



## **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

The principal office shall be in Miami, 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 first Board of Directors meeting of the year, 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.

### **Executive Director Hiring and Transition Policy**

#### **Purpose**

This policy establishes a formal, transparent, and well-documented process for the hiring of a new Executive Director (ED) and the transitional procedures required to ensure a smooth and effective handover of leadership. The policy is grounded in nonprofit governance best practices and is designed to protect the public, safeguard organizational integrity, and support continuity of operations. It is written with explicit consideration of NCCA-aligned accreditation expectations, particularly with respect to governance independence, role clarity, and documentation.

#### **Scope**

This policy applies to all planned and unplanned Executive Director transitions. Oversight and final authority rest with the Board of Directors (BOD). Certain operational responsibilities may be delegated to the Executive Committee; however, the Board retains full fiduciary responsibility at all times.

### **1. Governance Principles**

The hiring and transition of the Executive Director shall be guided by the following principles:

- Board independence and fiduciary oversight
- Transparency, fairness, and consistency in hiring practices
- Clear separation between governance and management roles

- Protection of certification, examination, and accreditation integrity
- Compliance with nonprofit laws, bylaws, and conflict-of-interest policies
- Alignment with NCCA expectations for independent, third-party credentialing bodies

## **2. Initiation of the Hiring Process**

### **2.1 Motive Events**

- The hiring process shall be initiated when:
  - The Executive Director provides formal notice of resignation or retirement
  - The Board determines that a leadership change is necessary
  - An unplanned vacancy occurs due to incapacity, termination, or other unforeseen circumstances

### **2.2 Board Action**

Upon initiation:

- The Board President shall notify the Board of Directors
- The Board shall determine whether an interim Executive Director is required
- Confidentiality and conflict-of-interest obligations shall be reaffirmed

## **3. Search Strategy and Position Development**

### **3.1 Role Definition**

The Board shall review and approve:

- The Executive Director job description
- Required qualifications, competencies, and experience
- Leadership priorities aligned with the organization’s mission, vision, and values

### **3.2 Recruitment Approach**

The Board or Executive Committee shall determine whether the search will be:

- Internal
- External
- A combined internal and external search

### **3.3 Advertising and Outreach**

Approved recruitment channels may include:

- Nonprofit and professional association job boards
- Industry-specific networks
- Board member referrals and professional contacts
- Organizational website and communications

All recruitment efforts must support equitable access and non-discriminatory hiring practices.

## **4. Candidate Screening and Interviews**

### **4.1 Oversight**

The Executive Committee shall manage the screening and interview process, subject to Board oversight.

### **4.2 Evaluation Criteria**

Candidates shall be evaluated using consistent, documented criteria, including:

- Leadership and management experience
- Understanding of nonprofit governance
- Ability to uphold certification independence and public protection
- Alignment with the organization’s mission and NCCA-aligned responsibilities

#### **4.3 Internal Candidates**

Qualified internal candidates, including senior staff or the Organization Manager, may be considered and shall be evaluated using the same criteria applied to external candidates.

#### **4.4 Final Selection**

- The Executive Committee shall present one or more finalists to the Board
- Selection of the final candidate requires a two-thirds vote of approval by The Board of Directors

#### **5. Employment Offer and Agreement**

- The Board shall approve the employment terms, compensation, and benefits
- An employment agreement shall be executed prior to the start date
- Any transition or overlap period with the outgoing Executive Director shall be documented separately or incorporated into the agreement

#### **6. Transitional Leadership and Handover Procedures**

##### **6.1 Transition Period**

When applicable, a defined transition period shall be established to support continuity and onboarding.

##### **6.2 Role of the Outgoing Executive Director**

During the transition period, the outgoing Executive Director may provide limited support focused on:

- Knowledge transfer and historical context
- Orientation to strategic priorities and ongoing initiatives
- Identification of key stakeholders and external relationships
- The outgoing Executive Director shall not participate in the selection or evaluation of the incoming Executive Director, except to provide factual or historical information when requested by the Board.

##### **6.3 Authority During Transition**

- The Board retains full governance authority
- The incoming Executive Director assumes management authority as defined by the Board
- Any limitations or interim arrangements must be documented

## **Section 4. Meetings**

### **f) 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.

## **g) Other Meetings**

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

## **h) Meeting Protocols**

### **i) Meeting Quorum**

A quorum is more than half of the voting Directors.

