CPT Frequently Asked Questions

To see the TOP 10 FAQ’s Video, click HERE

CERTIFICATION TIMELINES

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

You must take the Final exam within 180 days of the date you open the course. Up to three (3), sixty (60) day extensions may be purchased extending the time to a maximum of one year. You may apply for and pay for extensions directly on your course page below the timeline. Please refer to the CPT Exam Candidate Handbook for complete details.

Why does the timer on my course say I have 120 days?

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

What if I go beyond 180 days?

Up to three (3), sixty (60) day extensions may be purchased, extending the final exam up to one year from purchase. You may apply for and pay for extensions directly on your course page below the timeline. Please refer to the CPT Exam Candidate Handbook for complete details.

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

If you haven’t taken the exam within 365 days (one year), you may purchase our “Exam Only” option for $199. This option is for the NCCA exam at a testing center. Please refer to the CPT Exam Candidate Handbook for complete details.

CERTIFICATION EXAM

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

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

How many times can I take the Practice Exam?

Unlimited attempts until you have passed the final exam.

Can I purchase the exam only?

If you feel you have the necessary education to pass the PTA Global NCCA Accredited Certification Exam, you may purchase the “Exam Only” for $199.
I purchased the NCCA exam only option. How much time do I have to take the exam?

When the exam only option is purchased, you have sixty (60) days after clicking the “Schedule Final Exam” button.

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

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

The non-NCCA exam is a different exam and is taken at your computer on the PTA Global website and is for our international candidates. It is generally proctored by our international distributors. This is not the exam that is recommended for trainers in the USA and Canada.

Where are the NCCA exam testing centers located?

Testing centers can be found using the exam center search function on the Pearson Vue/PTA Global website (right side) found HERE.

How do I register for the NCCA testing center exam?

Once you click on “Schedule Final Exam,” your information will be sent to our test center, Pearson Vue. They will send you an email within 24 hours with detailed instructions for creating your online account and scheduling your exam.

The Pearson Vue registration link asked for my PTAG Student ID number. What is that?

Your PTAG ID number can be found near your name at the top of your PTAG profile page.

What if I am not near a testing location?

The NCCA exam MUST be taken at a testing center.

What do I need to take to the testing center?

You must have a valid government-issued photo identification with photograph and signature The identification requirements can be found HERE. Also required is a current CPR/AED certificate which includes hands-on training from an organization as described in our CPT Exam Candidate Handbook. If you do not have BOTH of these documents, you will be denied admission and it will be counted as a “fail,” requiring the purchase of a retest.

What if I miss my appointment at the testing center?

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

Can exam dates be changed?

Exam Candidates may change their scheduled exam date with Pearson Vue at least 48 hours in advance.
How do I best prepare for the exam?

The best way to prepare for the exam is to review the Exam Specifications and review all material within manual, videos and study guide related to these specifications. It is also suggested you take the practice exam on the PTA Global website over and over until consistently scoring at least 80%. A consistent score of over 90% is even better. The practice exam questions are not the same as the test center questions, so please make sure you review the course material. The exam question breakdown by topic for the Certified Personal Trainer course can be found in our Exam Specifications document and CPT Exam Candidate Handbook. The exam question breakdown by topic for the Certificate in Personal Training (non-NCCA) course can be found in our Certificate Exam Candidate Handbook.

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

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

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

The PTA Global online exam has 100 questions that are randomly pulled from a bank of over 700 questions. The exam question breakdown is random among each topic and can be found in our Certificate Exam Candidate Handbook.

What is the passing score for the CPT exam?

The passing score for both the testing center and online versions is 70%.

What if I fail the exam at the testing center?

If you score less than 70% at the testing center, you will need to purchase a retest. You may take the second exam after a one-week wait. If you fail a second time, the third attempt requires a 30-day wait before testing again. The retest can be purchased using the CPT Exam Retest Request and emailing to info@ptaglobal.com.

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

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

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

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

Who do I contact with questions regarding my CPT exam?

You can contact info@ptaglobal.com with general questions, certificationboard@ptaglobal.com with CPT exam and recertification questions and certificate@ptaglobal.com for questions about the Certificate in Personal Training (non-NCCA).
RECERTIFICATION

How long is my Personal Training certificate good for?

Once you have successfully passed the final exam, whether it’s the testing center exam (NCCA), or our website-based version (international), the certificate is good for 24 months, or two years. You must complete the required CEC’s and submit a renewal application prior to expiration. This information can be found in detail in our CPT Exam Candidate Handbook and our Certificate Exam Candidate Handbook. The renewal process is automated, and you will see prompts and instruction on your education page. Questions regarding NCCA recertification can be directed to certificationboard@ptaglobal.com, and for the non-NCCA Certificate renewal, certificate@ptaglobal.com.

How do I add CEC's to my profile?

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

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

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

How many CEC’s do I need to recertify?

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

How do I recertify?

In order to recertify for either the NCCA or the non-NCCA versions of our CPT certificate, you must complete 20 CEC’s and have a valid CPR/AED certificate as explained in our CPT Exam Candidate Handbook, and our Certificate Exam Candidate Handbook. Both courses require that you submit a Recertification Application Packet using the online renewal feature on your education page.

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

If you have not completed your CEC’s and/or submitted a renewal request within the 24 months, a one-time 90-day extension can be obtained using the online renewal feature. If it has been more than 90 days since CPT expiration, but less than one year, you must complete the Recertification Restoration Application. The renewal process is totally automated within your PTAG education page.

Who do I contact with renewal questions?

Questions regarding CPT recertification can be directed to certificationboard@ptaglobal.com, and for the Certificate renewal, certificate@ptaglobal.com.
ADMINISTRATIVE QUESTIONS

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

Please contact info@ptaglobal.com

What if I accidentally purchase the wrong course?

Please contact info@ptaglobal.com

Can I transfer my purchased course to another person?

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

Are there refunds on course purchases?

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

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

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

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

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

Yes! Our customer support team is available Mon-Fri, 8:30a-5p PT at (877) 647-0690 and happy to assist you in any way we can.