NAFTA will provide reasonable accommodations for candidates with disabilities.

Candidates requesting reasonable accommodations must submit a Candidate Request for Reasonable Accommodations Form (see Appendix A), a completed and signed HIPAA Consent Form (Appendix B), and a Health Care Provider Certification Form (see Appendix C) completed by a qualified health care provider. This documentation must be submitted at least 45 business days prior to the desired examination date via one of the following options:

- Mail: NAFTA, 28150 N. Alma School Rd, Ste 201, Scottsdale, AZ 85262

- Secure Fax: 480-248-2165
- Email: lchavez@NAFTAFITNESS.org

Any additional support documentation must appear on the licensed professional's official letterhead and include all of the following:

- The licensed professional's title, address, and telephone number
- A description of the nature of the functional limitation as it applies to taking an online or traditional paper and pencil multiple-choice standardized test
- The specific accommodations the candidate will need for testing to include rationale

The authority providing this documentation may also include test results or other official documentation that identifies the candidate's disability and the accommodation(s) required.

All documentation must be submitted together. If any documentation is missing or incomplete, the completed package must be submitted within 45 days of test date or the reasonable accommodations review process will expire. Late submittals may impact NAFTA's ability to provide the requested reasonable accommodation for the registered test date and an alternative test date may have to be scheduled.

Eligibility Appeals Policy

NAFTA reserves the right to reject any registration application that does not meet the specified eligibility requirements. If a registration application for an NAFTA certification exam is not accepted, an individual can appeal and request the application be reviewed again. The appeal must include a detailed explanation of the reason(s) why the individual believes they should be eligible, plus all supporting documentation. Submit all eligibility appeals for review via mail, email, or fax to:

NAFTA
Attn: Appeals Department
28150 N. Alma School Rd. Ste. 201
Scottsdale, AZ 85262
FAX: 480-248-2165
EMAIL: naftaappeals@NAFTAFITNESS.org

Eligibility appeals will be reviewed and responded to within 10 working days of their receipt. Individuals submitting the appeal will receive notice that their eligibility appeal was either "approved" with instructions for moving forward with exam registration, or "denied" with notification of the reason for the denial. Individuals who have an eligibility appeal "denied" can submit a new eligibility appeal if they have additional supporting documentation that meets the requirements noted in the denial.

GEI Exam Process

Exam Application

Prospective candidates who meet the eligibility requirements (as detailed above) must submit the following documentation to register for the NAFTA GEI exam:

- Completed registration form (Appendix D)
- Copy of high school diploma, GED certificate, or verification of highest level of education (transcripts, diploma, certificate of completion)
- Copy of a current CPR/AED certification (front and back)
- Signed Candidate Compliance Statement (see Appendix E) or can be downloaded from the NAFTA web site (www.naftafitness.org)
- Payment via check, money order, or credit card (VISA, MasterCard, or Discover)

Complete exam applications may be submitted via one of the following options:

- NAFTA Website: Visit www.naftafitness.org **This option requires all completed documents to be sent via secure fax, USPS mail, or email.** Registration will not be considered complete and a candidate will not be admitted to the testing site until the full exam application is received.
- Email: registration@naftafitness.org
- Secure Fax: **1-480-248-2165**
- Mail: NAFTA recommends using certified or registered mail and is not responsible for lost items.

NAFTA
28150 N. Alma School Rd. Ste. 201
Scottsdale, AZ 85262

Exam Fees

Type of Exam	Cost
First Time	\$199.00
Reschedule	\$109.00
Retake	\$179.00
Formerly NAFTA certified Professional	\$159.00

Reschedule and Refund Policies

Reschedules

NAFTA test candidates may reschedule the test without any penalty, only if contact is made with NAFTA five (5) days prior to the scheduled test date. If rescheduling is necessary within five (5) days of the scheduled test date, a non-refundable/non-transferable reschedule fee of \$109.00 will apply.

Refunds

Materials/products returned within thirty (30) days of purchase are eligible for refund. No restocking fees will apply if materials are returned in good condition (e.g.: undamaged, unused, and able to be resold without issue.) A 20% restocking fee will apply if materials are NOT returned in good condition. The 20% restocking fee is applied to the total cost of the program or materials, not including sales tax or shipping costs.

Exam fees are non-refundable and non-transferable. Exams must be taken within one (1) year of purchase. Extensions will NOT be offered. Current cardiopulmonary resuscitation/automated external defibrillator (CPR/AED) certification is required to register for an exam and must also be current on the exam date. Only CPR/AED certifications which include a live skills check will be accepted. Candidates outside of the US and Canada are not required to have an AED certification, but must be certified in CPR.

Exceptions

Exceptions to the reschedule and refund policies will be considered on a case-by-case basis in the event of documented cases of serious illness, bereavement, natural disasters, and other emergencies. To be considered, candidates must submit a request, including supporting documentation, no later than thirty (30) days after the exam date. Requests must be electronically date-stamped or postmarked for consideration. Upon approval, candidates will have the option to reschedule the exam at no additional cost or receive a full refund of exam fees. Refunds will not be given for rescheduled exams.

Exam Preparation

NAFTA offers various study materials for each certification program offered to help candidates acquire the knowledge, skills, and abilities that are needed to perform in the chosen field. These study materials should be construed as resources to help candidates prepare for an exam rather than the sole authorities for an exam. NAFTA encourages candidates to make use of a variety of resources when preparing for exams and when attaining continuing education credits once certified.

Suggested study materials for each exam can be viewed by visiting <http://www.naftafitness.org>. Please note that the suggested study materials are NOT required to sit for NAFTA exams. The use of any suggested study materials does not guarantee exam performance.

Exam-development procedures

PSI specializes in offering comprehensive content services, including high-stakes certification examination development, and upholds these rigorous standards for exam development, administration, scoring, and equating. NAFTA works collaboratively with PSI to uphold these rigorous standards for all NAFTA certification programs. This ensures that certified professionals meet minimum standards of knowledge and skills necessary to provide safe and effective fitness instruction for the protection of the public.

All NAFTA exam questions and exam forms are developed by national and representative panels of industry experts called subject matter experts (SMEs), who are recognized by NAFTA for their expertise in one or more areas relating to at least one NAFTA certification program. The composition of exam-development committees varies for each certification program due to the different focus and scope of practice for each program. These committees are composed to fulfill the qualification requirements for each certification weighted according to the exam content outlines.

The psychometric team at PSI facilitated the exam development:

- + **JOB ANALYSIS/ROLE DELINEATION:** A group of industry experts analyzes the specific job requirements in order to develop an outline of the tasks, knowledge, and skills required to perform the job effectively (e.g., group fitness instruction, personal training).
- + **VALIDATION STUDY:** A research survey is conducted to determine the validity of the job analysis. The survey is sent for validation to a large, random, national sample of health and fitness professionals who currently hold the certification for which the job analysis was conducted.
- + **ITEM WRITING:** A national and representative panel of industry experts develops exam questions that are tied to exam specifications and referenced to acceptable texts or documents. Once completed, each exam item, or question, must be validated by three SMEs who were not involved in writing the question.
- + **EXAM ASSEMBLY:** The questions are reviewed, selected, and approved by an exam committee. The constructed exam is then forwarded to psychometric test development provider, PSI, for final editing.
- + **CUT SCORE DETERMINATION:** The passing score is determined as a standard for public protection. Each question is rated by a group of industry experts who have thorough knowledge of the purpose of the GEI exam to know the expected level of competence should be to answer the question correctly. The passing score is then calculated and based on the overall degree of difficulty.
- + **CONTINUAL EXAM EVALUATION:** Following an exam administration, there is a continual evaluation and analysis of each question to help ensure validity. If a question is determined to be flawed, it is reworked or replaced. Exam questions and exam forms will also be retired once they have had significant exposure in terms of exam candidates.

