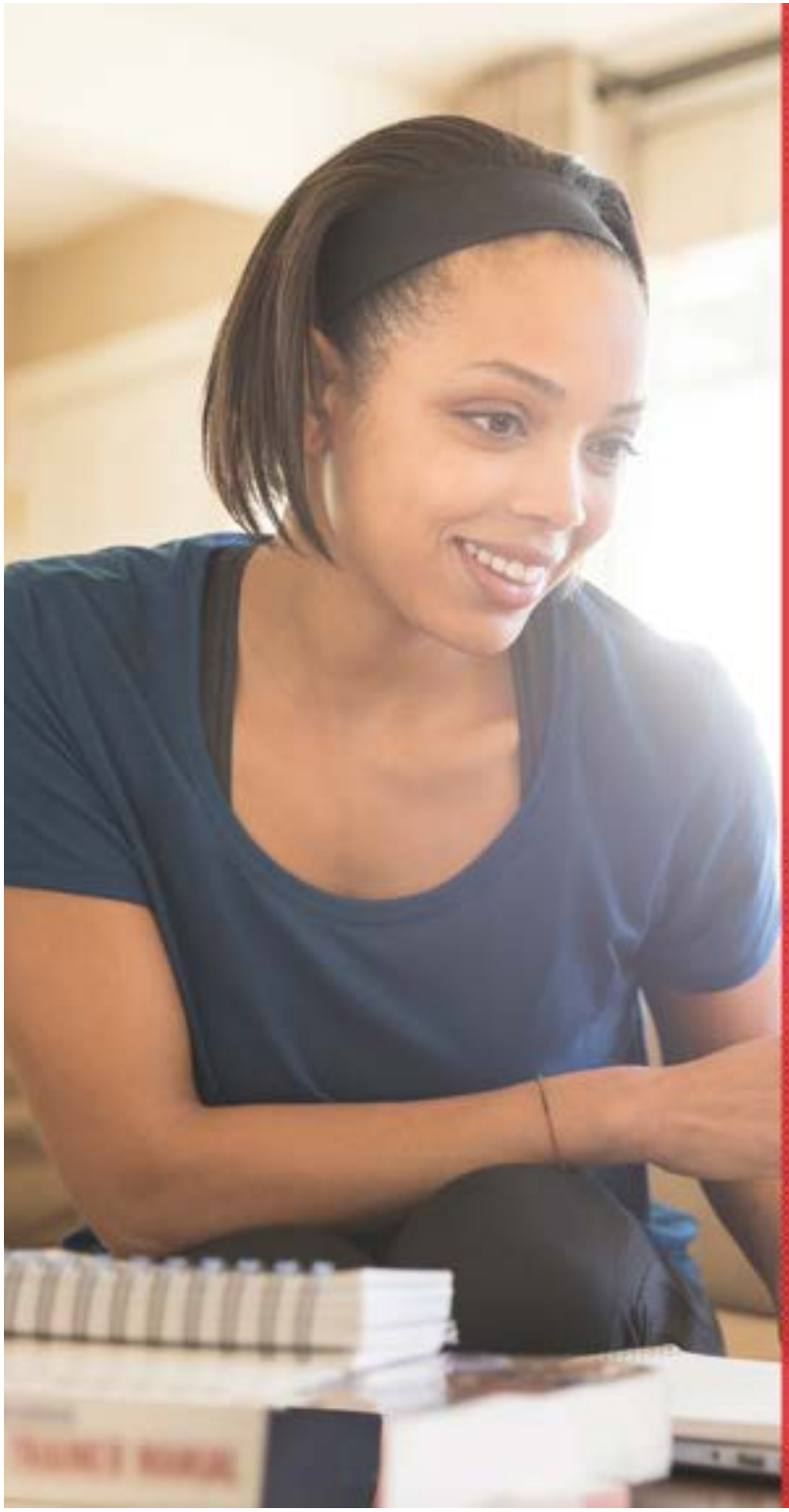

American Council on Exercise®

# Certification and Recertification Handbook

GETTING PEOPLE MOVING

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# Requirements and processes necessary to earn and maintain ACE Certifications

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# Introduction

**77,000**
**PROFESSIONALS**

**89,000**
**ACE CREDENTIALS**

**FOUNDED IN 1985,** the American Council on Exercise (ACE) is a nonprofit organization committed to America's health and well-being. Over the past 40 years, we have become an established resource for health and exercise professionals and the public, providing comprehensive, unbiased research and validating ourselves as the country's trusted authority on health and fitness.

Today, ACE is the largest nonprofit health and fitness certification, education, and training organization in the world, with more than 77,000 credentialed professionals who hold approximately 89,000 ACE credentials. With a long heritage in certification, education, training, and public outreach, we are among the most respected organizations in the industry and a resource the public has come to trust for health and fitness education.

This *ACE Certification and Recertification Handbook* covers the requirements and processes necessary to earn and maintain ACE Certifications.

# ACE Certification Programs

The American Council on Exercise has four core certification programs for exercise professionals and health coaches, each with a unique population and/or programming focus. Each ACE Certification is evaluated on a regular basis to ensure that it is up-to-date with the most current research and standards. Assessments for each certification program are also updated on a regular basis, and are designed to assess if candidates meet the established level of minimum competence to safely practice within the scope of practice of the specified certification.

## ACE PERSONAL TRAINER CERTIFICATION

The ACE Personal Trainer Certification is awarded to health and exercise professionals who are qualified to provide one-on-one and small-group training to individuals who are apparently healthy or have medical clearance to exercise. ACE Certified Personal Trainers help individuals set and achieve client-centered health, fitness, and well-being goals and then achieve those goals by designing, implementing, and modifying individualized exercise programs delivered in-person or virtually. ACE Certified Personal Trainers foster relationships with a diverse group of clients in a variety of settings and coach clients through health-related behavior changes that enhance program outcomes.

## ACE GROUP FITNESS INSTRUCTOR CERTIFICATION

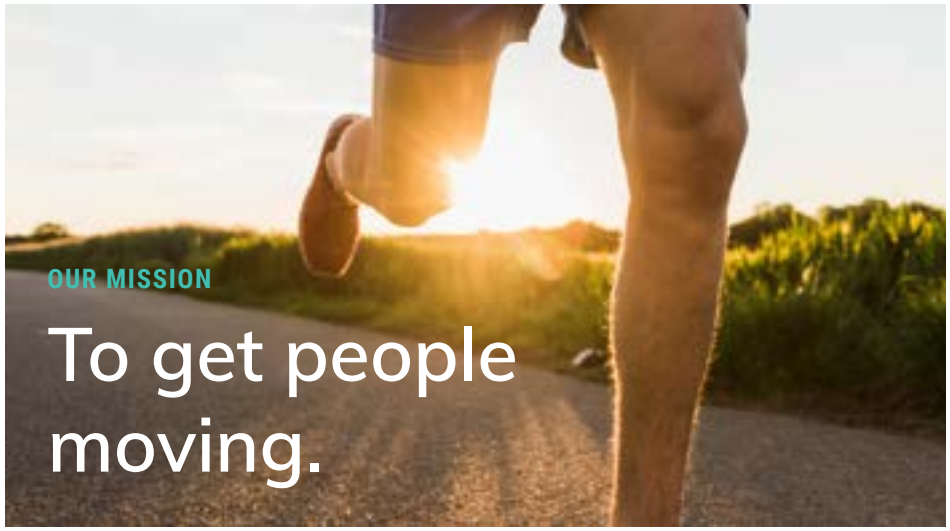
The ACE Group Fitness Instructor Certification is awarded to health and exercise professionals who are qualified to teach any form of exercise to apparently healthy individuals in a group setting. ACE Certified Group Fitness Instructors prepare and lead safe, effective, and enjoyable fitness classes to promote and support a healthy, active lifestyle. ACE Certified Group Fitness Instructors motivate and lead by using teaching techniques suitable for multiple stages and styles of learning, and adapt workouts based on the diverse needs of class participants.

## ACE HEALTH COACH CERTIFICATION

The ACE Health Coach Certification is awarded to health, exercise, wellness, and healthcare professionals who are qualified to provide coaching services to individuals and groups in a variety of settings, both in-person and virtual. ACE Certified Health Coaches serve an integral role in the healthcare continuum by utilizing evidence-based coaching skills to facilitate client health and well-being, in both one-on-one and group settings, by promoting a client-centered approach to health, wellness, and physical activity in order to support sustainable behavior change. ACE Certified Health Coaches are skilled in collaborating with clients to develop and implement personalized health and wellness plans to meet the diverse needs of healthy clients, as well as clients with acute and chronic conditions.

## ACE MEDICAL EXERCISE SPECIALIST CERTIFICATION

The ACE Medical Exercise Specialist Certification is awarded to advanced health and exercise professionals who are qualified to provide evidence-based health, exercise, and lifestyle programming for individuals who are at risk for, living with, or recovering from a variety of diseases, disorders, and conditions. ACE Certified Medical Exercise Specialists serve an integral role in the healthcare continuum, often working as part of a healthcare team in hospitals and medical fitness centers, providing both in-person and virtual training to individuals and small groups.



# Accreditation

## NCCA ACCREDITATION

ACE's four core certifications have been continuously accredited by the National Commission for Certifying Agencies (NCCA) since 2003. The NCCA, formed in 1977, is the accrediting body of the Institute for Credentialing Excellence (ICE), which was formerly known as the National Organization for Competency Assurance (NOCA). The NCCA is an independent non-governmental agency that accredits certification programs in a variety of professions, including athletic training, dietetics, occupational therapy, financial services, and fitness, to help ensure the health, welfare, and safety of the public. The NCCA reviews the certification organization's structure, governance, policies, procedures, protocols, and operations, and determines if the certification properly discriminates between those who are qualified and those who are not qualified to be awarded the respective credential. The NCCA evaluates the processes and systems used by an organization to identify professional role and scope of practice, develop and deliver exams, and provide candidates with equitable testing experiences to ensure the following:

+ That the examination process is fair and unbiased
+ That the examination accurately measures the minimal competence of the candidate for the profession
+ That the certification provides the public with clarity about qualified professionals to help them avoid hiring the services of unqualified or ineffective practitioners
+ That the organization has the means to support its certification programs

The NCCA has 23 Standards that a certification organization must meet and remain in compliance with in order to earn NCCA Accreditation. These NCCA Standards serve as a benchmark for how organizations should conduct certification programs.

