



## **National Pilates Certification Program**

### **Policies and Procedures Manual**

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## **Our mission**

- To validate, preserve, and advance the legacy of Joe and Clara Pilates’ work for its lifelong benefits to health and wellness.
- Set standards for professional competency necessary to safely and effectively teach the Pilates method to everybody
- To award a credential to those who have provided evidence that they meet established professional standards
- Develop and maintain fair third-party certification exams which meet NCCA standards and reflect current practice through updates and psychometric analysis
- Establish guidelines for continuing education courses which encourage ongoing professional growth for certified teachers

## **Our vision**

Every Pilates teacher is NPCP certified

The NPCP is recognized through increased awareness by employers, health care industry, teacher training programs, and the general public as a professional standard in the Pilates field

All teachers of the Pilates method aspire to achieve a nationally recognized third-party certification

The NPCP diversifies pathways to certification and to participating in the larger conversation of advancing the Pilates profession

## **Our values**

- Objectivity and fairness
- Respect
- Honesty
- Transparency
- Accountability

## **Section 1. The National Pilates Certification Board of Directors (NPCP)**

The principal office shall be in Fort Lauderdale, Florida.

### **a) Charge**

The NPCP Board of Directors is charged with overseeing all matters related to the maintenance of the NPCP including finances; removal, appointment and oversight of the Executive Director; conduct of meetings; determination of policies related to the program, election and appointment of Directors and representatives. Certification Directors are at all times responsible for making decisions consistent with certification policies and procedures. The NPCP Board decisions regarding certification are not, and shall not be, subject to approval by any other organization.

### **b) Specific Authority**

1. Monitoring the integrity of the NPCP credential
2. Implementing the standards, guidelines and policies related to obtaining and/or maintaining the NCPT credential
3. Setting policies and standards that support the initial certification process, renewal of certification, approved continuing education, professional practice and disciplinary actions for certificants and candidates for certification
4. Bestow public recognition to those who successfully pass the certification exam and fulfill continuing education and renewal requirements
5. Promote the reliability of the NPCP credential to the public
6. Promote the reliability of the NPCP credential to regulatory bodies
7. To enforce the Code of Ethics, Scope of Practice and NPCP Grounds for Disciplinary Action guidelines
8. To acquire, develop, disseminate and preserve data and other valuable information relative to the established standards
9. Any other activity that may be approved by the Board of Directors

### **c) Powers**

All corporate powers shall be exercised by or under the authority of the Board and the affairs of National Pilates Certification Program shall be managed under the direction of the Board, except as otherwise provided by Florida or Federal law. Directors shall be subject to National Pilates Certification Program fiduciary and non-disclosure policies as adopted and amended from time to time.

### **d) Composition**

The National Pilates Certification Program's Board of Directors shall be composed of ten (10) directors. The Board may increase the number of directors serving on the Board, and subsequently decrease the number, except if said number would be below six (6). Regardless of the size of the Board, one (1) of the directors shall represent the public (the "Public Member").

**e) Terms**

Each Director shall be elected to serve for a term of three (3) years (a "Director Term(s)") and may be re-elected two (2) additional consecutive Director Terms, for a total of nine (9) consecutive years. The Public Member shall serve for a term of three (3) years, subject to re-appointment and approval. No director shall be eligible to serve more than three (3) consecutive terms, or a total of nine (9) years. The term of any director may be extended by authorization of the Board for up to three (3) months until the director's successor is elected. Unless otherwise determined by the Board, Director Terms shall begin January 1 and end on December 31.

**f) Appointment of Directors**

1. In order to be eligible to serve as a Director on the Board, individuals must be 18 years of age and possess the appropriate skills and knowledge as reasonably established by the Board. The appointment of Directors to replace those who have fulfilled their term of office shall take place by January of each year. The Public Member shall be appointed by the Board President and approved by the majority of the voting Directors. The Public Member shall serve for a term of three (3) years, subject to re-appointment and approval.
2. Nominating Committee. The Nominating Committee, composed of the NPCP Board President, as Chair, the Executive Director, and one other voting Director, shall set procedures and oversee the nominating process. The Board Nominating Committee shall conduct elections in each year in which there is a vacancy on the Certification Board or in which any Certification Director's term of office expires.
3. Nominating Procedure. Under the leadership of the Chair, the Board Nominating Committee shall specify a period of no less than thirty (30) days (the "Nomination Period") during which certificants may nominate individuals for open positions on the Certification Commission.
4. Qualification of Nominees. At the close of the Nomination Period, the Nominating Committee shall verify the qualifications of each nominee and conduct interviews to ensure that each meets the requirements to serve in the given open Director position. Any nominee who fails to meet the requirements set by the NPCP Board for the open Director position shall be disqualified from the election. .
5. Presentation of Nominees. Following the qualification of Nominees, but at least forty-five (45) days prior to the date of the NPCP Board Annual Meeting, the Board Nominating Committee shall publish notice electronically to all certificants of the names of the qualified nominees, together with relevant information about each candidate.
6. Balloting. All Board elections shall be supervised by the Board Nominating Committee, administered by the Chair of the Nominating Committee and conducted by electronic ballot sent to all current certificants. Nominees receiving the largest number of votes for open NPCP Board positions shall be elected to those positions.
7. Runoff. Where two or more nominees receive the same number of votes, the nominees will be resubmitted to all current certificants for a runoff vote. Certificants will be given two weeks to vote for their desired candidate.
8. Disputes. Any dispute concerning the nomination or election process of nominees shall be determined by the majority of the NPCP Board.

**g) Appointment of Non-Voting Officers.**

As prescribed herein, the Board may designate additional Director positions and may appoint and assign duties to Non-Voting Officers of the NPCP Board. Non-Voting Officers are individuals (preferably certified Pilates teachers) who have special skills from which the Board may wish to benefit. The procedure, as may be amended by the Board, consist of:

- A.** The Board may appoint Non-Voting Directors with super majority vote as Board deems necessary or desirable.
- B.** Non-Voting Directors may be appointed for an initial term of one (1) year, or such lesser period as may be determined by vote of the Board.
- C.** The Non-Voting Term may be extended by the Board for a maximum of three (3) years.
- D.** A Non-Voting Director may be appointed for additional Non-Voting Terms, but only after a one (1) year hiatus.
- E.** Non-Voting Directors are eligible for a position as voting Director on the NPCP Board in any scheduled election of Directors.

Non-Voting Officers serve at the pleasure of the NPCP Board and may be removed at any time and for any reason by vote of the NPCP Board.

**h) Resignation**

Any Director may resign at any time by providing written notice to the President or the Vice President of the NPCP Board. Such resignation shall take effect at the time specified therein, or, if no time is specified, at the time of acceptance as determined by the NPCP Board.

**i) Removal**

Any Director may be removed for cause by a two-thirds (2/3) affirmative vote of the NPCP Board at any meeting at which a quorum is present. Pending a final determination that cause exists for removal, the NPCP Board may suspend a Director by a two-thirds (2/3) affirmative vote at any regular or special meeting.

**j) Vacancies**

Vacancies, as they occur on the Board by resignation, death, incapacity, removal or other reason, may be filled by appointment pursuant to a majority vote of the NPCP Board, and the replacement Director so appointed shall serve as a voting Director through the remainder of the term left by the vacancy for up to two (2) consecutive terms thereafter.

**k) Director's Fiduciary Responsibility and Non-Disclosure**

In order to minimize the possibility of undue influence from other organizations, NPCP Board Directors must hold paramount their fiduciary responsibility to the NPCP Board and may therefore not serve as an officer, employee, or director for any other credentialing agency concurrent with his or her term of office on the NPCP Board.

A Director's fiduciary responsibility obligates them to put the interests of the Certification Program first, that is, ahead of the Director's self-interest, and to refrain from exploiting their role as Director for any personal gain, advantage or benefit, whether or not monetary.

At the inauguration and commencement of their term of office, each Director shall sign the *Responsibilities and Conduct Policy for NPCP Directors*, verifying their understanding of all responsibilities related to their role as Director.

Each Director further agrees to fully and promptly verbally and or in writing, disclose to the NPCP Board any existing or potential conflict of interest they may have, of either a personal, professional, business, or financial nature. In issues of voting, Directors are expected to recuse themselves in circumstances where the potential for a conflict of interest arises, and Directors are also expected to ask others to recuse themselves, if a conflict becomes apparent. If a conflict becomes apparent and the Director refuses to recuse themselves, the NPCP Board shall promptly review the conflict and refusal of recusal and hold vote to determine if recusal is warranted ("Recusal Vote"). If the NPCP Board determines recusal is warranted, the Director shall be recused. The subject Director, shall be entitled to vote on the Recusal Vote.