A new exam-development process begins every five years, beginning with a new job analysis/role delineation. NAFTA exams are developed using the six-point exam-development process and are guided by standards accepted by the American Psychological Association, the American Educational Research Association, and the National Council on Measurement in Education. Although not yet accredited, NAFTA certification programs adhere to the Standards of the National Commission for Certifying Agencies (NCCA).

NAFTA certification committees

NAFTA has a pool of committed and qualified subject matter experts for each certification program. Each SME for a given program must hold that certification or qualifications that are equivalent to or exceed the certification, and they must work in the role of the certified professional, or supervise or educate professionals who serve in the specific certificant role. Some SMEs are qualified to sit on committees for more than one NAFTA certification program due to their combination of credentials, education, and work experience. Due to professional roles and personal commitments, most SMEs are not available for every possible meeting for which they are qualified. As such, the NAFTA President assembles *ad hoc* committees of qualified SMEs for each certification committee meeting. The NAFTA President is responsible for ensuring each committee includes representation from the major areas of function for the credential, and that it is representative of the geographic and gender distribution of the certified population, with a focus on ethnic diversity as well.

Study materials and resources

NAFTA produces manuals and associated study materials for each NAFTA certification program. These manuals are produced first and foremost as resources to help candidates prepare for professions in health

and fitness. While these materials also help candidates prepare for the corresponding NAFTA certification exam, it is critical that candidates view these study materials as helpful resources rather than the sole authority for a particular profession or examination. The certification program is offered as a stand-alone certification and that purchase of review materials, courses, etc., are not required in order to sit for the exam nor does it guarantee a passing score on the exam. Also, although NAFTA offers exam preparation, there may be other training options available in the market.

NAFTA Group Fitness Instructor Handbook. Scottsdale: National Aerobics & Fitness Trainers Association.

Desimone, G. (2012). *ACSM's Resources for the Group Exercise Instructor*. Philadelphia: Wolters Kluwer/Lippincott Williams & Wilkins.

Kennedy-Armbruster, C. & Yoke, M. (2016). *Methods of Group Fitness Instruction* (3rd ed.). Champaign, Ill: Human Kinetics.

GROUP EXERCISE INSTRUCTOR CERTIFICATION

Exam Content Outline

Candidates are encouraged to review the following exam content outline and prepare accordingly:

Domain I. Professional Responsibilities	17
A. Scope of Practice	4
1. Adhere to professional standards, guidelines, or evidence-based research in order to provide safe and effective instruction.	
2. Recommend consultation with healthcare professional for concerns that fall outside of scope of practice.	
B. Legal Liability	5
1. Obtain liability insurance in order to minimize personal risk.	
2. Adhere to music copyright laws in order to minimize personal risk.	
3. Obtain signed pre-participation waivers and consent forms in order to minimize personal risk.	
4. Adhere to branding rules in order to mitigate personal risk.	
5. Maintain current cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED) certifications in order to minimize risk.	
C. Conduct	5
1. Dress in appropriate attire for class format in order to provide a safe and welcoming environment.	
2. Greet participants in order to build rapport.	
3. Introduce self and class format at the beginning of class in order to set participant expectations.	
4. Arrive early in order to ensure preparation of environment and prompt start.	
5. Use inclusive language in order to provide a non-discriminatory environment	
D. Business Principles	3
1. Adhere to contract policies and procedures related to employment in order to maintain employment in good standing.	
2. Acquire continuing education credits in order to stay current with industry trends or standards.	

3. Respond to participant feedback in order to enhance participant satisfaction.

Domain II. Class Design and Planning 28

A. Environment 8

1. Inspect equipment in order to identify potential hazards and minimize risk.
2. Assess class environment, such as temperature and potential hazards, in order to minimize risk.
3. Determine maximum number of participants in order to provide a safe and effective workout.
4. Select appropriate equipment and movement patterns for participant abilities, class size, and format in order to provide a safe and effective workout.

B. Format 20

1. Select and sequence exercises in order to provide a safe and effective workout.
2. Prepare modifications (i.e., progression/regression movements) for a variety of fitness levels and backgrounds in order to provide safe and effective instruction.
3. Select appropriate movement intensity and duration for class format and participant demographics in order to provide a safe and effective workout.
4. Design appropriate warm-up and cool-down activities in order to provide safe preparation and recovery for participants.
5. Select appropriate music style, tempo, and volume for class format in order to provide a safe and motivational environment.
6. Incorporate destabilization movements in order to enhance balance and stability.

Domain III. Class Delivery 35

A. Instruction/Coaching 32

1. Provide nonverbal/visual cues in order to provide effective leadership.
2. Provide verbal cues in order to provide effective leadership.
3. Demonstrate proper exercise form and alignment in order to provide safe and effective instruction.
4. Observe participant form and provide feedback in order to ensure proper technique and injury prevention.
5. Monitor participant performance for signs of distress in order to minimize risk.
6. Present alternative movements (modifications) in order to provide a safe and effective workout for all participant ability levels.
7. Instruct participants to monitor level of exertion in order to minimize risk and enhance workout.

B. Motivation 3

1. Provide positive reinforcement in order to enhance participant experience.
2. Coach participants in order to encourage them to put forth their best efforts.

Domain IV. Principles of Anatomy and Physiology 20

1. Demonstrate and explain functional activities of daily living (ADL) in order to provide muscle balance.
2. Select and sequence strength and conditioning exercises in order to provide a safe and effective workout.
3. Demonstrate and cue proper range of motion in order to prevent participant injury.

4. Demonstrate and cue proper joint action and lever length in order to prevent participant injury.
5. Use anatomical terms to refer to muscle groups in order to educate participants and provide clear instruction.

Total

100

Multiple Choice Exam Strategies

The NAFTA GEI exam is comprised of 100 multiple choice questions. Candidates have two (2) hours, or 120 minutes, to complete the exam. The following strategies may be helpful:

- Read each question carefully before selecting the single BEST response.
- Manage time wisely. It may help to skip questions for which you are unsure of the correct answer and return to them later as time permits.
- If you remain unsure of an answer, consider making an educated guess. Your score is based on the total number of correct answers, so it is suggested that you answer each question.
- Answer order (A, B, C, or D) is randomly assigned. Avoid looking for patterns.
- Mark your answers neatly, clearly, and in the correct space. Avoid stray marks.
- If time permits, review all answers at least once.

Exam Conduct

Each test candidate must abide by the following guidelines:

- Candidates **MUST** arrive on time for test appointment.
- No visitors are allowed in the examination areas.
- Candidates may **NOT** bring personal items into the examination area. This includes, but is not limited to, coats, books, jewelry, sunglasses, calculators, cell phones, pagers, other electronic devices (PDAs, Blackberries), luggage, book bags, purses, and food or drinks. A water bottle is permitted.
- All personal items must be stored in a secure location identified by the Proctor onsite.
- Candidates will be given **no more than two (2) hours** to complete the 100-question multiple choice exam, unless provided with special time reasonable accommodations. Exams must be completed within a single, continuous session.
- Candidates are not allowed to leave the examination room at any time other than during scheduled breaks, if any. The test proctor may make an exception if he/she determines that it is reasonably necessary only under specific conditions which include: only one candidate may be excused from the examination room at a time; the candidate must not reference written materials, use electronic devices, or engage in conversation while outside the examination room; the time for taking the test will not be extended or altered in any way; and all other conditions the proctor deems necessary to ensure the integrity and security of the test administration.
- Candidates may **NOT** assist others during the exam. This includes, but is not limited to, impersonating another test candidate, sharing information of any kind, and giving/receiving advice or other help.
- The test proctor will not answer any questions regarding exam content.
- Reasonable Accommodations requiring the use of written materials, electronic devices, or assistance of another person will be provided by the proctor, not the candidate. In cases of the need for certain electronic devices that must be supplied by the candidate, the device will be subject to inspection by the proctor. People who assist as part of an accommodation, such as sign language interpreters, may

not assist the candidate with determining the appropriate answers to test questions and are also subject to these guidelines.