For more information about the National Commission for Certifying Agencies, please go to the NCCA website: **www.credentialingexcellence.org/Accreditation**.

## *What does the NCCA accreditation standard mean to you as a health and exercise professional?*

The Health & Fitness Association (formerly IHRSA) and Medical Fitness Association (MFA) recommend that club owners and medical fitness facility operators hire exercise professionals with certifications that are accredited by the NCCA or an equivalent accrediting organization. The *Standards and Guidelines for the Accreditation of Educational Programs in Personal Fitness Training, Exercise Sciences, and Exercise Physiology*, established by the Committee on Accreditation for the Exercise Sciences (CoAES) of the Commission on Accreditation of Allied Health Education Programs (CAAHEP), include students' performance on a national credentialing examination accredited by the NCCA as one of the primary outcomes for earning education program accreditation from CAAHEP. In addition, the Coalition for the Registration of Exercise Professionals® (CREP®) is a 501(c)(6) corporation composed of organizations that offer NCCA-accredited certifications for exercise professionals. Exercise professionals certified by ACE and other CREP member organizations are listed on the United States Registry of Exercise Professionals (USREPS.org), the internationally recognized registry of exercise professionals in the United States. By earning an NCCA-accredited ACE Certification, health and exercise professionals demonstrate that they meet the qualifications to take a legitimate place in the healthcare continuum within their defined scope of practice. Earning and maintaining an NCCA-accredited certification confirms that you are qualified to work in the job role for which you are certified, giving you a competitive advantage when being considered as a candidate for employment.

## Statement of Nondiscrimination

ACE recognizes its responsibility to administer all of its policies in a manner consistent with federal, state, and local laws and regulations. In particular, ACE recognizes that equal opportunity is fundamental to equality in all forms of human endeavor. Therefore, all administrative practices and procedures will be applied free of discrimination on the basis of race, creed, national origin or heritage, age, religion, sex, gender or gender expression or identity, sexual orientation, pregnancy, physical or mental disability, medical condition, ancestry, marital status, or service in the uniformed services.

## Equity, Diversity, and Inclusion Statement

As the American Council on Exercise (ACE), we actively pursue and promote equity, diversity, and inclusion within our organization and the health and fitness industry.

We proudly commit to bringing equity to the health and fitness landscape by working to ensure that everyone has equal access and opportunity to participate in the activities necessary to live an active, healthy life.

We celebrate the diversity of the inspiring individuals and communities we serve and have made it our mission to get ALL people moving and enjoying the benefits of an active, healthy life.

We champion inclusivity by encouraging and creating environments in which everyone—every age, race, cultural background, gender, sexual orientation, faith, socioeconomic status, education level, size, or physical or intellectual ability—feels welcome and accepted.

At ACE, we commit. We celebrate. We champion.

# Certification Exam Eligibility Criteria

**TO SIT FOR** an ACE Certification Exam, you must meet all eligibility requirements that have been established for that particular certification exam, as detailed on the next page. On the day of the exam, candidates must present a current government-issued ID with a photo and signature that matches the first and last name on their ACE registration.

# Eligibility Requirements

## ACE PERSONAL TRAINER, GROUP FITNESS INSTRUCTOR, AND HEALTH COACH CERTIFICATION EXAMS

+ You must be at least 18 years of age.
+ You must hold a current adult cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED) certificate with hands-on (in-person or virtual) skills check.*
+ You must have completed high school (or the equivalent).

## ACE MEDICAL EXERCISE SPECIALIST CERTIFICATION EXAM

+ You must be at least 18 years of age.
+ You must hold a current adult CPR and AED certificate with hands-on (in-person or virtual) skills check.*
+ You must submit supporting documentation for *each of the following:*
  - A four-year (bachelor's) degree in exercise science or a related field‡
  - 500 hours of work experience designing and implementing exercise programs for apparently healthy individuals and/or high-risk individuals, as documented by a qualified professional †

Medical Exercise Specialist eligibility documentation information can be found here: **ACEFitness.org/myace/exam-preapproval-mes**.

You may also contact the ACE Credentialing Department via email at Credentialing@ACEfitness.org for additional information regarding the pre-approval process for the ACE Medical Exercise Specialist certification exam.

For information regarding appeals for denied eligibility, refer to Appendix A.

** CPR and AED are both required in the U.S. and Canada. Candidates outside the U.S. and Canada are required to hold only current CPR due to differing laws regarding AED use by non-medical professionals in some countries. Candidates taking an ACE exam via computer-based testing must hold a current CPR/AED certificate prior to registration.*

*† Candidates for the ACE Medical Exercise Specialist exam must also submit documentation of their 500 hours of work experience prior to exam registration.*

# ACE Code of Ethics

The ACE Code of Ethics governs the ethical and professional conduct of ACE Certified Professionals when working with clients, the public, or other health and exercise professionals. Every individual who registers for an ACE Certification Exam must agree to uphold the ACE Code of Ethics throughout the exam process and as a professional, should they earn an ACE Certification. Exam candidates and ACE Certified Professionals must have a comprehensive understanding of the code and the consequences and potential public harm that can come from violating each of its principles. The ACE Code of Ethics reads as follows:

As an ACE Certified Professional, I am guided by the American Council on Exercise's principles of professional conduct whether I am working with clients, the public, or other health and exercise professionals. I promise to:

+ Provide safe and effective instruction
+ Provide equal and fair treatment to all clients
+ Stay up-to-date on the latest health and fitness research and understand its practical application
+ Maintain current CPR and AED certificates and knowledge of first-aid services
+ Comply with all applicable business, employment, and intellectual property laws
+ Uphold and enhance public appreciation and trust for the health and fitness industry
+ Maintain the confidentiality of all client information
+ Refer clients to more qualified health or medical professionals when appropriate
+ Establish and maintain clear professional boundaries

These principles of professional conduct make up the ACE Code of Ethics. During the exam registration process, candidates must affirm their agreement to uphold the ACE Code of Ethics throughout the ACE Certification process and in their professional work should they earn an ACE Certification.

# ACE Certification Exam Development

## ACE Credentialing Department

The ACE Credentialing Department has autonomy in its oversight of American Council on Exercise certification activities. This includes governance over exam development and administration, eligibility requirements to sit for and then earn an ACE Certification, issuance of certifications, criteria for maintaining ACE Certifications through enhanced continued competence, and developing and implementing disciplinary procedures.

The ACE Credentialing Department upholds ACE's established policies and procedures in maintaining the integrity of all examinations set in accordance with NCCA accreditation standards. ACE Certifications are awarded only to individuals who meet the eligibility requirements for the certification and then demonstrate that they meet or exceed the established level of professional competence by passing the certification examination.

Governance for ACE Certification program direction is provided by the ACE Certification Advisory Board, the ACE Board of Directors, and the ACE Executive Team. Under the direction of ACE's Chief Executive Officer, the ACE Director of Credentialing oversees all administrative acts of the ACE Credentialing Department, including management of all ACE meetings and processes focused on ACE Certifications, exam development, disciplinary committees, and management of ACE's business relationships with Meazure Learning, the testing service provider that ACE contracts for the development, delivery, scoring, validation, and security of all ACE Certification Examinations.

The ACE Credentialing Department functions to achieve the following professional objectives:

+ To create and publish standards, policies, and procedures for the development and administration of ACE Certification programs
+ To determine candidate eligibility criteria to sit for each ACE Certification Examination and for recertification
+ To establish policies, procedures, and requirements for continuing education and recertification for all ACE Certified Professionals
+ To confer recognition to individuals who successfully earn the ACE credential and who successfully complete the continuing education and recertification requirements established by ACE
+ To define the scope of practice for each ACE Certification
+ To develop standards for professional conduct, known as the ACE Code of Ethics, and implement procedures for addressing violations according to ACE's Professional Practices and Disciplinary Procedures (see Appendix B)
+ To uphold and promote the validity of the ACE credential to stakeholders
+ To comply with standards of, implement policies and programs for, and submit relevant certification and recertification information to regulatory bodies to support the validity and reliability of ACE credentials
+ To earn and maintain accreditation (e.g., NCCA, ISO/IEC 17024) for ACE's certification programs and secure recognition for ACE Certified Professionals from Registers of Exercise Professionals (e.g., USREPS and ICREPs) in the U.S. and abroad.
+ To acquire, develop, distribute, and maintain information relative to the certification functions of ACE

# Testing Service Provider

ACE utilizes the services of Meazure Learning to develop, administer, score, and report on all ACE Certification Exams. Meazure Learning offers comprehensive content services built on a history of developing quality high-stakes certification examinations for organizations that license or certify the expertise of professionals in various fields, including medical technology, engineering, athletic training, occupational therapy, and fitness. Their specific exam development services include:

+ Job/task analysis and role delineation studies
+ Development of test specifications
+ Content validation studies
+ Establishing cut score standards
+ Computerized item banking and examination production
+ Item writing (virtual and in-person) and exam assembly
+ Editorial and psychometric reviews
+ Delivery of exams in computer-based testing and live remote proctored formats
+ Proctor and exam site identification and training

Meazure Learning is located at the following physical address:

Meazure Learning
2200 Riverchase Center, Suite 600
Birmingham, AL. 35244
Phone: 1 (855) 772-8678
Web: **www.MeazureLearning.com**
Email: candidatesupport@MeazureLearning.com

Meazure Learning administers proctored certification and licensure examinations to candidates almost anywhere in the world at live site testing facilities and in homes via live remote proctored (LRP) exam administration offered via their ProctorU platform. Exam administration services provided include:

+ Establishing secure domestic and international test sites
+ Establishing secure LRP test administration partnerships and procedures
+ Hiring and training proctors
+ Adhering to Americans with Disabilities Act requirements for special-needs candidates
+ Providing exam registration services
+ Verifying candidate identification
+ Developing test administrator and proctor manuals
+ Scoring, equating, and scaling of examinations
+ Secure reporting of exam results to candidates
+ Secure storage of examination results and candidate information

Meazure Learning provides individual and aggregated score reports. Individual reports provide final scaled score, pass/fail status, and domain performance (percentage correct). Aggregated score analysis evaluates item performance, to help certification programs in identifying questions that continue to effectively measure knowledge and skills and those that merit retirement or rewriting. Scoring and reporting services include:

+ Scoring, scaling, and equating as appropriate for the certification program
+ Post-examination item analysis and summary statistics review
+ Generating customized score reports
+ Rescoring upon request
+ Preparing diagnostic reports

# Exam Development Procedures

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

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

ACE Certification Exams are developed using a six-point exam development process guided by standards accepted by the American Psychological Association, the American Educational Research Association, and the National Council on Measurement in Education. These steps are facilitated by the psychometric team at Meazure Learning and include:

+ *JOB ANALYSIS/ROLE DELINEATION:* A group of industry experts analyzes the specific job requirements in order to develop an outline of the tasks, knowledge, and skills required to perform the job effectively (e.g., group fitness instruction, personal training).
+ *VALIDATION STUDY:* A research survey is conducted to determine the validity of the job analysis. The survey is sent for validation to a large, random, national sample of health and exercise professionals who currently hold the certification for which the job analysis was conducted.
+ *ITEM DEVELOPMENT:* A national and representative panel of industry experts develops exam questions that are tied to exam specifications and referenced to acceptable texts or documents. Once completed, each exam item, or question, must be validated by three SMEs who were not involved in writing the question.
+ *EXAM ASSEMBLY AND VALIDATION:* The questions are reviewed, selected, and approved by an exam committee. The constructed exam is then forwarded to Meazure Learning for final editing.