## **Section 2 NPCP Board Officers**

### **a) Titles**

The NPCP Board shall have a President, a Vice President, Secretary, and a Treasurer.

### **b) Qualifications and Authority of Officers**

The officers of the NPCP Board shall be chosen by, and serve at the pleasure of the Board. Each Board officer shall have the authority and shall perform the duties set forth in these By-Laws or by resolution of the Board or by direction of an officer authorized by the Board to prescribe the duties and authority of other officers. The Board may also appoint additional officers, each of whom shall have such authority and shall perform such duties as the Board may reasonably determine. No individual may hold more than one officer position at a time.

### **c) Election and Terms**

The Board shall elect Officers from among voting Directors who have served at least one (1) Term (hereinafter "Eligibility Requirements"). Such elections shall be held annually during the Board of Directors meeting, or as soon thereafter as is practicable. Officers shall take office immediately following the meeting at which they are elected.

### **d) Duties**

1. General. The scope of authority, power and responsibility of all NPCP Board Officers shall be limited to the activities and conduct of the NPCP Board and Certification Program.
2. Officers. Within the limitations specified in these Policies and Procedures:
  - a. President. The President shall have the authority, power, and responsibility commonly vested in a presiding corporate officer, including but not limited to serving as President at all meetings and administering the affairs of the NPCP Board in accordance with these Policies and Procedures. The President should remain neutral on all voting issues and should not vote unless it is to break a tie.
  - b. Vice President. The Vice President shall serve as parliamentarian at all Board meetings and shall perform such other duties as the Board or the Board President may direct. In the absence or disability of the President, the Vice President shall serve as acting President, have all authority conferred upon the office of President, and perform all duties for which the President is responsible for the remaining portion of the President's term or until the President can resume duties.



- c. Treasurer. The Treasurer shall perform all duties commonly vested in the corporate office of treasurer, including the review of financial reports and creation and approval of yearly budgets.
- d. Secretary. The Secretary shall perform all duties commonly vested in the corporate office of secretary, including but not limited to maintaining accurate minutes of all meetings of the NPCP Board.

**e) Officer Resignation/Vacancy**

Any Officer may resign at any time by providing written notice to the President or Vice President. Such resignation shall take effect at the time specified therein, or, if no time is specified, at the time of acceptance as determined by the President. In the event that any office becomes vacant for any reason, the NPCP Board shall appoint an interim Officer to fill such vacancy until the next election of NPCP Board Officers. Such interim service as a NPCP Board Officer shall not affect such Officer's ability thereafter to be elected to and serve a full, elected term of office.

**Section 3 Executive Director**

The Board shall appoint and employ an Executive Director, who shall report to the Board. In addition to any other duties specified in these Policies and Procedures or directed by the Board, the Executive Director shall be responsible for supervision and management of National Pilates Certification Program's administrative, business, financial, and other operational affairs; implementation of corporate policies and directives of the Board; conducting National Pilates Certification Program's day-to-day business affairs; overseeing the hiring and dismissal of employees and personnel; legally binding National Pilates Certification Program; and signing on National Pilates Certification Program's behalf contracts, checks, drafts, notes, mortgages, leases and other legal documents.

An annual review meeting of the Executive Director's performance is initiated in the first quarter of each year by the President to include the Vice President, and Treasurer. The review may lead to changes in compensation, recommendations for improvement, or dismissal. The results of the review are shared with The Board in the subsequent Board meeting, and with the Executive Director after approval by 2/3 majority of the Board.

**Section 4 Meetings**

**a) Annual Meeting**

The NPCP Board shall hold an annual meeting at such time and place as is set by a majority of the NPCP Board. The Board annual meeting shall be chaired by the Board President.

**b) Other Meetings**

The NPCP Board shall hold monthly virtual meetings. Dates for monthly meetings are scheduled at the annual meeting.

### **c) Meeting Protocols**

1. Meeting Quorum  
A quorum is more than half of the voting Directors.
2. Hung Board Decisions  
On the occasion that directors of the Board are unable to make a decision based on a tied number of votes, the Board President shall have the power to swing the vote based on the Board President's discretion.
3. Rules of Order  
The rules of order in the current edition of Robert's Rules of Order shall govern the conduct of all NPCP Board meetings.
4. Minutes  
Minutes of all NPCP Board meetings shall be kept by the Secretary and posted on Basecamp for future reference.
5. Adjournment  
A majority of the Directors present, whether or not a quorum is present, may adjourn any meeting to another time and place.
6. Voting by Proxy  
Voting by proxy shall not be permitted.

### **d) Actions Without Meeting**

Should a matter requiring a vote of the NPCP Board arise between NPCP Board meetings, a ballot shall be sent by e-mail or such other method as is authorized by the President. A majority affirmative vote of all voting NPCP Directors shall be necessary to carry any motion, and all NPCP Directors voting in the affirmative must consent in writing to the resolution authorizing the action. The signed consents, or copies thereof, shall be placed in the minutes book of the NPCP Board.

## **Section 5 Committees**

### **a) Establishment by NPCP Board**

The NPCP Board may, at its discretion, establish Committees to address issues that pertain to or affect the NPCP Board or Certification Program. Such Committees shall have the duration set or determined by the NPCP Board.

All Committee members are required to sign confidentiality agreements and are expected to recuse themselves in circumstances where the potential for a conflict of interest arises. Committee members are also expected to ask others to recuse themselves if a conflict becomes apparent.

The Board shall appoint members for standing committees:

- (1) Nominating Committee
- (2) Item Writing Committee
- (3) Finance Committee
- (4) Marketing Committee

**b) Composition**

The President shall appoint the members of the Committees, including the Committee Chair and Vice Chair, for such term as is determined by the Board.

**c) General Authority, Duties, and Limitations**

A Committee shall have the authority and the duty to carry out the purposes for which the Committee was established, as directed by the Board. A Committee shall be prohibited from any activities or actions that cause legal or financial obligations to any person or entity, except by prior written approval of the NPCP Board.

**Section 6 Authorization to Act**

Except as provided in these Policies and Procedures, no Director, officer, committee member, employee, agent, or representative shall act on behalf of the NPCP Board or hold themselves out to the public as authorized to act on behalf of the NPCP Board without the prior written authorization of the NPCP Board.

**Section 7 Use of NPCP Intellectual Property**

Directors and Officers shall use NPCP names, trademarks, logos, symbols, and other intellectual property of the program only in a manner consistent with NPCP guidelines.

**Section 8 Amendment to Policies and Procedures**

These Policies and Procedures may be amended or repealed by a two-thirds (2/3) affirmative vote of the NPCP Board, provided that proper written notice of proposed change(s) is given to each Director 5 days prior to the meeting at which the proposed changes are to be considered. Proper written notice shall include a complete copy of the text of the proposed amendment, including any relevant explanatory materials, transmitted by e-mail or other appropriate means. Notice shall be deemed sufficient if sent to the last postal address, e-mail address, or fax number furnished to the NPCP.

## Article 1 NPCP Team

### a) Organizational Chart

#### NPCP ORGANIZATIONAL CHART



### b) Roles and Responsibilities

**The Executive Director (ED)** serves as the NPCP Board's single point of delegation and as such, remains accountable for meeting all the Board's expectations for organizational performance. The ED is the ultimate authority for decision making and responsible for oversight of the organization. The ED reports directly to the President and the Board as a whole. The ED works closely with the President, the Vice President, and the NPCP team to assure proper implementation of NPCP Board policies and procedures as well as the development of strategic planning and related activities as necessary to grow the certification program. The Executive Director also works closely with the Bookkeeper, and the Treasurer to ensure that Certification Program financial records are kept up-to-date and available, as required by the NPCP Board.

**The Certification Coordinator (CC)** The CC advises candidates on procedures, dates, testing locations, and any and all other relevant information related to the process of initial certification. The CC closely with the Executive Director in the development of strategic planning and implementation. The CC functions as a central figure in matters related to the program's adherence to NCCA guidelines. The CC works closely with the Executive Director in the development of strategic planning, and implementation and functions as a central figure in matters related to the program's adherence to NCCA guidelines.

**The Communications Coordinator (CMC)** The CMC advises candidates on procedures and all other relevant information related to the process of renewal of certification. The CC is also responsible for website upgrades, internal communication, promotional materials, and any other responsibility directly related to the growth of the Certification Program. The CMC works directly with certificants and the public regarding any questions or issues related to the Certification Program

**The Continuing Education Coordinator (CEC)** is responsible for the approval of all continuing education workshops and petitions for the maintenance of the NCPT credential. The CEC works with certificants and continuing education providers regarding any questions or issues related to policies specific to renewals, approval of workshops, and specifics related to the approval of petitions.