- Candidates must not remove exam content from the examination room. This includes efforts to copy, photograph, record, or memorize exam content.
- Disruptive behavior is cause for immediate dismissal by the Proctor.
- Candidates and proctors are expected to report ALL instances of suspected cheating or attempts to remove exam content from the examination room. This includes instances the candidate or proctor witnesses, hears about, or is asked to participate in. Should ANY perceived incidents occur, the proctor will complete a Test Site Report/Incident Reporting Form and submit it to NAFTA.

Violations to Confidentiality

It is illegal and unethical to recall (memorize) and share questions that are on any NAFTA certification exam. At exam day registration, exam candidates are required to agree to a confidentiality statement attesting to their intent to keep the contents of the exam confidential. As such, candidates may not solicit questions or discuss items that were on previous exams with other NAFTA certification examination candidates or individuals who currently (or previously) hold the certification. Recalling and sharing questions from the exam with anyone else violates the confidentiality agreement and Federal Copyright Laws. The NAFTA will prosecute violations of this agreement. Violation of this security agreement is also a violation of NAFTA Standards of Professional Practice which may result in suspension or revocation of the NAFTA certification from those who have earned it, and suspension or denial of eligibility for future exams for candidates found to have violated their confidentiality agreement.

Misconduct Policy

NAFTA takes misconduct, including suspicions of misconduct, very seriously. Test proctors are required to complete and submit a Test Site Report/Incident Reporting Form to NAFTA should ANY perceived incidents occur. Incidents involving the investigation of a test candidate will result in one of the following determinations:

- Cancel test score and require a retest. No refund is provided and retest fees will apply.
- Cancel test score and revoke test eligibility for a period of one year. No refund is provided and re-application process is required.
- Cancel test score and revoke test eligibility permanently. No refund is provided.
- Accept test score and allow certification eligibility based only on evidence which proves the candidate could not have violated exam conduct guidelines.

Exam Day Requirements

Candidate Check-In

Candidate must bring the following to the exam location:

1. Valid government-issued photo identification
2. NAFTA Exam registration voucher

Admission

The Proctor will only permit the individual named on the registration roster to take the exam.

A candidate must present valid government-issued photo identification at check in. The name on the photo ID and NAFTA exam registration voucher must match exactly the name of the person on the registration roster.

Exceptions to this may be made on a case-by-case basis if the candidate is able to provide sufficient supporting documentation regarding any differences between the name on the registration roster and the name on the photo ID. For example, a maiden name on a photo ID and married name on the registration voucher and roster may be reconciled with a copy of a marriage license.

It is the responsibility of the candidate to provide adequate supporting documentation. The candidate is responsible for contacting NAFTA at least 5 business days prior to the exam date to discuss discrepancies and receive guidance.

A candidate who is unable to provide sufficient supporting documentation will not be permitted to take the exam at the scheduled time. The candidate may reschedule or cancel the exam date. Reschedule and refund policies may apply.

Exam Administration

Computer Live Proctoring

National Commission for Certifying Agencies (NCCA) has determined that it is possible to meet the NCCA's Standards for the Accreditation of Certification Programs when using live remote online proctoring. As such, NAFTA's NCCA-accredited Group Exercise Instructor Exam is now open for scheduling with ProctorU. If you have already registered for an exam, then within one business day of your registration an invitation email was delivered to you from noreply@proctoru.com with the subject line "Schedule Your NAFTA Certification Exam." That email includes a unique URL to activate an account with ProctorU and to schedule your NAFTA certification exam. Please check your inbox (and junk/spam folder) for this important email. If you have questions, please contact NAFTA's Director of Certification at 1-480-758-5119 or cwilliams@naftafitness.org

Completing your exam certifications is as easy as 1-2-3.

Step 1

Register for the certification Exam

- Visit the [ProctorU Resource Center](#) to view the system requirements* and to test your computer equipment to ensure compatibility for remote online proctoring.
- Next, click on the appropriate 'add to cart' box below to begin online registration, or call NAFTA's office at [1-480-758-5119](tel:1-480-758-5119) to register over the phone.
- Once registered, you will receive a confirmation email including your receipt.

Step 2

Schedule your exam with ProctorU

- Within 24-48 hours, NAFTA will upload your information to ProctorU, at which time you will receive an automated email from ProctorU including instructions to set up your ProctorU account and to schedule your exam.
- Your exam must be scheduled within one year of the registration date.
- Remember to study prior to your exam!! NAFTA highly recommends that candidates devote an appropriate amount of time (e.g., at least 30-45 days) and effort to self-directed study prior to attempting the certification examination.

Step Three

- Complete your exam
- Visit the [ProctorU Resource Center](#) to learn what to expect before and during your exam.
- Please view the short video titled,
- [Candidate Experience: Certification and Professional Testing Organizations](#).
- It is also very important that you [test your computer equipment](#) prior to the exam date to ensure your computer is configured to support remote online proctoring.
- NOTE: Google Chromebooks, iPads, and Android tablets are not supported for live remote proctoring.
- You must use a compatible Internet browser including either Google Chrome (preferred) or Mozilla Firefox.
- Prior to the exam, set-up your exam space in a private, well-lit area, free of noise and distractions
- Please refer to NAFTA's Exam Candidate Handbook for important information, policies, and procedures regarding NAFTA's NCCA-accredited Group Exercise Instructor certification exam.
- Login to your ProctorU account at least 5 minutes before the scheduled start time.
- When it's time to begin, your identify will be verified, the physical and virtual environments secured, and then you will compete your exam.
- You should expect the start-up process with the proctor to take about 10-15 minutes; however, this will not affect your exam time.
- You will receive your exam results via email within 30 days of your exam date.

Computer Based Testing Site

Exams and registration rosters are delivered via a secure (password protected) internet site to a third-party computer-based testing site. An exam site administrator proctors the exam and completes the admission process as described above.

Upon completion of the examination, the exam site administrator sends the exam results for each candidate via a secure (password protected) internet site.

Traditional Setting with Independent Proctor

Exams are administered by an exam site administrator at a location secured by NAFTA. The test is delivered in hardcopy via a Test Form Booklet. Answers are recorded in the traditional paper/pencil method in the test booklet. An exam site administrator manages the onsite check in process, monitoring the exam, and collecting completed test booklets at the end of the exam. Test booklets are secured and returned to NAFTA via FedEx delivery. Exam results are electronically tabulated via Assessment Systems and candidates notified within 45 days of exam date.

The NAFTA-approved test proctor will make every reasonable attempt to provide all candidates with a quiet, comfortable testing environment. Please note, however, that some environmental distractors cannot be anticipated or controlled. Candidates are encouraged to wear/bring appropriate clothing to help them adapt to the temperature of the exam room and to bring ear plugs if sensitive to noise. Ear _____

plugs will be subject to inspection by the proctor.