1. 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.

2. 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.

3. Minutes

Minutes of all NPCP Board meetings shall be kept by the Secretary and posted on Basecamp for future reference.

4. Adjournment

A majority of the Directors present, whether or not a quorum is present, may adjourn any meeting to another time and place.

5. Voting by Proxy

Voting by proxy shall not be permitted.

### **j) 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**

### **k) 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

## **l) 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.

## **m) 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.

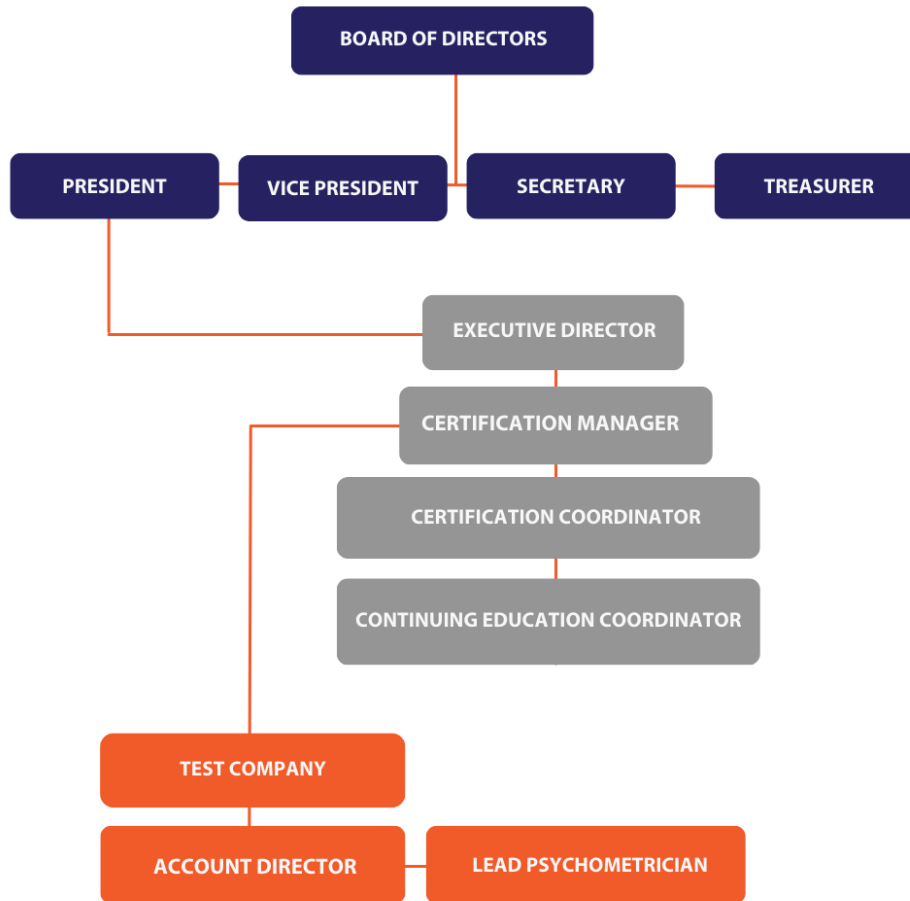
## **Section 8. Amendment to Policies and Procedures**

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



## 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 Manager (CM) 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 CM supervises the CC and CEC in their respective roles and also works with certificants in the process of renewal of certification. The CM is responsible for website upgrades, internal communication, promotional materials, and any other responsibility directly related to the growth of the Certification Program. The CM is responsible for knowing all aspects of the various positions in the program, and the supervision of the Certification Coordinator, and Continuing Education Coordinator.

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 Certification Manager in the development of strategic planning and implementation. The CC 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.

### **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, Certification Manager, 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**

Meazure Learning provides psychometric consultation; test development, administration, scoring; score reporting, and annual exam analysis.

## Psychometric and test development for the NPCP

### e) 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.

### f) Exam Preparation

During an exam development cycle, the Executive Director works closely with the Certification Manager 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.

### g) Job Task Analysis (Practice Analysis)

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.