+ *CUT SCORE DETERMINATION:* The passing score is determined as a standard for public protection. Each question is rated by a group of industry experts using criterion-referenced procedures. The experts estimate the percentage of minimally competent professionals that will answer each question correctly. The passing score is then calculated and based on the overall degree of difficulty.

+ *CONTINUAL EXAM EVALUATION:* Following an exam administration, there is a continual evaluation and analysis of each question to help ensure validity. If a question is determined to be flawed, it is reworked or replaced. Exam questions and exam forms will also be retired once they have had significant exposure in terms of exam candidates.

A new exam development process begins approximately every five years, starting with a new job analysis/role delineation. All ACE Certification programs adhere to the *Standards for the Accreditation of Certification Programs* from the (NCCA).

# ACE Certification Committees

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

# Objectivity in Exam Development

ACE recognizes that equal opportunity is fundamental to equality in all forms of human endeavor. Therefore, all administrative practices and procedures will be nondiscriminatory on the basis of race, creed, national origin or heritage, age, religion, sex, gender or gender expression or identity, sexual orientation, pregnancy, physical or mental disability, medical condition, ancestry, marital status, or service in the uniformed services. This includes all certification and exam development activities.

ACE SMEs go through training at the beginning of each certification committee meeting and before virtual item writing to ensure that the objectives of the meeting are understood and that the panel understands the target population of the certification examination. One key element that is part of the instructions for ACE Certification Committee meetings, covered collaboratively by the ACE Director of Credentialing and the Meazure Learning Psychometric Team, is to instruct SMEs that all ACE Certification Exam questions should be unbiased and objective. This includes avoiding any gender, age, ethnicity, geography, or other biases in exam items developed, edited, and included on ACE Certification Exam forms. ACE does allow for exam questions to include gender or age information when that information is critical for candidates to be able to differentiate between correct and incorrect responses. Examples of these exceptions include risk-factor guidelines that differ for men and women, and exercise programming guidelines that differ for certain age groups, such as youth.

# Security

Disclosure of examination content or information to persons outside of the exam development committees is prohibited and constitutes a breach of security, compromising and invalidating the examination and certification in question. All exam development members are required to sign non-disclosure agreements prior to participation, agreeing to abide to security procedures established by ACE and the psychometric staff to prevent compromise of any examination. All documents created during exam development meetings are shredded upon conclusion of the meeting by the ACE Director of Credentialing and Meazure Learning Psychometric Project Manager.

# Earning an ACE Certification

**IN ORDER TO EARN** an ACE Certification, candidates must first meet the eligibility requirements, and then must register for and pass the certification examination. ACE will not grant a certification to any individual based on education and/or experience, as all ACE Certifications must be earned. ACE Certifications are valid for two years, and must be renewed through submission of 20 hours or more of ACE-approved continuing education, current cardiopulmonary resuscitation/automated external defibrillator (CPR/AED) certificate, and applicable renewal fees. One hour (0.1 CEC) of continuing education completed must be from the Professional Conduct and Ethics category. Information regarding ACE Certification Exams, including eligibility criteria, registration, format, design, administration, scoring, passing criteria, professional code of conduct, and maintaining an ACE Certification can be found in the sections that follow.

# ACE Certified Professionals

ACE Certifications are valid for two years and must be renewed through continuing education. The numbers below represent the total number of current ACE Certified Professionals as of December 31, 2025:

| ACE CERTIFICATION | CURRENTLY CERTIFIED AS OF 12/31/2025 |
|---|---|
| Personal Trainer | 47,355 |
| Group Fitness Instructor | 20,422 |
| Health Coach | 5,587 |
| Medical Exercise Specialist | 795 |

# ACE Certification Exams

All four ACE Certification programs have competency-based assessments comprised of multiple-choice exams, with 125 scored items and 25 experimental items that make up the entire credentialing exam. Candidates are given three hours to complete an ACE multiple-choice exam for any of the four ACE Certification programs.

ACE employs Meazure Learning, a full-service, third-party testing company, to ensure that ACE Certifications adhere to national testing standards. ACE Certification Exams are developed by committees of working health and exercise professionals who have been identified as Subject Matter Experts (SMEs) for that particular ACE Certification program. Each multiple-choice question that is developed must be referenced to an appropriate text or resource, such as ACE or other exercise science–related manuals, and current industry standards, guidelines, and position papers (e.g., ACSM, AHA, ACOG, and USDA). Each multiple-choice question is written by at least one SME, and then reviewed and validated by a minimum of three more SMEs to ensure that each question is objective, clear, fair, current, maps to the exam content outline, and has only one clearly correct answer (response) and three incorrect responses.

# Exam Content Outlines

ACE uses competency-based examinations to assess if candidates meet the established level of competence to earn the specific ACE Certification. All ACE Certification Exams are comprised of 150 multiple-choice questions, with 125 scored and 25 experimental questions. The 25 experimental questions are not included in the candidate's score, as they are being evaluated to determine if they perform well enough statistically to be introduced as scored items on a future exam. Only the 125 scored items count toward a candidate's finals score that determines if the candidate passed or failed the exam. The 125 scored items are distributed according to the test specifications, called the exam content outline, for the specific certification program.

The ACE Personal Trainer and ACE Group Fitness Instructor Certification Exams include video-based questions designed to evaluate practical skills related to assessing human movements and common exercise techniques, and then making appropriate decisions to continue or modify exercises based on observed movements. Each video-based question is comprised of one brief video (with no audio) of a person performing a common exercise movement followed by a multiple-choice question that candidates must answer based on the observed movement. Video-based questions make up approximately 10% of the questions on each ACE Personal Trainer and ACE Group Fitness Instructor Certification Exam.

Exam content outlines for ACE Certification programs are updated each time that ACE conducts a role delineation study for the certification program, which occurs on a five-year rotating basis for the ACE Personal Trainer, Group Fitness Instructor, and Health Coach Certification programs and every five to seven years for the ACE Medical Exercise Specialist Certification program. This is a critical step to ensure that professional certification programs stay relevant and current, with examinations that reflect the composition and focus as established and validated through the role delineation study.

Exam content outlines serve as blueprints for the development of each exam for a given certification program. ACE exam content outlines are typically divided into major areas of responsibility called Domains. Each Domain represents a logical grouping of Task Statements that detail the job-related functions under each domain. Each Task Statement has associated knowledge and skills deemed necessary to perform the task in a practical setting.

Detailed exam content outlines with complete knowledge and skill statements for each ACE Certification program can be found at: **ACEfitness.org/fitness-certifications/certification-exam-content**.

# Study Materials and Resources

ACE produces manuals and associated study materials for each ACE Certification program. These manuals are produced first and foremost as resources to help candidates prepare for professions in health and fitness. While these materials also help candidates prepare for the corresponding ACE Certification Exam, it is critical that candidates view these study materials as helpful resources rather than the sole authority for a particular profession or examination. Please note that ACE study materials are optional. Purchasing ACE study materials is not required to register for or pass an ACE Certification Exam. Candidates do themselves and the industry a disservice if they believe that studying an ACE textbook alone is a comprehensive resource for their health and fitness knowledge and their career.

ACE has free online resources available to help candidates with questions as they prepare for their ACE Certification Exam. These free resources are produced by ACE Study Coaches and include common study questions, video demonstrations and lectures, exercise library, exam prep blogs, and Facebook groups. ACE Study Coaches have no involvement in the development and delivery of ACE Certification Exams; however, they are ACE Certified Professionals who have experience working in the field and helping individuals to prepare for and advance their careers as exercise professionals and health coaches. You can access these free resources by visiting ACE Answers at **ACEfitness.org/fitness-certifications/ace-answers/.**

## Suggested Reading

### PERSONAL TRAINER CERTIFICATION

American College of Sports Medicine (2017). *ACSM's Resources for the Personal Trainer* (6th ed.). Philadelphia: Wolters Kluwer/ Lippincott Williams & Wilkins.

American Council on Exercise (2020). *The Exercise Professional's Guide to Personal Training.* San Diego: American Council on Exercise.

National Strength and Conditioning Association (2022). *NSCA's Essentials of Personal Training* (3rd ed.). Champaign, Ill.: Human Kinetics.

### GROUP FITNESS INSTRUCTOR CERTIFICATION

American Council on Exercise (2023). *The Exercise Professional's Guide to Group Fitness Instruction.* San Diego: American Council on Exercise.

American College of Sports Medicine (2022). *ACSM's Resources for the Group Exercise Instructor (2nd ed.).* Philadelphia: Wolters Kluwer.

Yoke, M. & Kennedy-Armbruster, C. (2020). *Methods of Group Fitness Instruction* (4th ed.). Champaign, Ill: Human Kinetics.

### HEALTH COACH CERTIFICATION

American Council on Exercise (2019). *The Professional's Guide to Health and Wellness Coaching.* San Diego: American Council on Exercise.