**The Test Administration Company** provides psychometric consultation, test administration, test scoring, score reporting, and annual exam analysis. Additionally, the company hosts the online application, confirms eligibility, maintains the auditing system for candidate eligibility verification and maintains a candidate history file with all relevant materials, as well as secure database containing candidate pass/fail information, retake information and payment records.

**c) Fiscal Management**

Together with the Bookkeeper, the Executive Director shall ensure the maintenance of accurate financial records of the Certification Program to present to the NPCP Board 's Finance Committee. The finance committee meets quarterly and as needed. Any irregularities or deviations from the yearly budget are brought to the Board with recommendations.

A Certified Public Accountant is retained as needed to conduct reviews of the financial records of the Certification Program and to assist with any issues that may arise.

**d) Budget Creation**

By February 15 of each year, the Certification Board's Finance Committee (Executive Director, Bookkeeper, Board President and Treasurer ) shall work together to create a budget projection for the year.

The fiscal year of the Certification Program shall begin on January 1 and shall end on December 31.

**Article 2 Certification Exam Development**

**a) Subject Matter Experts (SMEs)**

Panels of Subject Matter Experts are essential in the development of the Job Task Analysis (JTA), Item Writing, Exam review, and Passing Point Determination. Exam construction relies heavily on the participation of many professionals representing a broad spectrum of schools, regions, and in the case of Pilates, lineages in every step of exam development. Also critical is the oversight of the process by psychometricians and test development professionals. Subject Matter Experts must be current NPCP Certified Pilates Teachers, represent a variety of practice settings, and have a minimum of (5) five years of experience teaching Pilates. International representation is sought as well as a strong understanding of the role of the Pilates Teacher. As needed, the NPCP puts out a call to all current certificants to serve on as SMEs. Subject Matter Expert applicants are sought from certified constituents and approved by 2/3 of the NPCP Board.

**b) Exam Preparation**

During an exam development cycle, the Executive Director works closely with the Board President and lead psychometrician to assure the maintenance of an effective timeline that covers all steps from the development of the Job Task Analysis, through the launch of a new exam. It is the responsibility of the Executive Director to report the progression of the timeline to the NPCP Board and to communicate any suggested changes to the timeline or processes to the quality assurance meetings. All approved changes are reported to the lead psychometrician.

**Note:** For item writing, at least one SME shall be a credentialed medical professional.

**c) Job Task Analysis (Role Delineation)**

Job Task Analysis defines the current knowledge, skills and abilities that must be demonstrated by entry-level credential holders to practice safely. Tasks are validated by a representative sample of professionals in the field of Pilates teaching, according to their frequency and criticality of usage. This study establishes a “blueprint” for determining the performance domains and content for the certification exam.

As Pilates is based on a specific approach to movement and exercise and thus represents a “stable profession,” the NPCP Board has determined that a Job Task Analysis review is necessary every 7 years unless the pace of change in the expectations of entry-level Pilates teachers warrants a shorter time frame.

**d) Development of Exam Specifications**

The final phase of a Job Task Analysis is the development of exam specifications, which identify the proportion of questions from each domain that would appear on the certification exam.

**e) Passing Point Determination (Standard Setting Study)**

This report identifies the systematic process used to determine the cut-off score that separates passing examinees from failing examinees. A high-quality exam must have a defensible passing score. The passing point relies on the pooled judgments of expert Pilates teachers. A Standard Setting Study is conducted every 7 years, following a JTA, or earlier as needed.

**f) Exam Statistics**

Exam statistics are provided by the lead psychometrician of the test administration company at the end of each year. The analysis provides independent, psychometric results including:

1. Technical Exam Report with pass/fail statistics
2. Item Analysis
3. Reliability and standard error of measurement for scores

The Certification Program relies on the opinion of the lead psychometrician in determining necessary changes or improvements to the exam based on standard deviation, reliability estimates, and any other measure determined to be pertinent by the lead psychometrician. Upon receipt of the annual exam statistics, a meeting is scheduled between the Executive Director and the lead psychometrician to determine if any changes need to be made to the exam. If any changes are suggested, they are presented to the item writing committee and subsequently to the NPCP Board. Changes require 2/3 vote.

**g) Exam Content Development Plan**

To ensure that examination content is accurate, current, and appropriate for candidates it is the policy of the NPCP to review exam content and assemble new exam forms every three years starting from the initial administration date of the active examination. There are several activities involved in the exam content development process which are described below.

**1. Item Development (see Item Writing section H)**

- A. An evaluation of the existing item bank is conducted to determine content areas in need of more items.
- B. NPCP subject matter experts receive training from the test development organization (PSI) pertaining to all important aspects of effective item writing.
- C. NPCP subject matter experts write items based on areas of need (identified in A above)

## **2. Item Review**

- A. NPCP subject matter experts in conjunction with PSI test developers and psychometricians review all newly written items to ensure that all items:
  - Are grammatically clear
  - Reflect real-life practice
  - Are supported by an approved reference
  - Are objectively verifiable and defensible
  - Have only one correct answer
  - Are directed to the target population of certification candidates
  - Avoid use of negative language or perpetuate stereotypes
- B. All items that pass the initial review are assigned a "pre-test" status and become eligible for inclusion on future examinations (in unscored positions).

## **3. Item Pretesting**

- A. Newly developed items are pretested on active forms to ensure they exhibit acceptable item-level statistical criteria (p-value within .35 and .95, point-biserial correlation above .10).
- B. Item pre-testing allows test developers to gather and evaluate the statistical properties of exam questions before they are used in scored positions on live exam forms.
- C. Pre-test items are randomly placed throughout the examination and, from a examinee perspective, are indistinguishable from scored items.
- D. Each exam form contains 25 pre-test items.
- E. Item pre-testing allows NPCP to build a robust bank of items with acceptable statistical properties for use in scored positions on future forms.

## **4. Exam Development**

- A. Exam Assembly. The PSI Psychometrics and Test Development teams assemble test forms meeting the requirements of the test specifications (the process for test specification development is described in the Job Analysis Report document). Pretest items with acceptable statistical properties are considered for inclusion on the new test form.
- B. Exam Review. Exam forms are distributed to subject matter experts (SME) for review and commentary. The review process culminates in a formal exam review meeting (including NPCP SMEs and psychometric experts) in which adjustments are made to the exam forms based on SME input. A final exam review is also conducted to ensure no enemy items (questions that que answers on other questions on the same form) were inadvertently introduced.

## **5. Exam Equivalence**

PSI conducts quantitative and qualitative analyses to ensure exam equivalence.

- Content equivalence – Exam forms are evaluated to ensure that content matches the exam content outline for content distribution. The evaluation includes ensuring that the appropriate number of items in scored and pretest positions match the requirements detailed in the exam specifications.
- Statistical equivalence – Examination forms are made to be equivalent following form-level statistical characteristics. Each assembled form must exhibit form-level statistic characteristics within range of acceptable thresholds.

SCALE-LEVEL CHARACTERISTIC	TARGET VALUE FROM BASE FORM	TOLERANCE THRESHOLD
Mean Score	99.07	$\pm 0.25$
Standard Deviation	12.27	$\pm 0.50$
KR20 Reliability	0.87	- 0.02

- Additionally, linear equating is used to determine equivalent cut scores between assembled forms.
- In testing situations where the candidate volume is too low to support interpretation of quantitative analyses, a qualitative approach is applied.

#### h) Item Writing

**Item writer training** – PSI facilitates a detailed item writer training. The training consists of several components.

- How to use the item submission manager in PSI's item authoring and banking platform, PSI Dimensions. Dimensions provides a powerful platform for reliable, and thoroughly documented item development process.
- How to write effective items for credentialing examinations based on item writing guidelines and principles. Specific principles including writing items that:
  - Are grammatically clear
  - Reflect real-life practice
  - Are supported by an approved reference
  - Are objectively verifiable and defensible
  - Have only one correct answer
  - Are directed to the target population of certification candidates
  - Avoid negative impression or perpetuate stereotypes
- An item review and development exercise reflecting common pitfalls in item writing and an opportunity for item writers to apply the guidelines and principles.
- Item writing assignments - Item writers are assigned item writing assignments based on the program exam specifications.
- Item review meeting(s) - PSI facilitates item review meetings with the NPCP to ensure items are fair, accurate, meaningful, and current.
- Item pretesting – Newly developed items are pretested to ensure they exhibit acceptable item-level statistical criteria. The criteria include the item p value (should be within .35 and .95), and the item point-biserial correlation (should be above .10).
- Additionally, linear equating is used to determine equivalent cut scores between assembled forms.
- In testing situations where the candidate volume is too low to support interpretation of quantitative analyses, a qualitative approach is applied.