Candidates must adhere to the exam conduct guidelines as stated in this handbook. Those who fail to do so will be subject to the Misconduct Policy as described in this handbook.

Exam Scoring

In traditional exam administration setting, within 24 hours of the conclusion of the exam administration, the Proctor is to return the test booklets, answer sheets, seating chart (if applicable), and Test Site Report/Incident Reporting Form (if applicable) to an authorized NAFTA representative via Federal Express, using the return envelope/box provided. Upon receipt, NAFTA will upload completed exams to the appropriate Assessment Systems (AS) software for scoring.

In computer-based administration settings, selected-response questions are scored by computer immediately after the exam is completed.

Each exam question has only one best answer and is scored as either correct or incorrect. There is no penalty for guessing or any additional penalty for wrong answers. The cut score of 70 correct questions (70%) on the 100 item exam has been validated statistically.

For all GEI exam forms, information is provided about your performance in major content areas, or domains. For each domain, the number of scored questions on the exam and the number you answered correctly are indicated. These counts are provided for informational purposes only. Individual domains do not have passing scores. It is important to use caution when interpreting data reported by domain. The reliability of data based on a small number of questions may be insufficient to make meaningful interpretations. To more fully understand your performance within specific areas covered by the exam, refer to the list of domains and competencies provided in this handbook.

Score Reporting

Scores and pertinent information are reported to candidates via email within forty-five (45) days of the corresponding exam administration date. All examination results and scores will be emailed to candidates using the email address provided upon registration.

All examination results are confidential and will only be released to the candidates. Permission must be received in writing from a candidate to release examination results to any third party. NAFTA will, however, confirm whether an individual is currently certified, in response to inquiries from the public and other interested stakeholders.

Retest Policy

Candidates who do not pass a certification examination are eligible to retest for the retake fee of \$179.00. NAFTA allows candidates to retest after 90 days of the initial exam date. This provides adequate time for review of the subject matter areas.

If a candidate does not pass after a 2nd attempt, the candidate may retest after 60 days from the second test date. This allows time for the candidate to prepare more in depth for the exam and be made aware of any policy and/or exam changes. If a candidate does not pass the exam after three (3) attempts, the candidate will have a 1 year waiting period before further attempts may be made.

In all cases, a candidate must submit the first-time candidate exam fee after six (6) months of the initial

exam date.

Appeals Policy

Eligibility

NAFTA reserves the right to reject any registration application that does not meet the specified eligibility requirements. If a registration application for an NAFTA certification exam is not accepted, an individual can appeal and request the application be reviewed again. The appeal must include a detailed explanation of the reason(s) why the individual believes they should be eligible, plus all supporting documentation.

Eligibility appeals will be reviewed and responded to within 10 working days of their receipt. Individuals submitting the appeal will receive notice that their eligibility appeal was either “approved” with instructions for moving forward with exam registration, or “denied” with notification of the reason for the denial. Individuals who have an eligibility appeal “denied” can submit a new eligibility appeal if they have additional supporting documentation that meets the requirements noted in the denial.

Test Environment

Candidates who believe their exam results were negatively affected by improper test administration or conditions may appeal. While it is not required that a candidate alert the proctor to such factors, doing so is recommended so that the proctor may implement corrective measure when possible and inform NAFTA of the incident. Immediate documentation will be beneficial in the event of an appeal. Appeals must be submitted within fifteen (15) days of receipt of test score.

NAFTA will review information and provide notice of the final determination to the appellant within 45 days of the receipt of the appeal. All determinations will be final. The candidate may retake the exam within 30 days of the date mark on the appeal decision. There is no additional fee to retest in the event of a positive decision.

Disciplinary Action

NAFTA certified professionals and test candidates who receive notice of pending disciplinary action have the option to appeal the decision. To do so, the affected professional or candidate must submit a written request for an appeal to NAFTA within 30 days of receiving the notice.

Submit all appeals for review via mail, email, or fax to:

NAFTA

Attn: Appeals Department
25985 N 115th Way
Scottsdale, AZ 85255
Secure fax 480-248-2165

naftaappeals@NAFTAFITNESS.org

GEI Certification Credential Guidelines

Who May Use the NAFTA® Trademarks and Logo?

Authorized Dealers and anyone licensed by NAFTA, INC. have the right to promote and use the NAFTA® trademarks so long as such advertising follows the method of use outlined in this guide. Instructors who have met all the NAFTA program certification requirements can use the title NAFTA® Certified Group Exercise Instructor. We ask that our dealers or Official NAFTA® Certified Group Exercise Instructors contact us immediately if they become aware of any unauthorized or improper use of the logo trademarks.

Ways in Which the Trademarks Should Not Be Used

- With the letter “N” not capitalized.
- Purposely misspelled: For example, Nafta, nafta.

Proper Use of the NAFTA logo

Precise and consistent presentation of our corporate identity is a very important component of brand management. The NAFTA logo is the most important visual element of our brand. This graphic identifier ties together all of our communication efforts. To ensure that its visual impact has a maximum effect, the logo must be used in a coordinated and consistent manner. This section is designed to define and clarify its usage.

Primary Logo:



Secondary Logos:



Congratulations! As a NAFTA certified Group Exercise Instructor you now join hundreds of NAFTA certified instructors around the world! As a NAFTA Group Exercise Instructor, you are expected to adhere to the guidelines by which the NAFTA credential is indicated and displayed. The credentials should always be presented following the standard format below.

1. Your name is indicated followed by a comma and a space. The credential is then placed after your name as NAFTA-GEI using all capital letters and no spaces between the hyphen. Example: Charlie Doe, NAFTA-GEI
2. Higher education degree abbreviations should be placed after your name and before the NAFTA credential. Example: Charlie Doe, Ph.D., M.S., NAFTA-GEI
3. Multiple NAFTA credentials should be listed in the following order: 1st- GEI 2nd-PFT 3rd- secondary specialty certifications. Example: Charlie Doe, Ph.D., M.S, NAFTA-GEI, NAFTA-PFT, NAFTA-Kickboxing
4. When the NAFTA certification is written out, all words are capitalized and the & symbol is used. Example: National Aerobics & Fitness Trainers Association Group Exercise Instructor
5. The NAFTA seal may not be used in a proprietary manner without the written permission of NAFTA.

GEI Certification Maintenance

First and foremost, the purpose of the NAFTA recertification requirements is to reinforce and improve competencies to safeguard the health and safety of the general public. NAFTA Certified Professionals are encouraged to stay current with the latest research, professional standards, and guidelines in the health and fitness industry by completing continuing education that advances knowledge, skills, and abilities. This supports the association of the NAFTA credential with professional, competent, and safe fitness instructors. Second, NAFTA believes that continuing education increases professional accountability, relevancy, and value added to further advance ones professional career.

Recertification Requirements and Fees

NAFTA certified professionals are required to complete the following steps every two years to maintain their NAFTA certifications:

1. Complete a minimum 15 hours (15.0 CEU; 1 hour=0.1 CEU) of NAFTA-approved continuing education credits(CEU), with a minimum of 3 of these CEUs earned by attending a NAFTA workshop or completing NAFTA home study courses.
2. Additional Certifications – When renewing multiple certifications simultaneously, a total of 15 CEU's is required, with a minimum of 3 these CEUs being earned by attending a NAFTA workshop or completing NAFTA home study courses. You do not need to submit 15 CEU's for each certification.
3. Additional Certifications – When NOT renewing multiple certifications simultaneously, but renewing each certification on separate cycles: 15 CEUs per certification at the recertification cycle, with a minimum of 3 of these CEUs being earned by attending a NAFTA workshop or completing NAFTA home study courses. NAFTA recommends renewing multiple certifications simultaneously for financial savings.
4. Maintain current cardiopulmonary resuscitation (CPR) and automated external defibrillator(AED) certificate(s) (CPR only for NAFTA certified professions outside the US and Canada.). This certification must be current at time of renewal. The certificant is responsible formaintaining

current CPR/AED certification. NAFTA is not responsible for notifying certificants of the status of this certification.