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. Measure Learning conducts a job task/practice analysis in compliance with NCCA, and ISO 17024 standards. Steps include evidence gathering, material reviews, expert panel discussions, drafting competency, knowledge, and task statements, survey design, sampling plan, execution, analysis, and technical reporting.

Reclassification - Following a job task analysis and validation survey, changes may be made to the test blueprint/content outline which requires a review of the item pool to ensure that items are accurately coded to the appropriate content domains and sub-domains. 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. Measure Learning loads new classification system in item bank software, assembles panelist access, creates assignments, prepares instructional materials, facilitates a web-based training meeting, manages project, and provides final project report.

## **h) Passing Point Determination (Standard Setting)**

Meazure Learning prepares materials for a 2-2.5-day (or remote equivalent) standard setting study including: training materials, data collection tools, data analysis model, SME demographics and acknowledgments, evaluation survey, reference form identification, item stat import (as appropriate), rating activity set-up and draft communications for SME panelists. Panelists may be asked to assemble performance level descriptors in advance of the meeting that will be utilized in a group review.

Meazure Learning covers training, performance descriptions and characteristics of the minimally qualified candidate population, practice and rating reviews, up to three rounds (if warranted) of ratings, panel discussions, and panel recommendations.

Meazure Learning collects and analyzes data of SME panelist ratings and provides panel members with results (passing standard based on quantified data) and impact data (as available).

Meazure Learning drafts a memo outlining the panel recommendation for NPCP to review and present to the NPCP Board for final approval.

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.

## **i) Exam Statistics**

Annual Technical Report - Meazure Learning psychometrician prepares the annual technical report. The report shall include, but is not limited to candidate volume, attempt (first time vs repeat), pass rates (first attempt, repeat, modality), summary statistics (mean, SD, reliability, consistency), program (s) narrative(s), development activities, historical data (as appropriate), appropriate tables and/or graphs, summary, and recommendations. Upon receipt of the annual report, 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 a majority vote of the Board.

## **j) 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.

## **k) Item Writing**

Meazure Learning conducts an item inventory of the current item bank (as needed), prepares instructional materials, reviews current client style guide (if available), prepares communications for schedules, creates draft assignments, and creates SME set-ups and needed cycles in item authoring and review software.

Meazure Learning facilitates a 2-day virtual meeting. Item writers receive training on best practices in item development, style and item format options, and the use of the Meazure Learning item authoring and review software. All authorized participants will receive credentials to access the software during the meeting.

Meazure Learning conducts best practice, professional editorial reviews, and provides project report to NPCP summarizing outcomes of the item development and review processes. 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 Review**

After completion of item development activities, Meazure Learning will facilitate an expert item review (up to 8-hours) with the NPCP-assigned review committee. The review will focus on content details, item structure and form, key validation, and adherence to the NPCP style guide.

Meazure Learning provides a report to NPCP summarizing the outcomes of the item review project.

### **Item Pretesting**

1. 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).
2. 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.
3. Pre-test items are randomly placed throughout the examination and, from an examinee perspective, are indistinguishable from scored items.
4. Each exam form contains 25 pre-test items.
5. Item pre-testing allows NPCP to build a robust bank of items with acceptable statistical properties for use in scored positions on future forms.

#### **1. Form Assembly**

Using NPCP test specifications, Meazure Learning identifies the scored and pre-test (as indicated) items set(s) available and assembles draft test form(s) meeting all content and statistical specifications as

outlined. (assumes 100 scored and two, 25-item field test blocks), Editorial review + publication). Pretest items with acceptable statistical properties are considered for inclusion on the new test form.

### **NCPT Item Analysis**

Meazure Learning prepares materials for key verification (statistical flags, notes, content review). NPCP may request a scheduled meeting (up to 2 hours) facilitated by Meazure Learning to present flagged items to subject matter experts. Meazure Learning records final decisions (key change, item removal). Meazure Learning completes form adjustments, conducts final scoring, all QA, and confirms re-scoring is correct. Meazure Learning creates a project report document in compliance with NCCA standards for NPCP program documentation.

## **2. Exam Equivalence**

Test Administration company 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 that meet industry standards
- 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.

## **l) 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.

In cases of possible conflict of interest, individuals are required to recuse themselves from certain tasks, discussions, or decisions. However, this will not prohibit their overall capacity to serve.