#### i) Security

It is imperative that all those involved with any aspect of the certification program sign confidentiality agreements in order to protect the integrity of the program. Disclosure of any information about the exam to anyone outside any SME committee or the NPCP Board, constitutes a breach of security and may compromise or invalidate the entire testing and certification process.

Anyone with access to confidential exam items is restricted from eligibility for the exam or developing/delivering preparatory courses or materials for a period of 24 months after access has ended.



**j) Certification documents and data retention**

Job Task Analyses, Passing Study Reports, and yearly exam statistics are made public on the NPCP main website under [general information](#). All documents and data related to the program are maintained indefinitely in a secure password protected directory on a media server.

**Article 3 Initial Application for Certification**

**a) Eligibility requirements**

Candidates for comprehensive Pilates certification must meet the following requirements:

- 18 years of age
- Completion of Comprehensive Pilates training including all necessary coursework and assignments, including final exams required by the school or mentor

Comprehensive Pilates training must be minimally 450 hours in length and cover the following: Mat, Reformer, Wunda Chair (or equivalent), Ladder Barrel, Spine Corrector, Trapeze Table, and Magic Circle.

The program of study may be live or live virtual and must address the following within the curriculum:

- Lectures: history of Pilates, anatomy, special populations
- Observation hours (student observes an experienced teacher)
- Practice Teaching (under the guidance of an experienced teacher)
- Self-Practice hours

Verification of comprehensive education is obtained from the school and/or mentor that provided the education.

**Note:** In cases where a candidate receives training through multiple schools over a period of years, one school or trainer must verify the education based on review or assessment of comprehensive competency.

**b) Application requirements**

Candidates must provide all required personal information as well as the name and contact information of the school or mentor that provided the comprehensive training.

Candidate's name must be their legal name as it appears on government issued forms of identification.

Once completed, candidates must attest to the accuracy of all information on their application. The application fee is \$295; this includes application processing, test administration, and the first two years of certification. Payments can be made in U.S. Dollars using Visa, MasterCard, or American Express.

There is an additional \$100 fee for computer-based testing (at a testing center) outside of the US and Canada.

**The application fee is non-refundable.**

Applications for the NPCP exam may be refused for the following reasons:

- Failure to meet eligibility requirements
- Falsification and/or misrepresentation of application data

**c) Application submission and exam scheduling for computer-based testing (CBT) and online proctored testing**

PSI Services Inc. is the test administration company that processes initial applications and administers all exams for the NPCP.

Applications for CBT exams are online and available on the NPCP website [www.natpcp.org](http://www.natpcp.org). Candidates will be redirected to the PSI website to create a login consisting of a username and password. Once signed in, a candidate may save the application and return to it at a later date.

Submission of the online application requires payment. Once payment is processed, the candidate is directed to a page to schedule their exam location, date and time. Candidates may choose to schedule their exam at a later time, but scheduling must be completed within one year of application submission. Candidates are sent verification of their application via email. For a receipt, candidates must select the "Receipt" link on the home page of the online application.

Scheduling is available 24 hours a day. After scheduling an exam date, candidates will receive an email confirmation that contains the test date, time, site address and directions.

**d) Rescheduling a CBT or online proctored exam**

Candidates may cancel or reschedule an exam appointment without forfeiting their fee if notice is received 48 hours before the scheduled exam date via the candidate's online account at <https://online.goamp.com/CandidateHome> or by calling 833-333-4754.

- If the candidate does not show for a testing session and has not rescheduled prior to the scheduled test date, the testing fee will be forfeited.
- Exceptions to this policy will be made only for substantiated emergencies. Notification of emergencies should be directed to 833-333-4754 or [certification@natpcp.org](mailto:certification@natpcp.org).
- For questions regarding the application process, please contact: [certification@natpcp.org](mailto:certification@natpcp.org)

**NOTE:** No applicant for NPCP certification will be denied on the basis of race, national origin, color, creed, religion, sex, age, disability, gender identity, gender expression, or sexual orientation. Candidates are expected to provide truthful and complete information.

**e) Auditing**

The NPCP monitors candidate compliance with established certification requirements through the random auditing of 40% of initial applications. The audit must be completed prior to the candidate scheduling their exam. If selected for auditing, candidates will be alerted immediately after payment submission in the online application. An email will also be sent with instructions on the steps involved in the audit process.

If audited, the NPCP will verify proof of age and comprehensive training.

- The NPCP will contact the candidate to obtain proof of age, verified with a copy of any government issued form of identification that includes the date of birth.
- The NPCP will contact the school or mentor identified on the application to verify comprehensive training.

Once all requirements for the audit are satisfied, an email will be sent to the candidate to schedule a testing date.

- If the candidate is deemed ineligible during audit, the candidate will be notified by email and the application will be closed.

- If the required verifications are not obtained within 30 days, the candidate will be notified by email and the application will be closed.
- If an application is closed, candidates must re-apply for initial certification and pay the required fees to be reconsidered.

#### f) Appeals

Candidates desiring to appeal the results of an audit must comply with the following:

- An appeal must be made in writing to [certification@natpcp.org](mailto:certification@natpcp.org) and received within 15 calendar days of the adverse decision.
- The candidate is responsible for demonstrating that the appeal should be considered by providing all details supporting their request for the reversal of the adverse decision.

The NPCP Board President and two other Directors appointed by the President will review the appeal. The appeals committee will investigate all details related to the appeal and report its findings and recommendation to the Certification Coordinator who will notify the candidate of the decision. Decisions regarding candidate appeals are final.

#### Article 4 Taking the exam

The NPCP Certification Exam is a multiple-choice exam. The exam is administered:

- At testing centers on a computer (CBT)
- Online, with virtual proctoring

Candidates are allowed (3) hours to complete the exam.

**Candidates must provide photo identification with signature. Acceptable forms of identification include driver's licenses, passports, and government issued identification cards.**

- At testing centers, candidates must arrive 30 minutes prior to scheduled time
- Online, candidates should be available 15 minutes prior to the scheduled time
- No breaks are allowed for National Pilates Certification Program exams

**Candidates are prohibited from bringing the following items:**

- Cameras, cell phones, optical readers, or other electronic devices that are enabled to photograph, photocopy or otherwise copy test materials
- Book bags, purses, handbags or luggage
- Headphones, calculators, computers, or other electronic devices
- Pencils, pens, highlighters, or notepaper
- Watches
- Food or beverage
- Hats, hoods, or other headgear
- Coats and jackets (sweaters and sweatshirts without pockets or hoods are permitted)

**Note: Candidates are allowed to bring a direct translation dictionary to the testing site.**

If it is determined that a candidate has brought any prohibited item to the test site, the item may be held by the testing staff. The test administration company, the examination host, and the test administration staff will not be held liable for lost or damaged items brought to the examination site.

Candidates who choose to opt-out of the exam must surrender all testing materials to the proctor. These candidates are not permitted to re-enter the controlled testing area once they have departed.

**For online proctored testing:**

Candidates are encouraged to use PSI's compatibility check tool to verify that they have the appropriate hardware and software for their administration. This tool is launched on the day of the exam as a check for compatibility <https://home.psiexams.com/static/#/bcheck>.

**Technology requirements:**

PSI Bridge is compatible with Windows or Mac OS X computers with a working webcam, microphone, and internet connection. PSI's compatibility check tool will ensure the candidate's system meets the requirements for test administration. This check does not however, guarantee the absence of potential technical issues.

- Operating systems supported: Windows 7 and later; 32bit (x86) and 64bit (x64); Mac OS X or later
- Browsers supported: Internet Explorer, Firefox, Safari, Google Chrome, Microsoft Edge
- PSI Secure Lock-Down Browser
- Browser settings: The browser must accept third-party cookies for the duration of the exam ONLY
- Webcam/microphone: Minimum VGA 640 x 480 resolution, enabled built-in or external microphone
- Bandwidth: Minimum 400 kb/s download and upload
- Hardware requirements: 2GB RAM Memory; 1 GB Free Disk Space, minimum 1368 x 768 screen resolution

**Check-In and Candidate identification:**

Candidates will be able to log in to their session up to 15 minutes prior to their scheduled start time. They will be greeted by a proctor who will assist the candidate through the Identity verification and testing area security scan processes. When the check-in process is complete, the exam will be released to the candidate in a secure, lock-down browser. This security feature will block access to other browsers, screen sharing, screen recording, remote access, virtual machines, chat tools, communication tools, hot-keys, copy/paste, and right mouse click menus.