5. Remain in good standing with NAFTA.
6. Submit renewal documentation and payment online, via secure fax, or by mail (NAFTA recommends registered or certified mail with tracking) postmarked prior to the expiration date of the certification.

Please note that NAFTA offers discounts to those who hold multiple certifications and to those who renew online. Recertification applications will be accepted up to six months past the expiration date.

	ONLINE	MAIL/FAX
First Certification		
On-time renewal	\$39	\$49
Additional Certifications: *		
On-time renewal for 2 certifications	\$59 each	\$69 each
On-time renewal for 3 certifications	\$49 each	\$59 each
On-time renewal for 4 certifications	\$39 each	\$49 each
Expired Certifications		
Up to 3 months late	\$70 each	\$80 each
Over 3 months, up to 6 months late	\$85 each	\$95 each

*Table 2 Recertification schedule of fees. * Rates based on total number of current certifications at time of recertification. Prices subject to change.*

Recertification Procedures

Renewals may be completed online via your NAFTA Certified Professional web account, by mail, or secure fax submissions. When mailing or faxing submissions, please include a renewal form (Appendix F), or downloaded from the NAFTA website at <https://naftafitness.org/resources/renewal.pdf>. Submissions must contain all necessary information to be processed. Certifications will not be considered renewed until all required documentation is received.

- Online: <https://naftafitness.org/resources/renewal.pdf>
- Mail: NAFTA, 28150 N. Alma School Rd, Ste 201, Scottsdale, AZ 85262
- Fax: 480-248-2165

NAFTA will notify certificants by email at six (6) months, ninety (90) days, and thirty (30) days prior to the expiration date, outlining the process for renewal and resources for NAFTA-approved CEU's.

NAFTA Certified Professionals may access their web account at any time to check the status and expiration dates of their certifications, update and verify CEU information on file, update and verify CPR/AED information on file, and to renew certifications.

Questions about the recertification process may be directed to NAFTA Educational Services by calling 480-758-5119, or email EducationalServicesMail@NAFTAFitness.org.

Expired Certifications

NAFTA accepts recertification applications up to six (6) months past the certification's expiration date. Certifications which have been expired for more than six months may be reinstated by repeating the Group Exercise Instructor exam to recertify or by proceeding with the appeals process described below.

If a certification expires before or during the recertification process, the certification is considered expired and the individual is no longer considered a current NAFTA Certified Professional for the given certification. The individual may not use the NAFTA designation.

Additional fees will be associated with processing the application for expired certifications. Individuals submitting applications for recertification up to six months after the certification expiration must submit the renewal via mail or secure fax, with all required paperwork, including full renewal and late fees. The certification is not considered renewed until all required documentation and fees are received.

Recertification Appeals Process

A certificant may submit an appeal for review of recertification (Appendix H) if the certification has been expired for longer than 6 months.

Conditions of appeal include:

- ┆ Military duty or deployment which adversely affects access to continuing education courses
- ┆ Serious illness or accident, or serious illness or death of an immediate relative that may have adversely affected your ability to obtain CEU's
- ┆ Financial hardship
- ┆ Professional career demands adversely affecting time or access to continuing education courses

An appeal and recertification application postmarked after 6 months of the certification's expiration date will be subject to an increased renewal rate.

In the event of a positive appeal decision, the certification will be renewed for two years from the original expiration date.

NAFTA Approved Continuing Education Units

NAFTA-certified professionals may gain CEU's via the following methods:

- Completing NAFTA continuing education home study courses, continuing education workshops, or professional development courses available at https://naftafitness.org/cec_courses/
- Completing and providing verification of a *certification* course provided by any of the following:
 - AFAA
 - ACE
 - American College of Sports Medicine
 - Coopers Institute
- CPR/AED recertification with live skills check (2 CEUs)
- First Aid certification or recertification (3 CEUs)
- NAFTA accepts accredited college and university courses in relevant subject areas without requiring course petition. Please provide a course outline and transcripts. NAFTA will award CEUs equivalent to the course credit hours. To be eligible, a minimum of three of the following subject areas must be covered in the course: Anatomy, Kinesiology, Body Composition, Nutrition, Exercise Physiology, Resistance Training, Fitness Assessment, Sports Psychology, Instructional Methods and Step Training.



- Additional CEUs not offered by NAFTA and/or listed on the NAFTA website must be approved via a Course Petition Application prior to submission for NAFTA CEU credit. **Exam preparation courses are not accepted by NAFTA for CEUs.**

Course Petition Policy

For a fee, NAFTA-certified professionals who wish to receive CEUs for a workshop or educational course not currently approved by NAFTA may submit a Course Petition Form (Appendix G), or downloaded at <https://naftafitness.org/resouces/petition.pdf>. To be considered, all submissions must include the following:

1. Course Petition Form
2. Course or Workshop Outline, to include length of course or workshop and breakdown of lecture and practical time
3. Instructor Biography or Curricula Vitae (CV)
 - a. Must include instructor's name, title, phone number, and address
 - b. Instructor must have at least a Bachelor's degree or higher in an area related to health/fitness
4. Certificate of completion or verification of attendance
5. Payment via check, money order, or credit card (Visa, MasterCard, American Express, Discover)
 - a. First petition: \$25.00
 - b. Each petition after the first: \$10.00 Each

Reviews will be completed and individuals will be notified of the final decision via email within 45 days of receipt. If approved, the number of CEUs awarded will be indicated in the notification email. Courses that are not approved will not be refunded the petition review and processing fee.

Certification Verification

NAFTA offers certified professionals the option to be included in the "Find a NAFTA Professional" search engine found on the NAFTA website at https://naftafitness.org/find_a_pro/. The public can use this search engine to easily verify whether or not an individual holds a current NAFTA certification. Individuals with an expired certification, even those still within the six-month grace period following their expiration date, will NOT be found via this search engine until all required steps are completed to renew their certification.

NAFTA Professionals are listed by legal name within the search engine. Therefore, NAFTA Professionals who normally go by any other name other than their legal name (e.g.: nickname, middle name, initials, etc.) must be sure to provide their legal name to anyone wishing to verify certification.

Certification verifications can also be obtained via phone at 480-758-5119. Confidential information remains secure and will not be provided during the verification process.



NAFTA Code of Ethics

NAFTA provides guidelines to help its certified professionals maintain the highest levels of professional and ethical conduct. In doing so, NAFTA helps to ensure that all NAFTA-certified professionals provide high-quality services and experiences for all clients, colleagues, allied professionals, and the general public.

All NAFTA certified professionals and test candidates must be aware of and practice the following standards:

1. Provide appropriate instruction, ensuring safety and effectiveness of programs.
 - a. Maintain current certifications at all times, including cardiorespiratory resuscitation/automated external defibrillator (CPR/AED) certification and knowledge of basic first aid.
 - b. Represent one's certifications or credentials with integrity.
 - c. Seek awareness and understanding of up-to-date research and implement as appropriate.
 - d. Stay within one's scope of practice as related to current certifications, and refer clients to qualified professionals when appropriate.
2. Engage in behavior and conduct which positively reflects on oneself, NAFTA, and the fitness industry in general.
 - a. Treat others respectfully and fairly.
 - b. Establish and keep clear professional boundaries.
 - c. Protect client confidentiality at all times.
 - d. Obtain consent from a parent, guardian, or other appropriate third party when working with minors or others who are unable to provide consent themselves.
 - e. Obey all applicable laws regarding business practices, employment, and intellectual property.