Brehm, B. (2014). *Psychology of Health and Fitness.* Philadelphia: F.A. Davis Company.

Weinberg, R. & Gould, D. (2023). *Foundations of Sport and Exercise Psychology* (8th ed.). Champaign, Ill.: Human Kinetics.

### MEDICAL EXERCISE SPECIALIST CERTIFICATION

American College of Sports Medicine (2021). *ACSM's Resources for the Exercise Physiologist* (3rd ed.). Philadelphia: Lippincott Williams & Wilkins.

American Council on Exercise (2015). *ACE Medical Exercise Specialist Manual.* San Diego: American Council on Exercise.

Goodman, C. & Helgeson, K. (2011). *Exercise Prescription for Medical Conditions.* Philadelphia: F.A. Davis Company.

National Academy of Sports Medicine (2021). *NASM Essentials of Corrective Exercise Training* (2nd ed.). Burlington, Mass.: Jones & Bartlett Learning.

### ALL PROGRAMS

American Council on Exercise (2021). *Coaching Senior Fitness.* San Diego: American Council on Exercise.

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# The Certification Exam Process

## Exam Registration

Candidates may register for live test site and live remote proctored (LRP) exams via either online or phone registration.*

Holding a current CPR certificate with CPR verification on file with ACE is required prior to registering for an ACE Certification Exam, as examination results are immediately provided following exam submission.

*Note:* All CPR courses must include a hands-on (in-person or virtual) skills check. Exam candidates in the U.S. and Canada must also have AED training included in their CPR course.

Candidates may register for live site examinations as early as 3 days prior to the date of the exam, and may have the option to register for any exam date available on the website at the time of registration. Candidates may schedule their LRP exams as soon as 24 hours in advance and as far out as 60 days in advance. An overview of the exam registration process is provided in the pages that follow, with a detailed step-by-step process found on the ACE website at: **ACEfitness.org/fitness-certifications/schedule-your-exam/**

*The ACE Medical Exercise Specialist Certification Exam requires pre-approval prior to registration.

The confirmation process for exam registrations is automated, with email confirmation of registration dates being either approved or unavailable generally received by candidates within minutes of submitting their registration. On occasion, when there are technical issues, this process can take up to two to three business days following registration. Once a candidate's preferred examination choice is approved, the candidate will receive their admission ticket via email and is subject to ACE's reschedule and cancellation policy. If the preferred examination choice is unavailable, the candidate will receive an email with direction as to how to request a new exam choice through the ACE Exam Registration portal at no additional charge.

## Live Site Special Accommodations

Candidates with a special testing need will be accommodated as best as possible. Candidates requesting testing accommodations *may not* register online. All Americans With Disabilities Act (ADA) candidates must submit proper documentation to support ADA requests. This documentation must be submitted at least 30 days prior to the requested exam date. Please contact ACE Exam Registration at (888) 825-3636, or ExamRegistration@ACEfitness.org for further assistance. The confirmation process for live site exam registrations with special accommodations requires approval through the third-party contracted testing centers. The confirmation process for these types of registrations results in a confirmation email to be received roughly 24 to 72 hours after the registration is initially processed. On occasion, special accommodations cannot be made on the requested exam date or at a specific location. In this instance, a member of the ACE Exam Registration Department will contact the candidate for alternate testing locations, dates, and/or times.

## LRP Special Accommodations

Currently, extra time in the form of time plus one half, is the only request that can be accommodated during live remote proctored examinations. Candidates requesting extra time during an LRP exam administration must contact the ACE Exam Registration Department at (888) 825-3636, or ExamRegistration@ACEfitness.org at least five days prior to the desired exam date for special accommodations consideration. Special accommodations beyond extra time can be provided only at live testing sites.

## International Exams

To find an ACE exam offered outside the U.S., please go to **ACEfitness.org/fitness-certifications/schedule-your-exam/**. Select "Find an exam location" and then choose a country in the "Select Country" dropdown bar.

The ACE Personal Trainer Certification Exam is available in the following foreign languages: Arabic, Finnish, Korean, Simplified Chinese, and Thai. The ACE Group Fitness Instructor and Health Coach Certification Exams are available in Simplified Chinese. Exam vouchers cannot be used for Chinese language exams. Chinese language exams have an additional fee.

A list of International ACE Educational Partners can be found here: **www.acefitness.org/education-and-resources/business/partners/international-partners/**

ACE offers four certification exams via LRP in English only. To schedule an international live remote proctoring (LRP) exam in English, please go to **www.ACEfitness.org/fitness-certifications/schedule-your-exam/exam-locations/**. Select the option for LRP by clicking on "Online (at-home)" and proceed through the registration process accordingly. It is important to note that candidates do not schedule their date or time for their LRP exam in their MyACE accounts. To select your desired exam date and time, please refer to the "ACE Notice to Schedule" email, which will be sent from **candidatesupport@MeazureLearning.com** within 24 hours of completing your registration.

# Exam Fees

For current ACE exam pricing, please click here: **ACEfitness.org/faqs/#Exam%20Registrations**.

Checks or money orders should be in U.S. funds, drawn on a U.S. bank, and payable to ACE. ACE does not accept cash, purchase orders, or invoices and will return all incomplete registration applications and/or registration applications with cash, purchase orders, invoices, declined credit cards, or returned checks. Active military, veterans, and eligible spouses and dependents can receive reimbursement for their ACE Certification Exam fees from the government by submitting appropriate paperwork as directed at **benefits.va.gov/gibill/** this includes both first time and retakes fees. For the most up-to-date exam pricing, please refer to the Exam Registration webpage: **ACEfitness.org/fitness-certifications/schedule-your-exam/.**

# Exam Administration

ACE Certification Exams are managed by Meazure Learning, the testing service company that ACE contracts for the development, administration, scoring, and security of ACE Certification Exams. Meazure Learning offers ACE Certification Exams in a live site format for all four ACE certification programs and in LRP format only for English-language exams for all four ACE certification programs. Meazure Learning offers ACE Exams at over 1,400 live site facilities throughout the U.S. and Canada, and multiple locations internationally. For security purposes, live site exams are offered *only* at proctored testing facilities and in-home exams are offered only by Meazure Learning via their ProctorU platform for live remote proctoring throughout the entire exam administration. To register for an ACE Certification Exam, go to **ACEfitness.org/fitness-certifications/schedule-your-exam/**.

# Test-Taking Strategies for ACE Certification Exams

All exam questions are based on an exam content outline for the specific certification program, which can be found at **ACEfitness.org/fitness-certifications/certification-exam-content**. The exam content outline lists the specific Task Statements that make up the exam blueprint for a given ACE Certification program's examinations, and the percentage of questions that are mapped to each Domain of grouped Task Statements. Similar to the principle of specificity that helps guide effective fitness programs, ACE Certification candidates familiar with the exam content outline can use it to guide their studies, helping to alleviate test anxiety as they prepare for their examinations and a career in the field.

The following strategies may prove helpful for candidates taking ACE Certification Exams as well as other standardized tests:

+ Pace yourself and make efficient use of your time. You should be halfway through the exam (or slightly more) when half of your time is up.
+ Read each question carefully and avoid skimming or speed-reading. Be sure you understand what the question is asking. Pay special attention to words such as **BEST**, **MOST**, etc.
+ Try to anticipate what the answer is but still read all response options carefully before finalizing an answer. Remember that there is only one correct answer and two response options may appear to be similar without careful reading.
+ Do not overanalyze or read into the question. Each question is written as clearly as possible and should be interpreted as it appears. There is no hidden meaning or attempt to be tricky.
+ Eliminate the least plausible response options. Eliminating one or two response options will increase your chances of selecting the correct answer.
+ Take care in marking your selected response correctly on the computer.
+ Answer every question. Remember, there is no penalty for guessing.
+ Although first instincts are best, change your answer if you feel strongly about it.
+ Response options on ACE Certification Exams are randomized. If you know absolutely nothing about a question, it is best to simply guess and move on.

## ANATOMY OF A MULTIPLE-CHOICE QUESTION

A multiple-choice question consists of a stem and response options. The stem is a statement or a question and often includes key words to help candidates understand what is being asked or assessed. The stem may be presented as a direct question, an incomplete statement, or a best-answer format. For instance:

Direct: *What muscle flexes the elbow joint?*

Incomplete statement: *The muscle that flexes the elbow joint is:*

Best-answer format: *Which exercise* MOST *effectively strengthens the flexors of the elbow joint?*

Response options consist of one correct or clearly best answer and distractors (all of which are incorrect). Distractors usually contain common errors and are often drawn from the same conceptual category as the correct response. Distractors are also similar in length, complexity, grammatical construction, etc., to the correct response. For example:

Which of the following muscles is a prime mover for lateral flexion of the spine?

A. Latissimus dorsi
B. Rhomboid major
C. Transverse abdominis
D. Quadratus lumborum

*(The correct answer is D.)*

### *Recall questions*

Recall questions assess facts, terminology, and comprehension of important principles. A relatively small number of recall questions is presented on the ACE Exams since they assess candidates' abilities to remember information rather than apply it to solve problems. For example:

Which muscle flexes the elbow joint?

A. Bicep brachii
B. Triceps brachii
C. Biceps femoris
D. Triceps surae

*(The correct answer is A.)*

## *Application questions*

An application question poses a problem or situation that may be encountered while working in the profession. Application questions assess candidates' abilities to recognize the proper use of factual information and principles in solving problems health and exercise professionals might experience on the job. For example:

A new client has been sedentary for five years and is eager to begin resistance training. Results from the client's Thomas test with each leg reveal that the back of the lowered thigh does not touch the table, but the knees do flex beyond 80 degrees. Based on this information, what stretch would be **MOST** important to include in the client's initial program?

A. Iliotibial band stretch
B. Quadriceps stretch
C. Half-kneeling triplanar stretch
D. Hamstring stretch

*(The correct answer is C.)*

## *Analysis questions*

Analysis questions assess candidates' abilities to examine information and understand the relationship between its components. In other words, how do the parts work together to make a whole? In this manner, a candidate who can correctly analyze the facts can identify a problem and its appropriate solution. For example:

Review this food label (right), which comes from a 12-ounce bag of candy.

What is the total amount of kilocalories (kcal) and percentage of calories that come from fat in the entire bag?