**NOTE: during testing, PSI will be able to see the candidate's computer but will not have access to candidate's personal data.**

**Live proctor monitoring during test session:**

During the exam, candidates may communicate with the proctor through chat. The proctor can view and hear the candidate, but the candidate cannot view or hear the proctor. Proctors will be focused on detecting prohibited behavior such as unusual eye movements, removing oneself from the field of vision, etc.

**Day of Exam Expectations:**

- Present a government-issued photo ID card to be photographed by the webcam.
  - U.S. military IDs are not allowed as a form of identification for remote proctored exams.
- Scan testing area with webcam.
- Take a photo of yourself (selfie) with their webcam.
- Be ready 15 minutes early.

- Review the Candidate Handbook
- You will need to log into <https://online.goamp.com/CandidateHome> to initiate the exam launch process.
- On your home page after login, scroll down and click on “Launch Remote Proctored Exam”; this link direct you to your exam page.
  - Click on the “Launch Exam” button up to 30 minutes before your scheduled exam time.
  - You will be prompted to download the secure browser.
- You will be required to perform a System Compatibility Check and must ensure that your computer system is compatible before being able to proceed. Please use this link to verify your system compatibility <https://home.psiexams.com/static/#/bcheck>
- Testing environment is clear, quiet, and free from distractions.
- A webcam (built-in or separate) and microphone are required for testing.
- No one other than the candidate is allowed in the room during the exam.
- Candidates are allowed to use direct translation dictionaries.

**Prohibited actions:**

- It is illegal and unethical to memorize and share questions that are on any NPCP certification exam. Memorizing and sharing questions from the exam violates the confidentiality agreement and Federal Copyright Laws. At exam registration, candidates are required to agree to a confidentiality statement attesting to their intent to keep the contents of the exam confidential. Violation of this security agreement may result in suspension or revocation of certification and suspension or denial of eligibility for future exams.
- Cheating, disruptive behavior, and refusal to cooperate with exam proctors may result in revocation of certification and denial of eligibility for future exams. Notification of such behavior is forwarded to the Certification Coordinator for review. The candidate is contacted with a determination based on the circumstances.
- Test site supervisors complete a summary report following each test administration. The report describes any irregularities that arose, their resolution, and recommendations for improvements.

**a) Exam results**

Scores are derived from the number of questions answered correctly and reported as a raw score with a minimum passing score set at 80 out of 100 scored items.

- Examination results for CBT and online proctored testing are made available upon completion of the exam.
- Examination results will not be released by telephone.
- Candidates that do not achieve a passing score will receive a breakdown by major content area to assist them in their exam retake efforts.

Candidates that pass the exam will receive two emails.

- Welcome email to access their electronic badge that can be used on websites, emails, and social media as well as a personalized certificate and a wallet card for printing purposes.
- Informational email that provides renewal information, and a username and password that will enable them to update their profile on the NPCP website.

All emails will be sent within five business days of passing an exam

#### **b) Appeal of exam results**

Candidates wishing to appeal their test results must submit a written request to [certification@natpcp.org](mailto:certification@natpcp.org) care of the Certification Coordinator. This request must clearly indicate the basis for the appeal. Appeals must be received by the NPCP no later than 30 days following the release of exam results.

To protect the integrity of the certification exam, exam materials are not available for review. In addition, NPCP or PSI staff members will not discuss specific questions on any section of the exam. The NPCP Appeals Committee will review all appeals.

The NPCP Appeals Committee will inform candidates of their determination within 30 days of receipt of appeal. The NPCP Committee's determination is final.

#### **c) Retaking an exam**

Candidates that do not pass the exam may retake 15 days following the most recent attempt. If a passing score is not achieved in 3 attempts, candidates must wait 12 months after the third attempt to retake the exam. The retake fee is \$150.00 (plus an additional \$100 for CBT testing outside US and Canada). To schedule a retake, candidates must log back into the online application.

#### **d) Reasonable accommodations**

Reasonable accommodations are provided for candidates who have any sort of impairment e.g., walking, talking, hearing, reading, performing manual tasks, etc. To apply for reasonable accommodations, the candidate must submit documentation provided within the past 12 months by a medical professional on the professional's letterhead. The documentation must reference a diagnosis of the disability and specific recommendations for accommodations. Reasonable accommodations are considered based on the candidate's request, disability, documentation submitted, and appropriateness of the request. Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the exam.

##### **Steps for special accommodation requests:**

1. Candidate contacts NPCP 45 days prior to scheduling their exam and provides necessary documentation: [certification@natpcp.org](mailto:certification@natpcp.org)
2. PSI will make scheduling arrangements for the candidate.
3. PSI will work with candidate to find a date, time, location where the special accommodation is available.

#### **e) Practice tools**

For candidates who have been out of school for a while, or even recent graduates who feel they need additional preparation, several tools are recommended:

- The NPCP Pilates Certification Exam – Study Guide
- The NPCP Pilates Certification Exam – Practice Questions
- Return to Life by Joseph Pilates

All three texts are available on Amazon.com.

An online practice test, which simulates the actual testing experience, is available on the NPCP website: [www.natpcp.org](http://www.natpcp.org)

The practice test includes 60 multiple-choice questions that reflect the content areas, level of difficulty, and format of the actual certification exam. The practice test fee costs \$60 and must be paid by credit card (MasterCard, Visa or American Express).

#### **f) Grounds for disciplinary action**

The National Pilates Certification Program may refuse to certify, suspend, or revoke an existing certification application or certification of an individual in the event of any of the following:

- Ineligibility for certification or certification renewal.
- Irregularity in connection with any certification exam.
- Unauthorized possession, use, or distribution of exam score reports, trademarks, logos, written materials, answer sheets, certificates, certificant or applicant files, or other confidential or proprietary materials (registered or otherwise) of the National Pilates Certification Program or the testing body.
- Material misrepresentation or fraud in any statement to the National Pilates Certification Program, to an employer or potential employer, or to the public, including but not limited to statements made to help the individual apply for, obtain, or retain certification.
- Any physical, mental, or emotional condition of either temporary or permanent nature, including, but not limited to, substance abuse, which impairs or has the potential to impair competent and objective professional performance.
- Negligent and/or intentional misconduct in professional work, including, but not limited to, physical or emotional abuse, disregard for safety, or the unauthorized release of confidential information.
- The timely conviction, plea of guilty, or plea of nolo contendere in connection with a felony or misdemeanor that is directly related to public health and/or Pilates instruction or education and that impairs or has the potential to impair competent and objective professional performance and/or public confidence in the profession. These include, but are not limited to, rape, sexual abuse, actual or threatened use of a weapon or violence, or the prohibited sale, distribution, or possession with intent to distribute of a controlled substance.
- Cheating, disruptive behavior, or breach of confidentiality agreement at a testing center or paper and pencil event.
- Non-compliance with the Code of Ethics and Scope of Practice.

#### **Article 5 Proctors and test site administration**

The NPCP Certification Exam is a multiple-choice exam administered at testing centers, on a computer or through online proctored sessions. Candidates are allowed (3) hours to complete the exam.

The test administration company provides trained site supervisors and proctors with a proven record of reliable service. Site supervisors and proctors receive training to ensure a high degree of consistency during the test administration.

##### **Exam administration requirements for CBT and online proctored sessions**

Exam administration procedures are continually evaluated to ensure quality, consistency, and security.

##### **Physical arrangement**

- Good lighting and ventilation
- A quiet place (free of outside noises)
- Internet-enabled computers

### **Specific to CBT Administration**

- High-speed Internet connection
- Internet-enabled computers
- 15" monitor (or larger)
- Adequate room for spacing candidates (3-4 feet between candidates)
- Accessibility to a water fountain
- Accessibility to rest rooms
- Comfortable chairs and tables
- Handicap accessible

## **Article 6 Privacy Policy**

The NPCP recognizes its responsibility to safeguard the personal data of certificants, workshop providers, and those who opt to receive NPCP emails. Under this Privacy Policy, "Personal Data" means any information relating to an identified or identifiable natural person.

An identified or identifiable natural person is one who is or can be identified, directly or indirectly, by reference to information such as a name, identification number, location data, an online identifier, or to one or more factors specific to the physical, cultural, or social identity of that natural person. Information that pertains to a company is not Personal Data, but the name and address of a company officer or employee is that person's Personal Data.