Recusal

Any employee, independent consultant, subject matter expert, certificant or candidate, or vendor is required to recuse oneself from participation in any related activity or duty in which financial or personal situations may unduly influence his/her judgement or work performance, or where there may be an appearance of conflict of interest. Recusals may be verbally submitted to one's supervisor or NAFTA Primary Certification Director, however, written recusals are recommended to ensure clarity of scope and documentation of recusal.

Whistle Blower Policy

All NAFTA personnel, including vendors, are required to uphold the highest standards of business and personal ethics while conducting business for and with the association, as well as representing the association. All NAFTA personnel and vendors are expected to conduct business and represent the association with honesty and integrity and in compliance with applicable laws and regulations.

The purpose of this policy is to provide clarification and support for all NAFTA personnel and stakeholders in the reporting of perceived or actual illegal, unethical, or inappropriate behavior or practice within the association. All NAFTA personnel are responsible for reporting violations of the NAFTA Code of Ethics, or unlawful or unethical acts that violate the laws and regulations governing NAFTA's operations.

An individual shall immediately report any perceived or actual event to his/her supervisor.

If the individual is not able, uncomfortable, or reluctant to report to his/her supervisor, the individual shall report the event to the next highest level of management, including the Executive Director or member of the Board of Directors.

The individual may report the event with his/her identity or anonymously.



The individual shall receive no retaliation or retribution for a report that was provided in good faith and not done primarily with malice to damage another, the NAFTA credential, or the association.

An individual who makes a report that is not done in good faith is subject to discipline, including termination of the Board or employee relationship, or other legal means to protect the integrity and reputation of the association and members of its Board and personnel.

Anyone who retaliates against the individual who reported an event in good faith will be subject to discipline, including termination of Board or employee status.

Crimes against person or property, such as assault, rape, burglary, etc., should immediately be reported to local law enforcement personnel.

Supervisors, managers and/or Board members who receive the reports must promptly act to investigate and/or resolve the issue.

The individual reporting the event shall receive notice within 30 business days of the initial report, regarding any findings, or resolution of the issue.

If the investigation of an event, that was done in good faith and investigated by internal personnel, is not to the reporting individual's satisfaction, then he/she has the right to take further action independent of the association.

The identity of the reporting individual, if known, shall remain confidential to those persons directly involved in applying this policy, unless the issue requires mediation between the parties to resolve at which time the reporting individual must provide authorization to release his/her identity to facilitate the process. If the event requires investigation by law enforcement, the identity of the reporting individual may be required, and in which case members of the organization may be subject to subpoena.

Disciplinary Procedures

NAFTA takes complaints and/or potential code of ethics breaches by its certified professionals and test candidates very seriously and is committed to reviewing all reported instances and taking appropriate action. NAFTA will notify the certified professional or test candidate of the complaint or suspected breach and provide all available details, except for the complainant's personal information. The affected professional or candidate will be given 30 days after receipt of notification to respond. The complaint will be investigated using all available/applicable resources. A determination will be made within 30 days after the professional or test candidate has/has not responded to the notification of complaint. The affected professional or candidate will be notified of the determination within 15 days of the decision.

Possible determinations include:

- Dismissal due to insufficient merit or evidence
- Documentation of complaint in professional's or candidate's NAFTA file and possible written reprimand if complaint is found to be legitimate but with insufficient severity to warrant disciplinary action
- Suspension of certification status or test candidacy until additional information can be provided
 - NAFTA reserves the right to change If sufficient information cannot not be provided within a reasonable amount of time (determined on a case-by-case basis) or if complaint is found to be legitimate
 - Original expiration dates for exam and recertification eligibility will continue to apply
- Revocation of certification status or test candidacy
 - Revocation period will depend upon severity



- One Year: Certification status or test candidacy is revoked for a period of one year from the date of determination. Exam process must be repeated to regain certification status. All fees will apply.
- Permanent: Certification status or test candidacy is revoked permanently. No opportunity for future certification/re-certification will be available.
- No refunds or other reimbursements will be provided

In the event of suspension or revocation of certification status, affected individuals will no longer be allowed to use information related to NAFTA certification in promotional materials and will receive notification of such. Individuals with a suspended or revoked certification will be removed from NAFTA's online "Find a NAFTA Professional" search engine. The use of NAFTA branding while in possession of a suspended or revoked certification is considered a violation of copyright, terms of use, and common law rights.

Communication Policy

The purpose of NAFTA's communication policy is to establish guidelines for how NAFTA is represented to stakeholders and set expectations for employees and stakeholders for how NAFTA will communicate. NAFTA employs consistent and targeted communications for purposes of engaging, informing, and building trust among NAFTA personnel and professional instructors. External communications are targeted to provide corporate updates, NAFTA happenings and events, member feedback, individual certification status, and member surveys. Due to the international breadth of NAFTA personnel and members, NAFTA external communications are delivered primarily by email and through the NAFTA website.

Internal communications

Teamwork and the well-being of the individual as well as NAFTA at large are encouraged through open verbal and written communications.

NAFTA personnel are expected to communicate using acceptable language, with political, religious, and social tolerance.

NAFTA personnel may not distribute religious or political mass distribution emails to other NAFTA personnel or vendors using association email.

NAFTA personnel are expected to abide by all security policies and protect the confidentiality of the information they are handling and use information for the sole purpose intended.

NAFTA personnel are expected to protect the privacy of fellow personnel and team members, as well as vendors, and not share personally identifiable information without the explicit permission of the individual.

NAFTA personnel may not share NAFTA proprietary information or engage in association business on social media unless it is the expressed role of that personnel and/or such exchange has been approved by the Executive Director or Board of Directors. Association information exchanged on social media may not be presented effectively and poorly inform stakeholders and the public. Additionally, disclosure of non-public information and misinformation has the potential to incur financial and legal liability, thus these activities are not permitted.



External communications

All NAFTA association wide communications must be approved by the Executive Director to ensure accurate messaging with the desired tone.

All communications to outside parties, including vendors, may come only from authorized personnel acting within their described role and responsibilities or at the expressed direction of his/her supervisor.

No non-public information may be communicated unless under the expressed direction of the Director of Communications, Executive Director, or Board of Directors.

All outside inquiries, such as from media sources, for information about the association, its Board, stakeholders or vendors, financial status or operations, must be directed to an authorized NAFTA representative. In order to avoid providing inaccurate, incomplete, or proprietary information, only NAFTA personnel with explicit authorization may provide public statements with regard to the association Board, stakeholders, business or operational status.

NAFTA personnel must inform their supervisor in the event non-public or misinformation about the association, Board, stakeholders, or financial or operational status are released.

NAFTA personnel may not make public statements or opinions relating association products and services to other like entities.

Communication strategy

NAFTA personnel may expect the following communications:

- Annual
 - Notice of annual Board meeting and solicitation of candidates
 - Annual corporate survey
 - Status report following annual meeting of the Board of Directors
- Quarterly
 - Corporate updates to include any pending change in policy(s)
 - Calendar of NAFTA happenings and events
 - Survey link for previous quarter happenings or events
- Monthly
 - Individual notifications regarding certification status
 - Happenings and events change if necessary
 - Corporate personnel change if necessary
- Weekly - Public social media accounts are updated to provide current information and awareness of NAFTA happenings and events (National Aerobics and Fitness Trainers Association Facebook page, Twitter, Instagram)



Any violation of this policy may result in immediate termination of employment, loss of certification status and potential for future certification, removal from NAFTA professional database, and legal action against the individual offender.