A. 27 kcal, 4 percent
B. 160 kcal, 7 percent
C. 216 kcal, 17 percent
D. 252 kcal, 30 percent

*(The correct answer is C.)*

# Nutrition Facts

8 Servings Per Container

| Serving Size | 6 pieces (40g) |
|---|---|
| Amount Per Serving<br>**Calories** | **160** |
| | % Daily Value* |
| Total Fat 3g | 4% |
| Saturated Fat 0.5g | 3% |
| Trans Fat 0g | 0% |
| Cholesterol 0mg | 0% |
| Sodium 0mg | 0% |
| Total Carbohydrate 30g | 11% |
| Dietary Fiber 0g | 0% |
| Total Sugars 30g | 11% |
| Protein less than 1g | |

* The % Daily Value (DV) tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.

# Exam Scoring and Passing Criteria

ACE Certification Exams are scored according to procedures accepted by the American Psychological Association, the American Educational Research Association, and the National Council on Measurement in Education. The candidate's score is derived from the number of questions answered correctly, and is then converted to a scaled score ranging from 200 to 800 points, with the passing point set at a scaled score of 500 points. Candidates who earn a scaled score of 500 or more points will be awarded the ACE Certification for which they tested.

All test forms for an examination are built to a standardized test blueprint. Using a test specification ensures that test forms are comparable in content coverage, that test content is weighted in accordance with the requirements for competent performance, and that all forms of the examinations adhere to standards for content validity. However, the actual items for an exam change over time. This is done to ensure the content is up-to-date and relevant, and to enhance test security. Since items differ in terms of how easy or hard they are, different test versions may not be equally difficult. As a result, ACE conducts reviews of the test forms to ensure that the passing score required is adjusted so that it is equivalent across the different test forms. ACE uses scaled scores to enable us to compare candidate performance on different test forms, or with people who may have taken different test forms.

ACE candidates receive their exam scaled score and pass/fail status upon submission of the examination for scoring. This is referred to as immediate score reporting, which requires ACE Certification Exams to be launched with an established passing point. All ACE Certification Program examinations use a process known as item response theory (IRT) to establish an equivalent passing score across different test forms. This robust method is an industry standard for larger certification programs, especially when programs provide immediate score reporting. The psychometricians at Meazure Learning perform IRT equating for all ACE Certification Programs. The only exception to this rule is the very first examination built according to a new exam content outline, which is rated by subject matter experts (SMEs) for the certification program at a standard setting.

# Exam Results

ACE Certification Exams are administered via Meazure Learning's secure internet-based testing system at proctored live testing sites in the U.S., Canada, and internationally, and in homes where LRP exams are administered by Meazure Learning via their ProctorU platform. Exams are scored upon completion, with candidates receiving their exam scaled score and pass/fail status immediately upon submission of their completed examination.

The scaled score and pass/fail status on the results candidates receive from Meazure Learning constitute a candidate's official score and pass/fail status. Only the scaled score determines pass/fail status. Any details that go beyond this scaled score (e.g., domain performance in percentages) is provided only as a guide for failed candidates to identify the domains where they have the greatest room to improve, should they choose to take the examination another time.

Candidates who achieve a final scaled score of 500 or more points on their certification exam will be awarded the ACE Certification for the exam that they successfully passed. Candidates who pass their ACE Certification Exam will receive immediate access to their digital certificate in their MyACE account. Candidates who achieve a final scaled score below 500 points will receive a "failed" status on the examination. These candidates have the ability to sit for a certification exam for the specific program at a reduced rate (see "Exam Fees" earlier in this chapter).

Meazure Learning also sends the score reports to ACE on a daily basis, via secure data transfer, for all candidates who complete an ACE examination on a given day. These exam results are stored in the specific candidate's password-protected and secure ACE web account.

For information on exam scoring appeals and rescoring, pass rates for ACE Certification Exams, and rescheduling and retaking exams and refunds, refer to Appendices D, E, and F, respectively.

# Verification of Certification Status

ACE allows the public and employers to easily verify if an individual currently holds an ACE Certification. This information is readily available via the "Is my professional certified with ACE?" search engine at **ACEfitness.org/ACEFit/Locate-Trainer/**. Only currently certified ACE Professionals will be found using this search tool. Individuals who have let an ACE Certification expire, and are still in their six-month grace period following their expiration date, will not show up in this search engine until they complete all steps required to renew their certification.

It is important to note that certifications are issued by legal name (first and last). Searches using nicknames, middle names, or abbreviated versions of full names will not retrieve the desired professional. As such, ACE provides a link to "view all of our professionals" and a phone number that the public and employers can call to verify if a professional holds an ACE Certification.

ACE also provides a "Find an ACE Certified Professional" search tool on this same page, allowing the public to find qualified health and exercise professionals in their area. Profiles will vary from basic certification validation to fully developed professional profiles. The basic certification validation is provided to allow for verification of ACE Certified Professionals. The expanded professional profiles are an option that ACE provides to its certified professionals who want to provide the public with additional information about the services they provide.

# Exam Delivery and Security

All ACE Certifications are delivered by Meazure Learning, which utilizes an extensive network of examination testing site administrators, proctors, and live site centers.

Meazure Learning assumes responsibility for all live site exam administration arrangements and provisions for special exam accommodations as needed. They will ensure that all examination centers conform to local building, sanitation, ADA, health, and safety codes, and are maintained in good, clean condition. Meazure Learning will train testing site administrators to provide a site that has accessible parking spaces within reasonable distance to the examination rooms, as well as examination rooms that are quiet, free from any known environmental distractions and interruptions, and comfortable in temperature.

Meazure Learning assumes responsibility for all LRP exam administration arrangements and provisions for special accommodations, as needed. Exam security is established through Meazure Learning's secure internet-based testing system, browser lockdown, and live remote proctoring, including video surveillance of the testing room and entire test administration. Candidates interested in LRP testing must have a quiet, comfortable, and secure room free from distractions, adequate high-speed internet, and computer compatibility to help establish an ideal testing environment.

# Live Site Administration and Security

Candidates are emailed admission tickets upon approval of exam location, date, and time and must bring the following to the examination location:

+ Admission ticket (printed or electronic)
+ Current government-issued identification with photo ID and signature

Every attempt within reason is made to ensure a quiet and comfortable testing environment for all candidates. However, some environmental distractors cannot be anticipated. Candidates are encouraged to bring appropriate clothing (see admission ticket for clothing restrictions) to help adapt to cooler or warmer examination rooms and to bring ear plugs if one is sensitive to noise distractions. Ear plugs will be subject to inspection by the proctor.

Only the individual named on both the admission ticket and registration roster and whose name on the photo identification matches the registration roster will be permitted to take the examination. Candidates are strongly advised to contact ACE if an admission ticket is not received via email. Failure to notify ACE may prevent entry into the examination center.

Candidates have three hours to complete the 150-question multiple-choice exam unless provided with special time accommodations.

Candidates must arrive on time. Candidates are required to adhere to the following examination policies:

+ No unauthorized personnel are allowed in the examination rooms.
+ Candidates must perform all of their own work, without assistance. Sharing information or disturbing others is cause for dismissal with no refund.
+ Impersonating another candidate, giving or receiving help on the exam, or removing exam materials or notes from the examination site is cause for dismissal with no refund.
+ No dictionaries or other supplies are allowed during the exam.
+ No purses, bags, or any powered communication devices such as cell phones and personal digital assistants (PDAs) are allowed in the examination room.
+ No weapons are permitted in the testing center or the examination room.
+ No food or drinks are allowed in the examination room unless approved in advance by ACE for medical reasons.

*Note: Live sites may have additional site-specific rules for candidates. Candidates should refer to their admission ticket for any such specifications.*

Candidates may be disqualified from taking or continuing forward in the examination process, or from receiving exam results, if ACE, Meazure Learning, and/or the examination proctor determine, either through direct observation or through statistical analysis, that the candidate engaged in collaborative, disruptive, cheating, or other unacceptable behavior before, during, or following the administration of the ACE Certification Exam.

# LRP Administration and Security

Upon registering for a live remote proctored (LRP) examination, candidates will be emailed a Notice to Schedule, which will include instructions regarding how to schedule an exam date and time. Candidates must bring the following to their examination:

+ Exam password as confirmed on your admission ticket and Scheduling Confirmation Notice email
+ Current government-issued identification with photo ID and signature

LRP exams place the responsibility of establishing an ideal testing environment on the candidate. Considerations the candidate must think about prior to committing to an LRP exam include:

+ Do I have a workstation and environment (e.g., comfortable seating, ergonomically friendly workstation, proper lighting, and comfortable room temperature) that will allow me to perform to the best of my ability?
+ Is my computer compatible with LRP requirements?
+ Do I have adequate high-speed Internet connection?
+ Will I be free of noise and other distractions during my ACE exam?
+ Will I be able to stay seated in front of my computer for a minimum of three hours without taking a break?

To sit for an LRP ACE Certification Exam, your computer must meet the following technical requirements:

+ Webcam installed on your exam workstation
+ A webcam with 640×480 video pixel resolution. Note: A laptop camera is acceptable.
+ Reliable access to the Internet, as Internet connection disruption will suspend the exam session
+ A high-speed internet connection of 2 MBps upload and 2 MBps download. Wireless is acceptable; however, a wired-connection is preferred.
+ A well-working computer with 1 GB of RAM or higher
+ Working speakers connected to the computer
+ A microphone connected to the computer—consider a webcam with a built-in microphone. You must use a computer with administrator access and the computer must have Windows or MAC OS.
+ VPN must be disabled.
+ Browser compatibility: All exam registrants will need to download the Guardian browser
+ Chromebooks, smart phones, and tablets cannot be used as testing devices.
+ Pop-up blockers must be disabled to connect to the exam.
+ Work and school computers may not be used due to firewalls that prevent launching the exam.

Candidates interested in live remote proctored exams can learn about computer requirements **here**.

Only the individual named on the admission ticket and photo ID will be permitted to take the examination. Candidates are strongly advised to contact ACE if an admission ticket is not received via email. Failure to notify ACE may prevent entry into the examination.

Candidates have three hours to complete the 150-question multiple-choice exam unless provided with special time accommodations.