## **m) 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 NCPT and NPCP- PMC Certification

### n) Eligibility requirements for teachers of comprehensive Pilates - NCPT

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.

### o) Eligibility requirements for teachers of Mat Pilates - NPCP-PMC

Candidates for Pilates MAT certification must meet the following requirements:

- 18 years of age
- Successful completion of Pilates Mat teacher education based on Return to Life, including all necessary coursework, assignments, assessments, and exams

This education must be a minimum of 100 hours, may be live or live virtual, and must include the following within the curriculum:

- Lectures:
  1. History of Pilates Method
  2. 34 established Pilates Mat Exercises
  3. Anatomy
- Modifications, contraindications, progressions, and cueing
- Observation hours (student observes an experienced teacher)
- Practice Teaching (under the guidance of an experienced teacher)
- Self-Practice hours
- Exams required by the school or mentor

Verification of training 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.

## **p) 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 required 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 for NCPT Certification is \$295
- The application fee for NPCP-PMC Certification is \$225

These include 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.

Application fees are non-refundable.

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

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

## **q) Application submission and exam scheduling for computer-based testing and online proctored testing**

Measured Learning is the test administration company that administers all exams for the NPCP.

- Applications for certification are online and available on the NPCP website [www.natpcp.org](http://www.natpcp.org). Candidates will be required to create an account with username and password.
- Once signed in, candidates will be prompted to choose between going to a testing center and testing remotely.
- Submission of the online application requires payment. Once payment is processed, the candidate will receive a confirmation email with receipt for payment, and the application is sent for review.
- Candidates are notified of application status via email within 24 to 48 hours of submission.
- Approved candidates will receive a link to schedule their exam. Scheduling is available 24 hours a day.
- Candidates may schedule their exam at a later date, but testing must be completed within 3 months (90 days) of application submission.

## r) Rescheduling or canceling an 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://npcp.ysasecure.com>. For scheduling assistance candidates may contact Measure Support Team: Phone number: 1-855-772-8678, Option 1; Email: [testingsupport@meazurelearning.com](mailto:testingsupport@meazurelearning.com)

- 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 [matcertification@natpcp.org](mailto:matcertification@natpcp.org) for NPCP-PMC or [certification@natpcp.org](mailto:certification@natpcp.org) for NCPT.
- For questions regarding the application process, please contact: [matcertification@natpcp.org](mailto:matcertification@natpcp.org) for NPCP-PMC or [certification@natpcp.org](mailto:certification@natpcp.org) for NCPT.

**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.

## s) Eligibility review / auditing

The NPCP monitors candidate compliance with established certification requirements through the review of all initial applications. The NPCP will verify proof of age and the required training for eligibility.

The NPCP will verify proof of age and required training.

- The NPCP will contact the candidate for a copy of any non-expired government-issued photo ID form of identification that confirms the date of birth
- The NPCP will contact the school or mentor identified on the application to confirm that the candidate has completed the training eligibility

Candidates will be alerted of application status via email within 24 to 48 hours after payment submission.

- If the candidate is deemed ineligible during the review, the candidate will be notified by email
- 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, the candidate must re-apply and pay the required fees to be reconsidered

## t) Appeals

Candidates desiring to appeal the results of a review 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 Manager who will notify the candidate of the decision. Decisions regarding candidate appeals are final.

## Article 4. Taking the Exam

NPCP Certification exams are multiple-choice. The exams are administered:

- At testing centers on a computer with a live proctor
- Online, with virtual proctoring

Candidates are allowed (3) hours to complete the **NCPT** exam and (2.5) hours to complete the **NPCP-PMC** exam.

Candidates must provide photo identification with signature. Acceptable forms of identification include driver's licenses, passports, and government issued identification cards. All forms of identification must be in Latin script.