Exhibit B-HIPAA CONSENT FORM



AUTHORIZATION (CONSENT) TO PERMIT THE USE AND DISCLOSURE OF IDENTIFIABLE MEDICAL INFORMATION (PROTECTED HEALTH INFORMATION) FOR ACCOMMODATION PURPOSES

Candidate Name: _____

Accommodation Requested: _____

The Health Insurance Portability and Accountability Act (HIPAA) provides safeguards to protect your privacy. Implementation of HIPAA requirements officially began on April 14, 2003.

What this is all about: Specifically, there are rules and restrictions on who may see or be notified of your Protected Health Information (PHI). These restrictions do not include the normal interchange of information necessary to provide you testing services. HIPAA provides certain rights and protections to you as the patient. Additional information is available from the U.S. Department of Health and Human Services. www.hhs.gov

NAFTA has adopted the following policies:

- You the Candidate agree and understand that your diagnostician (whether a physician or other provider) may provide NAFTA with any necessary medical information to support and/or verify your requested accommodation. By signing below, you grant NAFTA your consent and permission to request the information from your diagnostician for the sole purpose of verifying your requested accommodation for your test administration.
 - Candidate information will be kept confidential except as is necessary to verify the accommodation request for the test administration. Your information may be retained only as it applies to your administration of the test. Your records will not be available to persons other than NAFTA staff and administrators necessary to confirm your accommodation. You agree to the normal procedures utilized by NAFTA for the purpose of verifying and providing your request for accommodation.
 - It is the policy of NAFTA to notify you of the status of your request by telephone, e-mail, U.S mail, or by any means convenient for the association and/or as requested by you. NAFTA may send you other communications informing you of changes to your accommodation request and new technology that you may find valuable or informative.
 - You understand and agree to reasonable inspections of NAFTA's records and review of documents (which may include your Consent Form and supporting documentation) which may be made by government agencies or other organizations in the normal performance of their duties.
 - You agree to bring any concerns or complaints regarding any privacy matter to the attention of NAFTA.
- Your confidential information will not be used for the purposes of marketing or advertising of products, goods or services.
 - NAFTA agrees to provide Candidates with access to their records in accordance with applicable state and federal laws.
 - NAFTA may change, add, delete or modify any of these provisions.
 - You have the right to request restrictions in the use of your protected health information. However, NAFTA is not obligated to alter internal policies to conform to your request.

I, _____ date _____ do hereby consent

and acknowledge my agreement to the terms set forth above in the HIPAA CONSENT FORM and any subsequent changes.

Exhibit C-NAFTA Health Care Provider Certification Form

NAFTA HEALTH CARE PROVIDER CERTIFICATION FORM

Name of Candidate seeking NAFTA Certification

Last 4 digits of Social Security No.

The above-referenced individual has identified you as the health care provider who is treating the medical condition for which he/she is seeking reasonable accommodation. Attached is the candidate's signed HIPAA Consent Form. Please complete this certification form and return it in the envelope provided. Please write **legibly**; if clarification is needed, you will be contacted by a personnel representative. Thank you for your assistance.

Date of your last examination of this individual: _____

A. Major Life Activities

Does this person have a medical condition, that makes one or more of his/her major life activity/activities difficult to perform? Yes _____ No _____

If yes, the major life activity/activities affected is/are:

B. Duration of Medical Condition

Is this medical condition temporary? Yes _____ No _____

If yes, please state the expected duration of this condition:

C. Reasonable Accommodation Request

Please specify what type of accommodation is recommended for this patient as it pertains to an online examination or traditional paper and pencil examination setting:

D. Does the candidate's medical condition necessitate the proposed accommodation? Yes _____ No _____

Please explain:

I, the undersigned health care provider, certify that the information I have provided regarding the above-referenced individual is complete and accurate to the best of my knowledge. I understand that my cooperation is necessary to provide accurate determination regarding my patient's reasonable accommodation request.

Health Care Provider's Signature

Date

Provider's Name Printed

Provider's Phone number

License No.

Exhibit D-Exam Registration Form



NAFTA Group Exercise Instructor Exam Registration Form

First Name _____ Last Name _____

Address _____

City _____ State _____ ZIP Code _____

Personal E-Mail _____ Work Email _____

Cell Phone # _____ Home Phone # _____

CPR/AED Certifying Agency: _____ Exp. Date: ____/____/____

Exam Package Options (check one):

- GEI EXAM Only - \$159.00 Initial Exam Y/N _____ Retest Y/N _____
- Study Companion* – Textbook, study guide, PowerPoint, flash cards, practiceexam / Workshop \$279.00
- Study Companion*– Textbook, study guide, PowerPoint, flash cards, practice exam / Exam \$199.00

**Study Companion: I understand that I do not have to order the Study Companion to take the GEI EXAM*

Payment method:

Name on credit card: _____

Credit Card Number: _____ Exp. date ____/____/____ 3 digit security code: _____

I agree to have NAFTA charge my credit card for fees as indicated above and associated with the GEI exam registration. I understand these fees are non-refundable.

Signature _____ Date _____

Next Steps:

1. Set Up Candidate account on NAFTA @ <http://www.naftafitness.org>
2. Email this Registration form, CPR/AED Card, and verification of education to registration@nafta1.net
3. If you require reasonable accommodations, submit the Exam Reasonable Accommodation Request form and required documentation. (Circle One) Yes No

After you have created an account, emailed this form and submitted all required documents, you will receive a confirmation email with a VOUCHER for entrance into the exam.

Your personal voucher along with a government issued picture ID are *required* on the day of the exam – no exceptions.

Exhibit E-NAFTA Certification Exam Candidate Compliance Statement



NAFTA Certification Exam Candidate Compliance Statement

Please fill in the required fields below to be registered for the
Group Exercise Instructor Certification Exam

NAFTA ID# _____

Name: _____

Street Address: _____

City, State, Zip Code: _____

Email Address: _____

Telephone Day () _____

I have read and agreed to abide by NAFTA's examination policies as stated in GEI Candidate Handbook and available for download at www.naftafitness.org

Signed: _____ Date: _____

Exhibit F-NAFTA Recertification Application

NAFTA Recertification Application

The following application is required to recertify all NAFTA certifications. Please complete this form (type or print), include payment for processing, and maintain a copy for your files.

	ONLINE	MAIL/FAX
First Certification		
On-time renewal	\$39	\$49
Additional Certifications: *		
On-time renewal for 2 certifications	\$59 each	\$69 each
On-time renewal for 3 certifications	\$49 each	\$59 each
On-time renewal for 4 certifications	\$39 each	\$49 each
Expired Certifications		
Up to 3 months late	\$70 each	\$80 each
Over 3 months, up to 6 months late	\$85 each	\$95 each

Recertification policies may be found on the NAFTA website and in the GEI Candidate Handbook. Fees may be subject to change.

Name: _____ Date: _____
 Address _____ City _____ State _____ Zip _____
 Cell phone () _____ Work Phone () _____

METHOD OF PAYMENT Circle one: Check enclosed Money Order enclosed Credit Card

Credit Card Number: _____ Expiration Date ____ / ____ CVV _____

I agree to have NAFTA charge my credit card for fees as indicated above and associated with this recertification form. I understand these fees are non-refundable.