Candidates must access their ACE examination on time. Candidates are required to adhere to the following examination policies:

+ No unauthorized personnel are allowed during the examination.
+ Candidates must perform all of their own work, without assistance. Sharing information or disturbing others is cause for dismissal with no refund.
+ Impersonating another candidate or giving or receiving help on the exam is cause for dismissal with no refund.
+ No dictionaries or other supplies are allowed during the exam.
+ No purses, bags, or any powered communication devices such as cell phones or PDAs are allowed in the examination room.
+ No weapons are permitted in the examination area.
+ No food or drinks are allowed in the examination room unless approved in advance by ACE for medical reasons.
+ No ear buds of any kind may be worn during the examination.
+ No additional monitors may be utilized during the examination.
+ No scratch paper, personal writing utensils, or personal calculators are permitted for use during the examination.
+ No smart phones, smart glasses, smart watches, or similar devices are permitted for use during the exam.

Candidates may be disqualified from taking or continuing forward in the examination process, or from receiving exam results, if ACE, Meazure Learning, and/or the examination proctor determine, either through direct observation or through statistical analysis, that the candidate engaged in collaborative, disruptive, cheating, or other unacceptable behavior before, during, or following the administration of the ACE Certification Exam.

## Calculator Policy

Exam candidates for all four ACE Certification programs will have access to a basic four-function calculator with the following functions: addition, subtraction, multiplication, and division. Candidates will have access to an online calculator that is part of Meazure Learning's live site testing platform. Candidates are not allowed to bring their own calculators. This act would constitute cheating and be subject to "ACE's Professional Practices and Disciplinary Procedures" **ACEfitness.org/Fitness-Certifications/Certified-Code.aspx**. See Appendix B.

## Confidentiality Policy

The purpose of the ACE Certification Exams is to protect the public and other stakeholders against ineffective practices and procedures. The examinations are intended to ensure minimal entry-level competency of health and exercise professionals. Sharing of examination information with and between candidates compromises the validity of the examination. Consequently, in order to maintain the integrity and security of all ACE Certification Exams, examination questions, answers, or other source materials are never released to candidates under any circumstance.

Candidates are expected to prepare for and pass examinations on their own merit. Candidates who intentionally pursue examination information beyond what is legally and ethically shared by ACE and ACE employees, including pursuit of previous examination candidates, are considered to be engaging in unethical and illegal acts and will be disqualified from eligibility. All candidates who take the ACE Certification Exams voluntarily agree to maintain examination confidentiality and are contractually obligated to uphold this agreement. Printed examinations are the copyrighted property of the American Council on Exercise and should any confidentiality agreement be violated, the culpable person or persons will be prosecuted by the American Council on Exercise.

ACE does not discriminate against any individual on the basis of religion, gender, ethnic background, age, national origin, or physical disability.

No information submitted to ACE or Meazure Learning will be released to a third party without authorization and a written consent from the candidate. This includes examination results and pass/fail status.

The only situation where ACE provides individual pass/fail status to an organization is in conjunction with the MyCAA program. In this program, military spouses who meet eligibility criteria with MyCAA can receive reimbursement from the Department of Defense for expenses associated with ACE examinations and associated study materials. Candidates eligible for and interested in receiving MyCAA funding give written consent for their pass/fail status to be sent to MyCAA, allowing their expenses to be paid through the MyCAA funding.

ACE does verify if an individual currently holds an ACE Certification. This information is readily available to the public and employers via the "Is my professional certified with ACE?" search engine at **ACEfitness.org/education-and-resources/lifestyle/find-ace-pro.**

## Cheating and Other Testing Violations

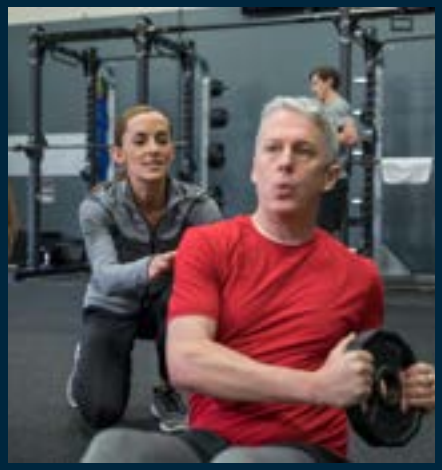
The purpose of the ACE examination is to protect the public by ensuring that candidates for certification have achieved entry-level competence to work in a designated role within health and fitness (e.g., personal trainer). Candidates are expected to pass the ACE Certification Exam based on their own merit and without assistance (e.g., without referencing study materials or websites). Previous exam candidates who share exam information with future exam candidates undermine the very purpose of the exam by putting the public at risk should an unqualified candidate achieve a passing score through means other than their own merit.

All ACE Certification Exams are legally defensible, proctored examinations ensuring candidates the most valid test experience. You may be disqualified from taking or continuing in the examination process, or from receiving exam results, if ACE, Meazure Learning, Meazure Learning proctors, or personnel at the contracted testing center have determined at any time during the exam registration, administration, or scoring process, through examiner observation or statistical analysis, that a candidate was engaged in collaborative, disruptive, or other unacceptable behavior before, during, or following the administration of the ACE Certification Exam. This includes irregular behavior associated with any aspect of the examination and violations of the ACE Code of Ethics.

## Candidate Comments

Upon completion of an ACE Certification Exam, candidates are given the chance to submit comments about the examination and testing environment. At the conclusion of an ACE live site exam, candidates are asked to complete a brief online survey about the testing environment. These comments are also reviewed by the Testing Manager at Meazure Learning, and then copied and forwarded to the ACE Credentialing Manager. When necessary, the ACE Credentialing Manager will follow up with Meazure Learning to determine if further action is warranted.

# Renewing Your ACE Certification



**ACE CERTIFICATIONS** are valid for two years, expiring on the last day of the month in which the certification was earned two years prior. In order to maintain current certification, ACE Certified Professionals are required to complete 20 hours of continuing education biannually, which equates to 2.0 continuing education credits (CECs), as one hour equals 0.1 CEC. As stated in the ACE Code of Ethics, ACE Certified Professionals agree to remain up-to-date on the latest health and fitness research and understand its practical application.

First and foremost, the purpose of continuing education is for the protection of the public. By completing continuing education that advances knowledge, skills, and abilities, ACE Certified Professionals stay current with the latest research, professional standards, and guidelines in the fitness industry, healthcare, and allied health. This helps the health and exercise professional to be better prepared to provide safe and effective fitness instruction. The second purpose is to help the professional advance their career.

Given the dynamic nature of the fitness industry and the vast amount of exercise science research published annually, it is imperative for health and exercise professionals to complete continuing education on a regular basis. With new research and standards being released every couple of years, ACE has set a two-year term for each certification period to help ensure that ACE Certified Professionals are completing continuing education at least every other year to remain current. During this two-year period, ACE Certified Professionals are required to complete at least 20 hours of ACE-approved continuing education. Both the two-year term for ACE Certifications and the average of 10 hours per year of continuing education are in line with other NCCA-accredited certification programs in fitness and other areas of allied health.

ACE encourages its certified professionals to complete additional continuing education as necessary to help advance their careers and services provided to the public.

# Certification Renewal Requirements

ACE Certified Professionals must comply with the following every two years to renew their ACE Certifications:

+ Complete at least 20 hours of ACE-approved CECs (2.0 CECs). One hour (0.1 CEC) of continuing education completed must be from the Professional Conduct and Ethics category (see below).
+ Renew your cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED) certificate(s), which must include a hands on (in-person or virtual) skills check. You must be current at time of renewal.
+ Remain in good standing with the American Council on Exercise.
+ Submit your renewal online with appropriate renewal payment prior to the expiration date for the certification. Renewal rates are structured to recognize individuals who hold multiple credentials, and to provide discounts to those renewing online.

For the most up-to-date certification renewal fees, please refer to the Certification Renewal webpage: **www.acefitness.org/fitness-certifications/recertification/#renewalFees**.

ACE Certified Professionals are allowed to renew their certification at any point during their certification cycle; however, CECs should be accrued for the current certification cycle and cannot be applied to future cycles. Renewals can be completed online via your My ACE Account and must contain all the necessary information to be processed.

ACE sends email reminders six and 12 months prior to the expiration date of the professional certification, as well as additional email communication in the final months leading up to the expiration date, informing individuals of how they can attain ACE-approved CECs and renew their certification. ACE Certified Professionals can access their web account at any time to check the status and expiration dates of their certifications, update and verify CEC information on file, update and verify CPR/AED information on file, and renew certifications.

Professionals who hold more than one ACE Certification can apply the same CECs to more than one certification for renewal, provided that the subject matter is appropriate for continuing education for all ACE Certifications to which the CECs are applied. Each certification has a renewal fee and CPR/AED certificate must be current at the time of renewing an ACE Certification.

If you have any questions about maintaining your ACE Certification, please contact ACE via phone at (888) 825-3636 or via email at **Support@ACEfitness.org**.

# Professional Conduct and Ethics

All ACE Certified Professionals will be required to complete one hour (0.1 CEC), out of the total 20 hours of continuing education, focused on Professional Conduct and Ethics during every two-year certification period to renew their certification. The rationale for this requirement is to ensure that ACE Certified Professionals stay current with their knowledge of professional conduct and ethics to help minimize risk for clients and limit professional liability.

The Professional Conduct and Ethics category will include continuing education on the following topics:

+ Ethical and legal business practices
+ Risk management and liability
+ Scopes of practice for exercise professionals, health coaches, and other healthcare professionals
+ Client confidentiality, privacy, and protected health information in all communication platforms (e.g., in-person, online, and social media)
+ Equity, diversity, inclusion, bias, and culture
+ Establishing and maintaining professional boundaries
+ ACE Code of Ethics and ACE Professional Practices and Disciplinary Procedures
+ Staying current with evidence-based industry research, guidelines, and standards

Additional information on the Professional Conduct and Ethics requirement can be found on the certification renewal page of the ACE website at: **www.acefitness.org/fitness-certifications/recertification/**.

# Renewing an Expired Certification

ACE extends a professional courtesy of an extension to individuals unable to submit renewal information by their expiration date. During this "grace" period, the certification is technically expired and the individual is not a current ACE Certified Professional for the given certification.