### **Prohibited 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
- Hats, hoods, or other headgear
- Coats and jackets (sweaters and sweatshirts without pockets or hoods are permitted)
- Weapons of any kind

### **Candidates are allowed:**

- ONE 5-minute washroom break
- Direct translation dictionary book
- Water bottle
- Earplugs are allowed (noise canceling only)

### **For Testing Center Exams:**

#### **Day of exam:**

- Arrive at the exam center at least 30 minutes early

#### **Bring:**

- A non-expired government-issued photo ID
- Copy of confirmation letter
- A beverage. No food is allowed

- Earplugs are allowed (noise canceling only)
- Candidates are allowed to use direct translation dictionary

### **Exam administration requirements for Testing Center 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

### **For Remote Proctored Exams:**

#### **Technology requirements:**

- Candidates are asked to test their computer by logging into their ProctorU account here and click the button that says, "Test Your Equipment".
- Candidates must ensure their device (computer) is fully charged or plugged in to avoid any interruptions during the exam. It is the candidate’s responsibility to have a functioning device, and if any issues arise, retaking the exam will be necessary.
- A functioning microphone (some web cameras have them built-in); the microphone should not be part of headphones.
- A compatible browser: Guardian (If applicable), Google Chrome, or Mozilla Firefox
- If you are using a work-issued device, Admin access is required to download
- Use the ‘Test It Out’ button on exam page
- Disconnect any dual monitors. Only one screen is permitted on exam day
- Review the equipment requirements.
- Install Google Chrome
- Disable the pop-up blocker
- Make sure to download the Guardian Browser. \*Meazure Learning highly recommends downloading the secure browser in advance of testing session
- For additional preparedness, review the Remote Proctoring FAQ Page regarding remote proctoring and preparedness for exam day.

#### **List of technology not currently supported by ProctorU:**

- Connecting from within a virtual machine. You will be asked to reconnect using your host operating system to take your exam

- Apple Boot Camp
- Remote Access Software
- Inactive Version of Windows and Test Builds/Test Mode
- Microsoft Edge browser
- Windows 10 and 11 in S mode or Surface RT
- Linux operating systems
- Google Chromebooks (with Guardian Browser)
- Google Chromebooks for Live+ or Review+
- Tablets (Nexus, iPad, Tab, Note, etc.)
- Smartphones

### **Highly recommended before exam day**

- Login to your candidate portal and try the Platform Tutorial
- The tutorial is designed to help you get familiar with the exam software. Try it as many times as you'd like.

### **Day of exam:**

- Candidates are asked to be at their computer 30 minutes prior to their scheduled start time.
- Bring a non-expired government-issued photo ID
- Have their cell phone
- Must test on a hard surface like a desk or table
- Remove any notes, books, and electronic devices from desk
- If possible, position desk with a closed door behind
- Ensure room is private and free of distractions
- No watches
- Headphones are not permitted
- Candidates are allowed to use direct translation dictionary book

### **Launch exam:**

- Login to your candidate portal
- Click the 'Launch Exam' button at your exam time
- You will be redirected to the ProctorU platform
- You will be connected to a proctor within 15 minutes
- Your proctor will walk you through a series of steps outlined in this video. \*You need to be logged in to watch it
- This process does not count toward your exam time

### **Best practices:**

- Download the Guardian Browser before exam day
- Candidates should restart their computers before the exam to ensure all unpermitted applications are closed and to free up space on their computers.
- If possible, use a hardwired internet connection and ensure laptops are plugged into a power source

### **Exam features:**

- Candidates will have access to an online notepad during the exam

- For technical assistance on exam day, candidates may use the “Need Help? Chat Now!” chat box. The chat box will appear in different locations depending on device that’s being used. We recommend watching this video demonstrating how the chat box will pop up once installed.
- Candidates will be able to Chat in BOTH English and Spanish with their Proctor through the Chat feature. They will be able to toggle between English and Spanish during the exam.

**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, mouth covering, etc.
- The proctor will be able to speak with the candidate when necessary (in the event of an incident) but the candidate will not be able to view the proctor at any point in time.

NOTE: “webcam view” and “screen” will be recorded throughout the duration of an exam.

**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.

**u) 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 for the NCPT exam and 58 out of 75 scored items for the NPCP-PMC exam.

- Examination results 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.

## **v) 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 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.

## **w) 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.

## **x) 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. NPCP will make scheduling arrangements for the candidate.
3. NPCP will work with candidate to find a date, time, location where the special accommodation is available.

## **y) 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:

NCPT (Pilates Comprehensive):

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

NPCP-PMC (Pilates Mat):

- Pilates Mat Exam Study Guide
- Return to Life by Joseph Pilates

All three texts are available on [Amazon.com](http://Amazon.com).

