



Continuing Education Provider Policies & Procedures

I. Operational Guidelines & Procedures

ACE® operational guidelines and procedures ensure quality education and service to ACE Certified Professionals. These operational guidelines and procedures may be modified by ACE at any time. Each approved organization and its designated contact agrees to adhere to the following:

1. "In Class"

BEFORE THE COURSE

- a. Identify one individual as a contact person who will be responsible for communicating with ACE and disseminating information to all approved instructors.
- b. Respond to any ACE staff inquiries and customer complaints.
- c. Notify ACE prior to any course, instructor or organizational changes.
- d. Represent ACE and ACE's materials in a positive and professional manner.
- e. Ensure all instructors are approved and follow ACE guidelines.

DURING THE COURSE

- a. Issue each attendee an accurate certificate of completion at the conclusion of every ACE-approved course. An accurate certificate of completion must include: attendee name, course title (as approved by ACE), ACE approval number, course date, number of continuing education credits (CECs) and the approved presenter's name.
- b. ACE will not approve courses that culminate in the award of a core certification (e.g., foundational and advanced personal trainer, exercise specialist and group fitness instructor certification) that is non-NCCA accredited. An accredited certification represents an unbiased measure of an individual's knowledge and competence in a given area. Continuing education provides the professional with an opportunity to increase professional knowledge and skills. ACE believes strongly that establishing standards for credentialing while upholding separate rigorous requirements for continuing education is essential to providing the highest level of service to consumers and enhancing the image of our industry's professionals.
- c. ACE will approve quality continuing education programs (e.g., specialty certifications, certificate programs and instructor training courses) that are committed to providing outstanding information and training to certified fitness professionals.
- d. Allow ACE to administer quality assurance audits.
- e. Teach the course as submitted and approved by ACE.



AFTER THE COURSE

- a. Keep master copies of approved course content on file for two years.
- b. Keep course attendance electronic/paper records on file for at least three years.
- c. Ensure that contact information is readily available to course participants and that customers receive a timely response to inquiries.

2. "At Home"

TEXT/DVD FORMAT

- a. Deliver materials to customers within one week of payment.
- b. Make a refund policy available if materials are not delivered on time or in good condition.
- c. Use a traceable carrier when shipping materials.
- d. Incorporating a complete-by-date in your course materials is highly recommended, as CEC approvals are provided by ACE only within the course approved calendar year (January 1 to December 31).

ONLINE FORMAT

- a. Technical specifications for online courses must be stated prior to purchase of the course (e.g. operating system, memory and speed of processor, download of video/audio capability, etc.).
- b. A course that has been significantly modified or changed in content will be considered a new course and will require a separate application and applicable fees.
- c. A text/DVD or live course which has been adapted for online delivery must go through a separate application process.

II. Marketing Guidelines

As an ACE Continuing Education Provider, you are required to thoroughly review and abide by all guidelines as outlined in the ACE Style Guide. This includes policies and procedures for usage of the ACE approved Logo and the American Council on Exercise name. The ACE Style Guide and ACE approved Logo files can be found at www.ACEfitness.org.

III. Faculty Disciplinary Procedures

ACE Continuing Education Providers must submit honest and accurate information in the application process and comply with ACE policies and procedures and the terms of the Continuing Education Provider Agreement. ACE policies and procedures may be modified by ACE at any time. Providers found to be in violation of these policies and procedures will be notified by ACE and given the opportunity to correct the situation. Failure to do so on the part of the ACE Provider may result in revocation or other action with regard to the application or course approval and/or disciplinary action for those holding an ACE certification.