In these situations, there are penalty fees associated with processing the application. Individuals in situations where they must submit their renewals within the six-month grace period following their expiration date must submit the renewal via email to Support@ACEfitness.org or online through their My ACE account, with all appropriate paperwork, including the renewal fee plus the penalty fee. Individuals who are unable to submit their application within this grace period will lose their certification and have no option but to re-register to take the exam to re-earn the certification.

Exceptions to the extension policy will be considered on a case-by-case basis for documented cases of serious illness, bereavement, natural disasters, and other emergencies. In these instances, candidates must contact ACE Credentialing Department at **Credentialing@ACEfitness.org**, to request reinstatement of their certification. Individuals in this situation must provide documentation to support their request for reinstatement, along with proof of 2.0 CECs, current CPR/AED certificate, and a reinstatement fee per certification. Reinstatement will only be considered for individuals who are within 6 to 12 months beyond their expiration date. Reinstatement is only offered one time per certification. Reinstatement requests are reviewed by ACE's Director of Credentialing, who ultimately makes the final decision regarding reinstatement.

Late renewal periods will be activated based upon the original renewal cycle period and not rolled forward from that date renewed. For example, original renewal period is July 31, 2023 to July 31, 2025 and renewed in the grace period on November 30, 2025. The next proceeding renewal period would be July 31, 2025 to July 31, 2027. CECs earned to renew one's certification in the grace period do not roll forward towards the next renewal cycle, including any CECs earned beyond the 2.0 CEC requirement.

# Retired/Inactive/Emeritus Status

The purpose of holding a professional credential is to practice and demonstrate continued competency in a given field. Therefore, it is ACE's policy not to grant retired, inactive, or emeritus status.

If you have questions about renewing an expired certification in situations that meet the parameters above, please contact ACE via phone at 888.825.3636 or via email at **Support@ACEfitness.org**.

# Continuing Education Credits

The ACE Professional Education Department reviews and approves more than 5,000 continuing education courses from more than 400 providers each year. This provides ACE Certified Professionals with ample opportunities to earn their CECs for certification renewal. All ACE-approved CECs can be found at **ACEfitness.org/ContinuingEducation/default.aspx,** where ACE-approved CECs can be searched by career track specializations, topic, CEC provider, course format (at home, conference, in class), CEC value, course start date, and location. This is a professional benefit to all ACE Certified Professionals and can be searched by all fitness and allied health professionals worldwide. Always look for the ACE-approved logo and a notation of how many CECs each course is worth. If you are unsure if a course is ACE-approved, contact ACE via phone at (888) 825-3636, or via email at **Support@ACEfitness.org** for confirmation.

Repeating the same continuing education courses during subsequent renewal periods does not demonstrate continued competence for a certified professional and therefore would not be granted towards the certified professional renewal cycle. CECs for same courses would only be awarded once.

ACE recognizes that professional development and continuing education can come from sources other than traditional ACE-approved continuing education courses. Such sources include the following:

+ College course completion with a grade of C or higher results in 0.8 CECs awarded per quarter unit and 1.0 CEC awarded per semester unit.
+ Passing an additional ACE Certification Exam results in 2.0 CECs for the studying involved in preparing for an ACE Certification.
+ Professional presentations can earn up to 0.5 CECs per renewal cycle for the research involved in developing the presentation.
+ Authorship of a correspondence course, or publishing fitness-related articles, book chapters, books, or peer-reviewed journal articles can result in a maximum of 0.5 CECs per renewal cycle.
+ Serving on an ACE committee results in 0.5 CECs per calendar year.
+ Obtaining another NCCA-accredited fitness-related certification results in 0.5 or 1.5 CECs.
+ Clinical observation of surgical procedures that can enhance the understanding of human systems that relate to the certification can be worth a maximum of 0.2 CECs per renewal cycle.
+ Internships in a fitness or related setting can result in up to 0.2 CECs per renewal cycle (for college credit internships, see college course information above).
+ Community outreach in a fitness-related event or similar can result in 0.1 CEC per renewal cycle.

For questions, you can contact ACE at (888) 825-3636 or via email at **Support@ACEfitness.org**.

## Continuing Education Petitions

ACE recognizes that there are quality educational courses, workshops, and conferences that are not submitted in advance to the ACE Professional Education Department for review and awarding of ACE CECs, and therefore has developed the ACE Continuing Education Petition process. In the event that an ACE Certified Professional completes educational coursework that has not been reviewed and approved for ACE CECs, they may submit a petition for each individual course completed for consideration as continuing education for certification renewal. A $25 petition fee is assessed for each course being submitted. Each petition must contain a copy of the course materials with course syllabus or outline, learning objectives, the course instructor's resume or *curriculum vitae*, including academic background and/or certifications, and verification of course completion.

Petitions are reviewed by the ACE Professional Education Department according to criteria established, with input from the ACE Director of Credentialing. A petitioned course will be awarded CECs only if it meets similar criteria to what is required for courses to be approved in advance by the ACE Professional Education Department. This includes the instructor holding either an ACE Certification or a four-year college degree in exercise science or a related field to the subject areas taught (e.g., nutrition degree for nutrition-related topics), and the course content must be appropriate to advance the knowledge, skills, and abilities of the professional holding the specific ACE Certification for which the course is being petitioned. For each hour of educational content, 0.1 CEC will be awarded. No CECs are awarded for activity classes, topics that fall outside of the scope of practice or are deemed inappropriate for the credential, or time dedicated to testing at the completion of a certificate program. Reviews will be completed within 30 days of receipt, after which the individual will be notified as to the final decision from the ACE Professional Education Department. Courses that are not approved will not be refunded the $25.00 petition review and processing fee. To submit a petition, log into your My ACE Account, and under Manage My CECs, click on Petition for CECs.

## Maintaining Your CPR and AED Certificates

As a health and exercise professional, you never know when you may be called upon to step in during a life-threatening event. With this in mind, ACE requires its professionals to maintain a current adult CPR/AED certificate, which must include a hands on (in-person or virtual) skills check. *Note:* AED certification is required in only the U.S. and Canada.

# ACE Support

ACE Support is available to help ACE Certified Professionals maintain their ACE Certifications and advance their careers. Everyone working in ACE Support holds at least one ACE Certification and has experience in the field. This professional team can help you with questions you may have about many topics, including:

+ Certification renewal process
+ Use of the ACE Pro Site
+ Career benefits
+ Status of certification
+ CEC status
+ Liability insurance
+ Secondary certification
+ Available CEC courses
+ Eligible CEC activities (alternative to attending a class)

You can contact ACE Support via phone at (888) 825-3636, or via email at **Support@ACEfitness.org**.

# Career Development

ACE is committed to helping ACE Certified Professionals develop their careers through quality continuing education, advanced fitness certifications, and business opportunities.

*Discounted insurance:*

+ Gain exclusive access to discounted liability insurance.

*Professional discount program:*

+ Receive professional discounts and special offers on fitness apparel, educational programs, products, and more.

*Health insurance & 401K:*

+ Receive affordable health insurance and 401K options.

*Find an ACE Pro:*

+ This searchable online database puts you in front of thousands of consumers each month, and provides peace of mind to a potential employer or client by allowing them an easy tool for verifying your ACE Certification.

*Focus groups and surveys:*

+ From ACE decision-makers to the media, we rely on ACE Professionals for valuable feedback.

# ACE Certification Marks

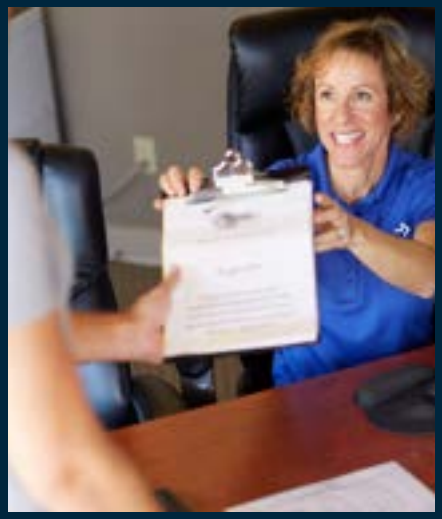
Individuals who earn an ACE Certification will be authorized by ACE to use the appropriate designations for the certification earned as follows:

+ ACE Certified Personal Trainer; ACE-CPT
+ ACE Certified Group Fitness Instructor; ACE-GFI
+ ACE Certified Health Coach; ACE-CHC
+ ACE Certified Medical Exercise Specialist; ACE-CMES

Individuals who earn an ACE Certification will be awarded digital credentials to demonstrate this accomplishment. ACE partners with Accredible to offer digital credentials to ACE Certified Professionals. ACE Certified Professionals can access their digital credentials by selecting “ACCESS MY CREDENTIALS” on the homepage of their password-protected MyACE account (**www.acefitness.org/myace/login/**). This will take them to their protected, digital credential on the Accredible website.

Digital credentials awarded by ACE through Accredible include a digital badge and a printable certificate for each current ACE Certification held by the individual. The Accredible site also includes descriptions of the certification, along with specific rules for the terminology and mark that one can use to share that they hold the ACE Certification. Failure to comply with these rules for appropriate use of ACE Certification titles and marks may result in disciplinary action.

# Privacy, Security, and Records Retention



## Protection of Privacy

No individual under employment, contractual agreement, or volunteering with ACE shall dispense candidate or professional information without the expressed, written consent from the individual. Individuals requesting their information be released to third parties must submit a signed letter of consent to permit information release. All individuals under employment, contractual agreement, or volunteering with ACE are required to sign non-disclosure agreements before commencing service.

All candidates are assigned customer identification numbers for ACE administrative purposes and will select their own username email addresses and passwords to access their own accounts. In the event a candidate forgets a username email address or password, they may contact ACE Support via email or phone, which will then release the login information via an email to the candidate's email address on file.

Confidential information will be made available to the appropriate parties if subpoenaed by a court of law or if the candidate or professional violates the ACE Code of Ethics, whereby the appropriate authorities must be notified.

Certain information is not considered confidential, as it is accessible within the public domain. This information includes:

+ Certification status
+ State of residence
+ Position of standing with the American Council on Exercise
+ Personal information that the professional willingly permits to be posted on the "Find a Professional" search engine on the ACE website

The American Council on Exercise posts the ACE Privacy Policy information on its website at **ACEfitness.org/Privacy.aspx.** To protect the privacy of all candidates, consumers, and current and former ACE Certified Professionals, ACE posts a direct link to this ACE Privacy Policy at the bottom of every page of the ACE website (**ACEfitness.org**). This policy explains ACE's online information practices and the choices individuals can make about the way their information is collected and used.