## **z) 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.
- Non-compliance with the Code of Ethics and Scope of Practice.

## 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 on the NPCP’s online application.

### **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 testing center.

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 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**

The NPCP Board has determined that 2 years is an appropriate cycle for renewal of credentials. Continuing education requirements for renewal are as follows: 16 CECs for the NCPT and 8 CECs for NPCP-PMC. This training ensures 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 16/8 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 12months, 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.

<b>Category</b>	<b>Max number of CECs</b>
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 NPCP certified teacher, 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 (pre-recorded, live or distance learning)
- Approved workshops are determined to be either Pilates content or Complementary content
- 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 Directors 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**

## h) 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.

Live Workshops		Distance Workshops		Conference Workshops	
CEC Count	Price	Workshop	Price	Workshop Count	
1 - 3 CECs	\$30	Each Workshop	\$100	1 - 20 Workshops	\$300
4 - 8 CECs	\$60			21 - 40 Workshops	\$500
9+ CECs	\$80			41+ Workshops	\$600

Distance learning: online, prerecorded workshops

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.

## i) 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.

## **j) 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

## **k) 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).

## **l) 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.

## **m) 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 admin@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:

### 1. Code of Ethics

All NPCP Certified Pilates Teachers shall abide by the following Code of Ethics.

1. Do no harm
  - a) Ensure safe physical environments for teaching Pilates.
  - b) Stop Pilates session if a client exhibits any symptoms of a life-threatening event such as a stroke or cardiac event, e.g., chest pain, prolonged dizziness, rapid heart rate, shortness of breath, decreased coordination, fainting, nausea, blurred vision, unusual and/or increasing pain.
  - c) Maintain professional boundaries, including appropriate physical contact.
  - d) Avoid financial and sexual exploitation.
  - e) Ensure the welfare of others against verbal, physical, or emotional abuse.
  - f) Do not misrepresent professional credentials, skills, training, or identity.
  - g) Do not teach if you or your client are physically, mentally, or emotionally impaired to the extent that it could cause harm.
2. Act respectfully toward ALL persons
  - a) Engage in ongoing examination of teaching practices and interpersonal communications to ensure an inclusive, welcoming, and supportive class environment for diverse individuals.
  - b) When teaching Pilates, do not speak poorly of other health, fitness, or wellness modalities.
3. Continuing Education
  - a) Continue gaining educational experiences to enhance skills and knowledge. b. Stay abreast of developments in the Pilates field.
4. Professional accountability and boundaries (including legal obligations)
  - a) Ensure the confidentiality of client information and disclose only to appropriate authorities as required by law.
  - b) Remain within the NPCP Scope of Practice and consult and refer to other healthcare professionals as appropriate.
  - c) Do not exploit persons over whom you have supervisory, evaluative, or other authority.

- d) Do not place profits above quality of teaching or client safety.
- e) Comply with applicable laws and regulations where you practice.
- f) Maintain records such as attendance, intake forms, informed consent, session notes, etc. as appropriate to or required by the particular teaching setting.
- g) Maintain appropriate insurance (liability and business).
- h) Maintain health and safety protocols specific to the place of work e.g., CPR, AED, and other safety- related requirements.
- i) Fully disclose any financial interest they have in products or services that they recommend.

## **2. Scope of Practice**

All NPCP Certified Pilates Teachers must work within the Scope of Practice outlined below.

1. Design Pilates exercise programs according to an individual's needs.
2. Recognize conditions that would prevent 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, when applicable.
6. Request permission to touch clients and use appropriate touch to facilitate movement, position the client, and prevent injury.

The following is beyond the scope of practice of a Pilates Teacher

1. "Diagnose" a client with any medical, mental, or physical condition.
2. Teach Pilates to a client with a medical condition beyond your knowledge.
3. Recommend nutritional advice, products, or supplements.
3. Prescribe or claim to treat, rehabilitate, cure, or heal an injury or disease.
5. Offer psychological counseling.
4. Offer services beyond the limits of your credentials.

## **3. 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.

#### **4. 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.

## **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 Executive Director 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 Coordinator, and Certification Coordinator 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. 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.

#### **n) Oversight of test administration company**

The smooth functioning of the 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.

The Measure Account Director meets weekly with the NPCP team to review any issues that need addressing.