This Privacy Policy describes how and why the NPCP collects, uses, and stores Personal Data, and what rights you have in relation to the NPCP's "processing" of your Personal Data. "Processing" means any operation, whether automated, that is performed on Personal Data or data sets, e.g., collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction. The NPCP is both a "processor" and "controller" of Personal Data, meaning that the NPCP not only collects and uses Personal Data, but also determines the purposes and means of "processing" it.

### **Who is Responsible for your Personal Data?**

The NPCP is the data controller and data processor for any data that you submit through our website, directly from you, or through a third party that handles transactions or applications. Except as expressly provided in this Privacy Policy, the NPCP does not share your Personal Data with any third party.

### **The Personal Data We May Collect from You and How We Use It**

The NPCP collects information:

- automatically when you use our website
- directly from you or through third parties that handle applications related to the NPCP

Apart from information collected automatically when you access our website, the type of Personal Information we collect about you depends on the nature of your interaction with the NPCP. Personal Data may be provided by you electronically on a web form, via email, or data transfer related to an application for certification.

### **Information That We Collect Automatically**

When you visit our website, we use (or may use in the future) various tools to collect information:

**Google Analytics:** typically collects the time of your visit, the pages visited, and time spent on each page



of the webpages; referring site details; type of web browser; type of operating system; type of Flash version, JavaScript support, screen resolution and screen color processing ability; network location; and your IP address. We may also use Google Analytics to register document downloads, clicks on website links, errors when filling out forms, and scroll depth. The NPCP does not assign user IDs to analyze multiple sessions across multiple devices. You can stop Google Analytics from collecting this data (only some of which is Personal Data) by disabling cookies or JavaScript in your browser, or by using Google's Opt-out browser add-on, among other tools.

**Facebook Pixels:** We may use Facebook Pixels to track users who have visited our website through Facebook advertising. When users visit Our Websites as the result of clicking on a Facebook advertisement, Facebook Pixels allow us to track what actions users take on Our Websites, what links they click on, whether they put something in a shopping cart, where they go if they abandon it, whether they change devices or resume viewing later a different device, and other website usage information. This information, together with your Facebook ID, is sent back to Facebook where it is analyzed.

### **Specific Purposes**

The information that we obtain through Google Analytics measures traffic and usage trends, which provide us with information that can help us improve our website, outreach, and advertising. Facebook Pixels allow us to gauge the effectiveness of our advertisements and to create "lookalike" audiences for our advertisements, thereby broadening our outreach. Abandoned Cart Reports allow us to analyze why a purchase transaction might not have been accepted.

### **Information that Users Provide to Us or through the Online Application for Certification**

Applicants for Certification are requested to provide their full name and address, telephone numbers, email address, and name of the school where they trained. This Personal Data will be provided by the applicant to the NPCP's test administration company, and that company will share that Personal Data with us.

### **Specific Purposes**

The NPCP uses Personal Data from applicants and certificants to administer the Program, which may include activities such as addressing issues regarding verification of training, granting continuing education credits, administering exams, enforcing the Scope of Practice and Code of Ethics, publishing the names of certificants on the NPCP website, and gathering and analyzing statistics regarding certification. The NPCP and its test administration company have in place electronic and technical safeguards, managerial processes, and organization measures to prevent unauthorized access or disclosure, maintain data integrity, and ensure the appropriate use of Personal Data.

### **Sharing**

The NPCP maintains an online certificant registry on its website. It is the policy of the program to provide only information necessary to demonstrate a certificant's active status.

The only individuals that have access to certificant data are the Executive Director, and the Certification Coordinator charged with the maintenance of the database and the monthly data transfers from PSI.

The following is considered confidential information:

- Application status
- Certification exam score
- Phone number(s), email and residential address(s).

The following is NOT considered confidential information and is held in the public domain:

- Certification status
- Certification number
- Country and City

### **California residents**

“Do Not Track” Signals under the California Online Privacy Protection Act (CalOPPA)

Our Website does not support Do Not Track ("DNT") signals, so our website does not behave differently when a DNT request is received. DNT is a preference you can set in your web browser to inform websites that you do not want to be tracked. However, there is currently no industry-standard way to handle these requests.

### **European residents**

Your Data Protection Rights Under General Data Protection Regulation (**GDPR**)

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. The NPCP aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data. In certain circumstances, you have the following data protection rights, which may be exercised by contacting us as provided at the end of this Privacy Policy. Please note, however, that the exercise by you of any of these rights may affect your right to receive the benefits of being a certificant or continuing education provider.

- The right to access, update or to delete the information we have on you. Whenever made possible, you can access, update or request deletion of your Personal Data directly within your account settings section. If you are unable to perform these actions yourself, please contact the NPCP as provided below to assist you.
- The right of rectification. You have the right to have your information rectified if that information is inaccurate or incomplete.
- The right to object. You have the right to object to our processing of your Personal Data.
- The right of restriction. You have the right to request that we restrict the processing of your Personal Data.
- The right to data portability. You have the right to be provided with a copy of the information we have on you in a structured in a commonly used format.
- The right to withdraw consent. You also have the right to withdraw your consent at any time where the NPCP relied on your consent to process your Personal Data.

Please note that the NPCP may ask you to verify your identity before responding to such requests.

You may have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

### **Minors' Privacy**

Our website does not address anyone under the age of 18 ("Minors").

We do not knowingly collect Personal Data from Minors. If you are a parent or guardian and you are aware that your child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from any minor without verification of parental consent, we will take steps to remove that data from our database.

## **Privacy Policy Updates and Acceptance:**

NPCP collects and processes Personal Data. It does not bind the NPCP, you, or any other person contractually. The NPCP reserves the right to amend this Privacy Policy at any time at its sole discretion.

## **Retention**

- User and event data collected by Google Analytics are set for automatic deletion after 26 months.
- Conversion data collected by Facebook Pixels is automatically deleted after 28 days.
- Personal Data that users provide to us or via email are deleted daily. Deleted emails are set to remain available for retrieval and reference for 5 years after which they are permanently deleted.
- We do not destroy or amend Personal Data. Personal Data is kept indefinitely in the IMIS database unless a change request is received from a certificant, following the parameters set by this Confidentiality Policy

## **Article 7 Certificant data transfers from PSI to NPCP database**

Candidate data is transferred from PSI to the NPCP's iMIS database via two APIs (Application Programming Interface). The first API is triggered when an application is submitted. This transfers candidate contact information, address, and school information. The second API is triggered immediately after the candidate completes an exam. The information transferred on this API is pass or fail. If the candidate passes, the database runs automation to populate a unique certification ID, issue date, and expiration date. This data is then transferred via an API to Badgcert to generate a digital badge and a welcome letter to the certificant which gives certificants access to their online profile. The digital badge is sent via email to the certificant to log into the Badgcert database. The digital badge offers a downloadable certificate that can be printed and framed as well as a wallet sized certificate for credential verification purposes.

## **Article 8 iMIS / ASI back up, and restoration**

### **1. Backup methodology**

- ASI uses Microsoft Azure Backup Services. Base images are taken of a virtual machine (VM). Snapshots are taken every four hours from 5 a.m. – 11 p.m. during business days, and every eight hours on weekends. Full database backups are taken nightly.

### **2. Backup retention period**

- All recovery points are kept for three days, and then
- One recovery point per hour for one day, and then
- One recovery point per day for four days, and then
- One recovery point per week for three weeks, and then
- One recovery point per month for two months

### **3. Backup testing**

- Once a quarter (every three months.)

#### 4. Recovery response

- If it's a file or simple database, typically this can be done within a few hours. If it's a full environment restore, it could take up to 8 hours.

#### 5. Restoration

- Backup data is retained for restoration for a period of 5 years.

### Article 9 Certification Renewal

As Pilates is based on a specific approach to movement and exercise, the NPCP Board has determined that 2 years is an appropriate cycle for renewal of the credential and 16 continuing education credits the required training to ensure that professionals remain current with the best practice guidelines, and knowledge and skills to assure continued competence in the field of Pilates. The 2-year cycle and requisite continuing education are subject to change to keep pace with any change in the expectations of a competent Pilates teacher. Initial certification begins the date the candidate passes the certification exam and renewal is required every subsequent 2 years.

#### a) Requirements

- Fill out online renewal application
- Submit 16 CECs for renewal
- Pay the renewal fee

#### *Rationale:*

As stated in the Code of Ethics, certified Pilates professionals agree to continue gaining education to enhance their skills and knowledge, and to provide the highest quality services to clients.