ACE requests only the information needed in order to provide the highest level of service to individuals using the ACE website or contacting ACE via email or phone. The types of personal information collected include:

+ Name
+ Address
+ Phone number
+ Company information
+ Email address
+ Credit/debit card Information (for purchases only – credit card information is encrypted)
+ Our site logs IP addresses and browser types for the purposes of system administration and user functionality. These logs will be analyzed to improve the value of the materials available on our website. While user sessions are tracked, users remain anonymous. We do not link IP addresses to any personally identifiable information. We use non-identifying and aggregate information to better design our website.

We use the information you provide about yourself or someone else when placing an order or making a request only to the extent necessary to complete that order or request.

We will not sell your email address or any other personal information. From time to time, we may send information about our services to the email or mailing address provided by you. We may lease your mailing address to organizations that share our mission and meet our criteria and standards of excellence. As an email recipient, your email address is confidential. When an email message is sent to you, the sender does not see your name or email address. The sender of a message, however, is always identified and the sender's return email address is disclosed. This policy promotes responsible use of email and directs you to the right source if you feel that you are receiving inappropriate messages.

ACE will share and disclose any information posted by certified health and exercise professionals to the ACE database with IDEA Health & Fitness Association and/or other third parties.

To avoid receiving any mailings, you may contact ACE Support. Unless we think that such action is necessary to comply with the law or legal process or to protect the interests of ACE or others, we will not release personal information about you without your consent.

Individuals can access or correct the personally identifiable information that ACE maintains on them by contacting ACE Support. To better protect privacy and security, the individual's email address must match the email address used to establish the account. ACE uses this procedure to better safeguard private information. To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, ACE has put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information ACE collects. ACE website users are responsible for keeping their password secret and are encouraged to never give their password to anyone, even someone claiming to be an ACE employee. The ACE website may link to other websites that may collect user information or solicit personal information. ACE does not control these sites; therefore, ACE is not responsible or liable for the privacy practices or content of such sites.

Any candidate, consumer, or current or former ACE Certified Professional who has questions about their information on file and ACE policies for the protection of their private information should contact the ACE Support Department.

### HOW TO CONTACT ACE SUPPORT

+ Phone: (888) 825-3636
+ Email: **Support@ACEfitness.org**
+ Chat: **ACEfitness.org**

## Length of Records Retention

The American Council on Exercise shall indefinitely retain records of all candidates and current and former ACE Certified Professionals as long as they remain affiliated with ACE as an organization or until they request (in writing) that the information be removed. While public record of their information will then be removed, ACE will retain the member's records securely for a period of five years. Records of ACE continuing education providers shall be retained for five years. Professionals holding an ACE credential are encouraged to retain certification and continuing education information for a period of four years.

## Security

ACE information is maintained in secure databases and archived electronically to secure local and cloud-based networks and may include third-party cloud systems. Individual information is accessible only via that person's ACE web account, which is protected by the username email address and password selected by the individual. Any hard copy records are stored in locked filing cabinets in secure areas within the ACE administrative building. For more information about ACE's Privacy Policy, click **here**.

# Appendices

## Appendix A: Appeals for Denied Eligibility

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

ACE Credentialing Department
9444 Balboa Ave. Suite #290
San Diego, CA 92123

Email: **Credentialing@ACEfitness.org**

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

## Appendix B: ACE Professional Practices and Disciplinary Procedures

The professional practices and disciplinary procedures of the American Council on Exercise (ACE) are intended to assist and inform certificants, candidates for certification, and the public of the ACE Application and Certification Standards relative to professional conduct and disciplinary procedures. ACE may revoke or otherwise take action with regard to the application or certification of an individual in the case of:

+ Ineligibility for certification
+ Irregularity in connection with any certification examination
+ Unauthorized possession, use, access, or distribution of certification examinations, score reports, trademarks, logos, written materials, answer sheets, certificates, certificant or applicant files, or other confidential or proprietary ACE documents or materials (registered or otherwise)

+ Material misrepresentation or fraud in any statement to ACE or to the public, including, but not limited to, statements made to assist the applicant, certificant, or another to 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, which is directly related to public health and/or fitness instruction or education, which impairs competent and objective professional performance. These include, but are not limited to, rape, sexual abuse of a client, actual or threatened use of a weapon of violence, and the prohibited sale, distribution, or possession with intent to distribute, of a controlled substance.
+ Failure to meet the requirements for certification or recertification

ACE has developed a three-tiered disciplinary process of review, hearing, and appeals to ensure fair and unbiased examination of alleged violation(s) of the Application and Certification Standards in order to (1) determine the merit of allegations; and (2) impose appropriate sanctions as necessary to protect the public and the integrity of the certification process.

*Note:* As an ACE Certification candidate and/or Certified Professional, you are deemed to be familiar with, and comply with, the ACE Code of Ethics and ACE Professional Practices and Disciplinary Procedures, which can be reviewed in full here: **www.acefitness.org/fitness-certifications/certified-code-of-ethics/**

# Appendix C: Exam Scoring Appeals and Rescoring

## EXAM SCORING APPEALS

Any candidate who feels that their examination effort was negatively impacted by improper instruction, unprofessional proctoring standards, or unreasonable environmental or other distracters, must report the grievance to the exam proctor immediately. The proctor will document the complaint and submit it to Meazure Learning, where the complaint will be forwarded to the ACE Exam Registration Department for further investigation. Following any examination administration where a candidate feels that their examination effort was negatively impacted, ACE mandates that candidate also contact ACE Exam Registration via phone at (888) 825-3636, or email **ExamRegistration@ACEfitness.org** to report the incident and how it negatively impacted performance within 30 days of the examination. ACE will make an equitable decision based upon the information gathered from all relevant sources, including the candidate, proctors, and Meazure Learning.

## EXAM RESCORING

Should a candidate not pass the examination, yet believes that a scoring error was involved during the computer scoring, they may appeal and request to have their entire examination manually rescored. While the results of a manually scored examination rarely, if ever, differ from the result obtained through the automated process, the candidate does have the right to pursue this option. In order to request a manual rescore, candidates may contact ACE Exam Registration via phone at (888) 825-3636, or email (**ExamRegistration@ACEfitness.org**) to receive a **manual rescore form**. Candidates must then submit the completed form, along with the $50 rescoring fee to Meazure Learning. All requests for a manual rescore must be made within 30 days of the original examination date. Meazure Learning will inform the candidate of their rescored results within two to four weeks of receiving the rescore request.

# Appendix D: Pass Rates for ACE Certification Exams in 2025

| CERTIFICATION | CANDIDATES | PASS RATE (%) |
|---|---|---|
| Personal Trainer | 7,105 | 73% |
| Group Fitness Instructor | 5,525 | 72% |
| Health Coach | 884 | 62% |
| Medical Exercise Specialist | 99 | 57% |

# Appendix E: Rescheduling, Retakes, and Refunds

## RESCHEDULING: LIVE SITE TESTING

If a candidate is unable to sit for an examination on the date they are registered, then the candidate has until 11:59 p.m. PST on the day preceding the examination to reschedule the exam date. This reschedule can be done through the candidate's ACE account. The fee to reschedule a live site exam is $149.

Candidates may only reschedule their examination date once.

Exceptions to the reschedule fee will be considered on a case-by-case basis for documented emergencies such as: jury duty, bereavement of an immediate family member, military orders, inclement weather, and illness/injury. In these instances, candidates must submit a reschedule fee waiver request with Meazure Learning **here** and provide proper documentation verifying their reason for missing their ACE certification exam. No refunds will be given for rescheduled exams.

## RESCHEDULING: LIVE REMOTE PROCTORED EXAM

A candidate may reschedule their live remote proctored (LRP) exam up to 24 hours prior to their scheduled exam time. The reschedule will be free of charge, as long as a candidate is rescheduling within their original 60-day LRP eligibility window. The candidate must reschedule their LRP exam date and time by accessing Meazure Learning's online scheduling system **here**. Should a candidate want to reschedule their LRP exam for a date beyond their given 60-day eligibility window, the $149 rescheduling fee will apply.

## RETAKES

Candidates who do not pass a certification examination are eligible to sit for the exam another time for a discounted retake fee for a period of one year after the date of the initial examination. After this one-year period, the candidate must submit the first-time candidate exam fee.

## REFUNDS

Exam Voucher Policy

Candidates who purchase certification bundles that include an exam voucher are subject to the following policies:

+ Materials/products returned within 30 days of purchase are eligible for a return. Exchanges of materials/products are not permitted. ACE does not offer partial refunds.
  - If materials are in good condition, no restocking fee will apply. Good condition is defined as being undamaged, unused, and able to be re-sold without issue. The determination of any returned items' condition will ultimately be decided by ACE.
  - If the items are not returned in good condition, a 20% restocking fee will apply, which is applied to the total cost of the program or materials (excluding sales tax and shipping costs), regardless if paid in full or through a full or partial payment plan.

- Study programs that include an exam voucher that has been redeemed within 30 days of purchase are not eligible for return or refund.

+ Exam vouchers are non-refundable and non-transferable.
+ Programs that include an exam voucher must be redeemed within 6 months of purchase.
+ Cardiopulmonary resuscitation/automated external defibrillator (CPR/AED) certification is required to register for the exam and must remain current through the exam date. Course must include a hands on (in-person or virtual) skills check; online-only CPR/AED courses are not accepted.
+ Extensions are not given on exam vouchers.
+ Retake vouchers (with select study programs) must be redeemed within 60 days of the original failed exam date.

Exceptions to the refund deadline will be considered on a case-by-case basis for documented cases of serious illness, bereavement, natural disasters, and other emergencies. In these instances, candidates must electronically date-stamp their request no later than 30 days after the examination date and provide any and all supporting documentation. With proper documentation, candidates will be offered the option to apply their examination fee towards a future registration to be scheduled within the next six months, or they can request a full refund of examination fees.

Getting People Moving

9444 Balboa Ave. Suite #290, San Diego, CA 92123 I (888) 825-3636 I **ACEfitness.org**

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