Signature: _____

Certifications for Renewal:

1) _____ Exp. Date _____ 2) _____ Exp. Date _____
 3) _____ Exp. Date _____ 4) _____ Exp. Date _____

Attach another page if submitting more than four recertifications.

NAFTA CEU Sources

NAFTA Workshops (please provide a copy of your certificate)

1) _____ 2) _____
 3) _____ 4) _____

Attach another page if you attended more than 4 Workshops

NAFTA Home Study Programs (please list)

1) _____ 2) _____
 3) _____ 4) _____

Attach another page if you completed more than 4 home study programs

CPR, AED, First Aid and/or Life Guard Certification. Please provide a copy of certification.

1) _____ 2) _____

Pre-Approved CEU's other than NAFTA (please list and provide verification)

1) _____ 2) _____
 3) _____ 4) _____

Attach another page if needed

NAFTA considers all applicants without regard to race, color, religion, creed, national origin, age, disability, marital or veterans status, sexual orientation, or any other legally protected status.

Be sure to mail in this application with the applicable fees and CEU documentation to:

NAFTA Recertification 28170 N. Alma School Pkwy - Suite 201 Scottsdale, AZ 85262

Exhibit G-NAFTA Course/Workshop Petition Form

NAFTA COURSE / WORKSHOP PETITION FORM

If you have attended a course or workshop that is not currently approved for NAFTA CEUs you may petition for approval. Please photocopy this form as needed for multiple petitions.

Certification preparation courses offered by other organizations or providers are not eligible for NAFTA CEUs by petition.

Courses/workshops taken through an accredited college or university do not require petition.

Date _____

Name _____ Email _____

Address _____

City _____ State _____ Zip _____

Phone (cell) _____ (work) _____

Current NAFTA Certification(s) held: _____

1 petition x \$25.00 = \$25.00 Each additional petition @ \$10.00 ea. _____

Check Visa Mastercard American Express Discover Money Order

Credit Card # _____ Exp. Date ____ / ____ CVV _____

I agree to have NAFTA charge my credit card for fees as indicated above and associated with this course petition. I understand these fees are non-refundable.

Signature _____

Course(s) for petition:

1)		
	<i>course or workshop title</i>	<i>instructor name</i>
2)		
	<i>course or workshop title</i>	<i>instructor name</i>
3)		
	<i>course or workshop title</i>	<i>instructor name</i>
4)		
	<i>course or workshop title</i>	<i>instructor name</i>

Please submit your payment and the following documentation with this completed form:

- 1) Course/ Workshop Outline
- 2) Instructor Biography
- 3) Instructors name, title, phone number and address. Instructor is required to have a 4 year degree (Bachelor's or higher) in a health/fitness related area.
- 4) Length of the workshop and breakdown of lecture and practical time
- 5) Verification of attendance and completion.

Mail To: NAFTA Recertification 28170 N. Alma School Pkwy Scottsdale, Arizona 85262

Exhibit H-NAFTA RECERTIFICATION APPEAL FORM

The following form is required for all recertification appeals of certifications expired for more than 6 months. A NAFTA Recertification Application and supporting documentation must accompany this form.

Name: _____ Date: _____

Address _____ City _____ State _____ Zip _____

Cell phone () _____ Work Phone () _____

METHOD OF PAYMENT Circle one: Check enclosed Money Order enclosed Credit Card

Credit Card Number: _____ Expiration Date ____ / ____ CVV _____

I agree to have NAFTA charge my credit card for fees as indicated above and associated with this recertification form. I understand these fees are non-refundable.

Signature: _____

Certifications for Renewal:

1) _____ Exp. Date _____ 2) _____ Exp. Date _____

3) _____ Exp. Date _____ 4) _____ Exp. Date _____

Attach another page if submitting more than four recertifications.

Please check the conditions of appeal from the list below:

- Military duty or deployment which adversely affects access to continuing education courses
- Serious illness or accident, or serious illness or death of an immediate relative that may have adversely affected your ability to obtain CEU's
- Financial hardship
- Professional career demands adversely affecting time or access to continuing education courses

Please explain how this condition impacted your ability to meet recertification deadlines

I certify that the above information is true and accurate as it relates to the recertification of my NAFTA certifications.

Signature _____ Date _____

- Package checklist:**
- Recertification Application
 - Continuing education documents
 - Applicable fees

Mail to: NAFTA Recertification 28170 N. Alma School Pkwy Scottsdale, Arizona 85262

Exhibit I -NAFTA Appeal Form

NAFTA Appeal Form

Name: _____ Date: _____

Address _____ City _____ State ___ Zip ___

Cell phone () _____ Work Phone () _____

METHOD OF PAYMENT Circle one: Check enclosed Money Order enclosed Credit Card

Credit Card Number: _____ Expiration Date ___ / ___ CVV ___

I agree to have NAFTA charge my credit card for fees as indicated above and associated with this recertification form. I understand these fees are non-refundable.

Signature: _____

REASON FOR APPEAL Circle one: Exam Results Recertification Eligibility

EXAM RESULTS APPEAL

Any candidate who feels that his or her examination effort was negatively impacted by improper instruction, unprofessional proctoring standards, or unreasonable environmental or other distracters.

- 1) Must report the grievance to the exam proctor immediately.
- 2) The proctor will document the complaint and submit it to Scantron where the complaint will be forwarded to the NAFTA for further investigation.
- 3) Following any examination administration where a candidate feels that his or her examination effort was negatively impacted, NAFTA mandates that candidate also contact NAFTA via phone at 480-758-5119 to report the incident and how it negatively impacted performance within 30 days of the examination.

NAFTA will make an equitable decision based upon the information gathered from all relevant sources, including the candidate, proctors, and Scantron.

RECERTIFICATION APPEAL:

Certifications for Renewal:

1) _____ Exp. Date _____

2) _____ Exp. Date _____

3) Exp. Date _____

4) Exp. Date _____

Attach another page if submitting more than four recertifications.

Please check the conditions of appeal from the list below:

- Military duty or deployment which adversely affects access to continuing education courses
- Serious illness or accident, or serious illness or death of an immediate relative that may have adversely affected your ability to obtain CEU's

- Financial hardship
- Professional career demands adversely affecting time or access to continuing education courses

Please explain how this condition impacted your ability to meet recertification deadlines

I certify that the above information is true and accurate as it relates to the recertification of my NAFTA certifications.

Signature _____ Date _____

- Package checklist:
- Recertification Application
 - ┆ Continuing education documents
 - ┆ Applicable fees

Mail to:

NAFTA Recertification Dept.
 28170 N. Alma School Pkwy Ste 201
 Scottsdale, Arizona 85262

EXAM RESULTS APPEAL

NAFTA reserves the right to reject any registration application that does not meet the specified eligibility requirements. If a registration application for a NAFTA Certification Exam is not accepted, an individual can appeal and request the application be reviewed again.

The appeal must include:

- 1) A detailed explanation of the reason(s) why the individual believes they should be eligible
- 2) All supporting documentation.
- 3) Submit all eligibility appeals for review via mail, email, or fax to:

NAFTA Credentialing Department
 28170 N Alma School Parkway Ste 201
 Scottsdale, AZ 85262

Eligibility appeals will be reviewed and responded to within 10 working days of their receipt. Individuals submitting the appeal will receive notice that their eligibility appeal was either “approved” with instructions for moving forward with exam registration, or “denied” with notification of the reason for the denial. Individuals who have an eligibility appeal denied can submit a new eligibility appeal if they have additional supporting documentation that meets the requirements noted in the denial.