The purpose of this requirement is twofold:

- First and foremost, the purpose of continuing education is for the protection of the public. Continuing education that advances knowledge, skills, and abilities, supports the Pilates professional in providing safe and effective instruction.
- Secondly, it is imperative for Pilates professionals to go beyond entry-level and embrace the cutting edge of scientific understanding and validation of the Pilates method; to stay abreast of the development in the field in order to stay competent and competitive; and to broaden their skill set with a variety of approaches including training beyond the Pilates paradigm in order to enhance their capacity to work with a variety of clients including special populations.

The NPCP emails certification renewal reminder notices 12 months, 10 months, 8 months, 6 months, 4 months, and 2 months prior to expiration. Certificants are allowed a six-month grace period, beyond certification expiration complete and submit CECs and/or petition for credit; a \$75.00 late fee will apply. Reinstatement of certification beyond the grace period requires retaking the certification exam.

**Categories of acceptable continuing education content.**

Category	Max number of CECs
Pilates content	Up to 16
Allied modalities	Up to 16
Industry development	Up to 10
Research	Up to 6
Business development	Up to 4
CPR	Up to 3
AED	Up to 1

**b) Pilates Content Coursework**

Must be taught by an NCPT, who has been teaching clients for a minimum of five years and has been teaching Pilates workshops to teachers for a minimum of one year.

**c) Complementary Content Coursework****Allied Modalities**

Allied modality workshops support the certified Pilates teacher by broadening their skill set beyond the Pilates paradigm. Such coursework includes topics such as anatomy, physiology, biomechanics, and kinesiology and must be taught by a licensed healthcare professional, or an individual that provides evidence of mastery of the subject matter presented. Subject matter must fit within the presenter's scope of experience/knowledge and be applied appropriately to the Pilates professional's Scope of Practice.

**Industry Development**

Industry development workshops are intended to enhance the Pilates teacher's understanding of the structures inherent within established professions. Presenters should address established norms and focus on how these commonly define an industry. This coursework must be taught by individuals with field experience in third party certification, professional associations, accreditation, or licensure development. Subject matter must fit within the presenter's scope of experience/knowledge and be applied appropriately to the Pilates professional's Scope of Practice.

**Research**

The promotion of research related to the field of Pilates represents a level of development and growth that is invaluable for Pilates teachers that want to remain at the cutting edge of scientific understanding and validation of the Pilates Method. Research studies undertaken at a university, college, research organization, or by an individual will be considered. Subject matter must fit within the presenter's scope of experience/knowledge and be relevant to the Pilates professional's Scope of Practice.

The research methodology must provide minimally one of the following levels of evidence:

- Systematic reviews
- Randomized controlled trials
- Cohort studies
- Case Studies

**Business Development**

Business development workshops address the skills necessary to maintain a productive Pilates studio. Subjects like business administration, marketing, networking, IT support, bookkeeping and accounting will be considered. This coursework must be taught by a presenter that holds a degree (minimum of a Bachelor's) in business administration, finance, accounting, or have 5 plus years of experience as a business owner or administrator.

#### **d) Credit Hour Breakdown**

- All 16 CECs may be earned by taking approved workshops
- Approved workshops are determined to be either Pilates content or Complementary content
- Up to 16 CECs may be earned through approved Distance Learning (Online, DVD, Audio or Home Study)
- 3 may be earned by taking or renewing a CPR course
- 1 may be earned by taking or renewing an AED course
- 6 may be earned for Peer reviewed or published research
- 1 for Poster presentation  
*Poster presentations are reports in which information is summarized using brief written statements and graphic materials, such as photographs, charts, graphs, and/or diagrams mounted on a poster board measuring 4 feet high by 6 feet wide.*
- 1-10 for NPCP Certification Exam development  
*Available to those that participate in a JTA study, passing point determination, and item writing/review.*
- 4 for Business Development coursework
- Up to 16 CECs may be earned through petitioning. Petitioned hours must fall into the categories described above and are subject to the maximum number of hours allowed for each category.

#### **The Renewal Application is online, and requires:**

- Name (as it appears on the certification certificate)
- Contact Information
- Certification Number
- Information on all CEC workshops to be considered for renewal
- Payment of renewal fee

#### **e) Course Petitioning**

Certificants may petition for up to 16 hours of non-approved coursework. The Petition Application is online, and requires substantiating documentation that must be uploaded for review. A \$25.00 processing fee is required.

Petitioned workshops are subject to approval and must meet the criteria set forth for either Pilates Content or Complementary Content coursework. Distance Learning (Online, DVD or Home Study) is not subject to petitioning.

Petitions are processed within 14 days upon receipt of all required documentation and fees.

The Continuing Education Coordinator reviews workshop information to determine if the petition meets the required criteria.

#### **f) Notice of Acceptance or Denial**

Certificants are contacted via email with the outcome of the petition. Certificants whose petitioned courses are accepted should proceed with the renewal of certification process.

#### **g) Appeals Process**

Certificants whose renewal is denied may appeal. Certificants who wish to appeal may do so within 10 days of notice of a denied application. Appeals are processed within 30 days. The decision of the Executive Director is final.

Candidates desiring to appeal the results of a petition denial must comply with the following:

- An appeal must be emailed to [certification@natpcp.org](mailto:certification@natpcp.org) and received within 10 calendar days of the denial.
- The candidate is responsible for demonstrating that the appeal should be considered by providing all details supporting their request for the reversal of the adverse decision.

## **Article 10 Continuing Education Providers**

### **a) Workshop approvals**

The NPCP approves continuing education workshops (CECs) throughout the year. CEC approvals are good for one year from date of approval. The NPCP accepts applications from: hosts, presenters, conferences that offer multiple workshops, and an individual or organization that provides live workshops or Distance Learning (Online, Audio, DVD or Home Study).

The NPCP approves workshops within the following categories:

- Pilates content
- Allied modalities
- Industry development
- Research
- Business development

The NPCP approves workshops that are delivered live or online. Approvals are valid for one year from date of approval. Continuing Education (CEC) applications are online on the NPCP webpage. A non-refundable application fee is required with application. Application Fees are based on the delivery method and number of workshops.

<b>Live Workshops</b>		<b>Conference Workshops</b>	
CEC Count	Price		
1 - 3 CECs	\$30	1 - 20 Workshops	\$300
4 - 8 CECs	\$60	21 - 40 Workshops	\$500
9+ CECs	\$80	41+ Workshops	\$600

Online, prerecorded workshops are \$100.00.

Applications are processed within 30 days upon receipt of all required documentation and fees. Applicants may request a “rush” review. Rush applications require an additional fee of \$100.00 and will be reviewed within 10 days (Online/DVD Workshops will be reviewed within 14 days).

Incomplete applications will not be processed. Applicants will be notified if their application is incomplete along with what is missing. Applications are held for 90 days. After 90 days the application will be discarded and a new application, including fees, must be submitted.

### **b) Live and Online Workshop Applications**

For both live and online workshop applications, the following information must be provided: presenter, host, conference information, presenter qualifications, course learning objectives and outline, course bibliography, presenter’s professional resume, copy of presenter’s comprehensive teacher training certificate or academic diploma, and appropriate payment.

**c) Additional Guidelines for Distance Learning (Online, Audio, DVD or Home Study)**

Workshops must include an assessment. Assessments may be in a multiple choice or true/false format as long as the required responses demonstrate understanding of the workshop content. The workshops and assessments must be available for viewing in their entirety.

Subject matter must be appropriate for comprehensively trained teachers wishing to enhance their skills. Distance Learning Workshops should not contain the teaching of practical skills, e.g., teaching exercises that would usually require supervised training and involves spotting or supporting a client on equipment or mat, which could potentially cause injury or harm to the client if done improperly.

**The programs will be evaluated based on the following:**

- Audio and visual clarity
- Relevance to enhancing the teaching skills of a comprehensively trained Pilates teacher
- Delivery and presentation; presenter should deliver a clear, well-prepared, logical educational experience
- Assessment must address the entire presentation

**d) Website Support / Updates**

The Certification webpage for CEC Providers shall be updated regularly to ensure that accurate, clear, concise information regarding CEC Provider requirements is always accessible to current and potential applicants. Providers may post approved workshops, both live and distance on the approved CEC directory along with the contact information and a link to their website (if applicable).

**e) Provider Responsibilities**

Providers are held accountable for the accuracy of the content provided in the application. Provider agrees to waive, release, and forever discharge the NPCP and affiliates, agents, employees, officers, directors, instructors, and all others from all responsibilities or liability of any nature from injuries or damages resulting from or related to provider's product. All presenters of NPCP approved CEC coursework are required to adhere to the Scope of Practice and Code of Ethics and assure that the subject matter fits within the presenter's scope of experience/knowledge.

**f) Continuing Education Provider Appeals Process**

Providers whose petitions are denied may appeal. Providers who wish to appeal may do so within 10 days of notice of a denied application. Appeals are processed within 30 days. The decision of the Executive Director is final; all fees related to petitioning are non-refundable.

Providers desiring to appeal the results of a denial must comply with the following:

- An appeal must be emailed to [certification@natpcp.org](mailto:certification@natpcp.org) and received within 10 calendar days of the denial.
- The candidate is responsible for demonstrating that the appeal should be considered by providing all details supporting their request for the reversal of the adverse decision.

All decisions are deemed final, each course may only be appealed once, and all fees are non-refundable. The applicant is notified of the decision via phone or email. If a denial is reversed, the Provider's approval will be considered in effect from the original date of application submission.



## Article 11 Professional Practice and Disciplinary Procedures

The National Pilates Certification Program requires adherence to the Code of Ethics, Scope of Practice, and NPCP Grounds for Disciplinary Action guidelines that inform certificants, candidates for certification, and the public of the required professional guidelines all certificants must follow. These guidelines assure that all certificants are held to high standards of professionalism that support industry uniformity, public health, and certification excellence. Ethics violations (complaints) regarding a certificant may be reported by following the Professional Practice and Disciplinary Procedures available on the NPCP website.

The National Pilates Certification Program may refuse to certify, suspend or revoke an existing certification, or otherwise act with regard to the application or certification of an individual in the event of non-compliance with any of the following:

### a) Code of Ethics

1. Do no harm.
2. Teach within your scope of practice. (See 'Scope of Practice'.)
3. Maintain professional boundaries. The following constitutes improper behavior:
  - a. Inappropriate physical contact
  - b. Financial exploitation
  - c. Sexual exploitation
4. Maintain client confidentiality.
5. Direct clients to seek medical attention when necessary.
6. Do not discriminate against clients or colleagues on any level.
7. Do not intentionally solicit other Pilates professionals' clients.
8. Treat clients and colleagues with respect, truth, fairness, and integrity.
9. Comply with all applicable business, employment, and intellectual property laws.
10. Maintain professional appearance and conduct.
11. Do not misrepresent skills, training, professional credentials, identity, or services.
12. Continue gaining education to enhance your skills and knowledge, and to provide the highest quality services to clients.
13. Maintain appropriate teacher-to-student ratios in all class settings.

### b) Scope of Practice

The following is *within* the scope of practice of a Pilates teacher.

1. Design Pilates exercise programs according to an individual's needs.
2. Recognize conditions that would preclude a client from safely participating in a Pilates exercise program.
3. Coach, provide general information, and direct clients to seek medical attention as necessary.
4. Receive exercise guidelines and clearance from medical practitioners, when appropriate, to ensure client safety.
5. Document client progress and cooperate with referring medical practitioners.
6. Promote exercise to improve overall health.
7. Request permission to touch clients and observe practice laws within your jurisdiction.
8. Use appropriate touch to facilitate movement, position the client, and prevent injury or damage.

**The following is *beyond* the scope of practice of a Pilates teacher**

1. "Prescribing" an exercise program.
2. "Diagnosing" a client with any medical, mental, or physical condition.
3. Continuing to train a client with a condition that is beyond your knowledge without appropriate medical clearance.
4. "Prescribing" diets or recommending supplements.
5. Claiming to "treat" or "rehabilitate" injury or disease.
6. Monitoring (measuring with instrumentation) the progress of clients referred by therapists or medical practitioners.
7. Offering counseling.
8. Claiming to be competent to offer professional education beyond the limits of your credentials.
9. Applying inappropriate touch.
10. Continuing to train a client who exhibits any of the following unusual symptoms: e.g., chest pain, prolonged dizziness, rapid heart rate, shortness of breath, significant decrease in coordination, loss of consciousness, faintness, nausea, blurred vision, prolonged or increasing pain.

**c) Grounds for Disciplinary Action**

The National Pilates Certification Program (NPCP) has established the following guidelines to inform those who are certified, candidates for certification, and the public, of its professional standards. The NPCP may refuse to certify, suspend, or revoke an existing certification, or otherwise act with regard to the application or certification of an individual in the event of any of the following:

1. Non-compliance with the NPCP Code of Ethics and Scope of Practice.
2. Ineligibility for certification or certification renewal.
3. Unauthorized possession, memorization, or sharing questions that are on the NPCP exam.
4. Use, or distribution of exam score reports, trademarks, logos, written materials or other confidential or proprietary materials (registered or otherwise) of the NPCP or the testing body.
5. Cheating, disruptive behavior, or breach of confidentiality agreement at a testing event.
6. Material misrepresentation or fraud in any statement to the NPCP, to an employer or potential employer, or to the public, including but not limited to statements made to help the individual apply for, obtain, or retain certification.
7. Any physical, mental, or emotional condition of either temporary or permanent nature, including, but not limited to, substance abuse, which impairs or has the potential to impair competent and objective professional performance.
8. Negligent and/or intentional misconduct in professional work, including, but not limited to, physical or emotional abuse, disregard for safety, or the unauthorized release of confidential information.
9. The timely conviction, plea of guilty, or plea of nolo contendere in connection with a felony or misdemeanor that is directly related to public health and/or Pilates instruction or education and that impairs or has the potential to impair competent and objective professional performance and/or public confidence in the profession. These include, but are not limited to, rape, sexual abuse, actual or threatened use of a weapon or violence, or the prohibited sale, distribution, or possession with intent to distribute a controlled substance.

**d) Complaints regarding NPCP staff**

Any complaints regarding the NPCP team must be made in writing and emailed to the President of the NPCP Board or the Executive Director. Email addresses are available on the NPCP website under governance.

## **Article 12 Quality Assurance**

At the beginning of each year, a task force of three certification Directors is chosen by the President of the Board to perform a general review of the program's policies and procedures, administrative processes, test administration, exam performance, and any other mechanism required in the smooth functioning of the Certification Program.

In support of the review, the Certification Coordinator gathers and provides the task force all reports from the NPCP team, or candidates that may give the task force an understanding of any required changes or adjustments to the existing processes. During the review, the task force may contact the Continuing Education Coordinators, and Certification Coordinators for input regarding any suggestions or observations that may correct any deficiencies or prevent any errors in the functioning of the Certification Program.

Any recommendation made by the task force must be approved by 2/3 majority of the NPCP Board

## **Article 13 Exam annual statistics**

The PSI psychometrician provides statistics and a year-end exam analysis to the certification program. The analysis provides independent, psychometric results including:

1. Technical Exam Report with pass/fail statistics
2. Item Analysis
3. Reliability and standard error of measurement for scores

The Executive Director reviews the analysis and identifies overall performance of the exam and any areas of concern. Any concerns are presented to the NPCP Board. Any extreme fluctuation in the passing rate or any errors are sent to the task force to address any potential, required adjustments.

## **Article 14 Oversight of the certification personnel**

The ED serves as the NPCP Board's single point of delegation and as such, remains accountable for meeting all the Board's expectations for organizational performance. The Board's oversight of the ED comes by measuring success of financial and developmental goals, expansion of internal systems, and the supervision of the certification team.

### **Performance reviews / training of NPCP Team**

The Executive Director conducts performance reviews for all team members after the initial six months of service, and yearly thereafter. The annual performance review assures clear understanding of expectations, achievements, as well as areas that need improvement. Informal performance reviews and planning sessions may be scheduled more often as deemed necessary.

All team members are expected to participate in any necessary training and or meetings related to software updates, changes in vendors, weekly staff meetings, and other relevant calls to keep up to date with the requisite skills for optimum job performance.

The Executive Director oversees and monitors the performance of the certification team through daily interactions, achievements of established goals, and through annual performance reviews.

**a) Oversight of test administration company**

The smooth functioning of the online application, test administration, scoring, and appropriate candidate experience lies in the effectiveness of the test administration company. The Certification team monitors candidate communications daily and identifies any issues that require immediate response.

- PSI maintains a Zendesk ticketing system that allows the certification team to identify any issues related to the online application, test administration (both CBT and online), and any other issues affecting candidate customer service. The system allows for tracking of issues from occurrence through resolution.
- The PSI Account Director meets monthly with the Executive Director to review any immediate issues that need addressing.
- The PSI Account Director meets annually with the Executive Director, Board President, and other PSI representatives for an “account review.” This annual meeting allows for strategic changes that affect the program beyond immediate issues.