

Quiz Policies

Eligibility

The NCSF online quizzes are open to any currently certified fitness professional, 18 years or older.

Deadlines

Course completion deadlines correspond with the NCSF Certified Professionals certification expiration date. Students can obtain their expiration dates by reviewing either their certification diploma or certification ID card.

Cancellation/Refund

All NCSF continued education course studies are non-refundable.

General Quiz Rules

- You may not have your quiz back after sending it in.
- Individuals can only take a specific quiz once for continued education units.
- Impersonation of another candidate will result in disqualification from the program without refund.

Disqualification

If disqualified for any of the above-mentioned reasons you may appeal the decision in writing within two weeks of the disqualification date.

Reporting Policy

You will receive your scores within 4 weeks following the quiz. If you do not receive the results after 4 weeks please contact the NCSF Certifying Agency.

Re-testing Procedure

Students who do not successfully pass an online quiz have the option of re-taking. The fees associated with this procedure total \$15 (U.S) per request. There are no limits as to the number of times a student may re-test.

Special Needs

If special needs are required to take the quiz please contact the NCSF so that appropriate measures can be taken for your consideration.

Quiz Rules

What Do I Mail Back to the NCSF?

Students are required to submit the quiz answer form.

What do I Need to Score on the Quiz?

In order to gain the .5 NCSF continued education units students need to score 80% (8 out of 10) or greater on the CEU quiz.

Where Do I Mail My Quiz Answer Form?

You will mail your completed answer form to:

NCSF

Attn: Dept. of Continuing Education

5915 Ponce de Leon Blvd., Suite 60

Coral Gables, FL 33146

How Many CEUs Will I Gain?

Professionals who successfully complete the any continuing education quiz will gain .5 NCSF CEUs per quiz.

How Much does each quiz cost?

Each quiz costs the student \$15.00.

What Will I Receive When The Course Is Completed?

Students who successfully pass any of the NCSF online quizzes will receive their exam scores, and a confirmation letter.

How Many Times Can I Take The Quizzes For CEUs?

Individuals can take each NCSF quiz once for continuing education credits.

Creating Hiring Criteria

Hiring employees can be a positive or negative experience depending on the factors that affect the outcome. In the personal training industry, hiring new employees is even more challenging than in many other businesses. The main reason for the added difficulty is the variation in competency development among personal trainers, the dynamics of the job, and the constant demand for trainers, compounded with a high attrition rate. The variation in competency is common as some trainers may not have a formal educational background whereas others maintain extensive education and degrees in the field. Secondary to this issue is the fact that personal training not only requires competency but also a service-oriented delivery. When working with people to motivate and encourage physical activity specific personality and human characteristics are necessary for success. Personal trainers must be good communicators, able to show empathy while leading with authority. The largest majority of people respond best to instructors who are personable, honest, and upbeat. An increasing problem facing fitness directors and those in hiring positions is the demand for trainers is surpassing the available pool of qualified and desirable candidates. Hiring the wrong person for the job can have numerous negative implications beyond simply a poor employee. In some cases the employee can weigh heavily on resources due to training needs and inefficiency, thereby creating deficits in productivity. Individuals who do not work well in the job environment often present a negativity that affects everyone in the surroundings. Likewise, realizing the wrong person was hired after the fact now presents issues of firing and re-hiring and all the headaches associated with the process, or worse, dealing with the on-going problems associated with the error. To avoid these issues and the many others that can occur from making hiring mistakes, fitness managers should take the necessary steps to prevent the problems from ever occurring. The following recommendations can go a long way in effectively producing quality hires that match the company's mission.

Know what you are looking for – Before selecting a new employee or even advertising the position, decide what it is that you are looking for in the ideal candidate. Make a list of important or ideal attributes a candidate should possess to be considered for the position. List the attributes from most important to least important and place check boxes next to each. If the performance characteristic is a “must have” ability or skill, star it. When conducting an interview reference the sheet and check the boxes identified by the candidate. If they do not have the starred “must have” attributes cut them from the potential hire list. If the attribute is so important to cause you to identify it as a “must have” quality, do not compromise your defined standards.

Define minimum competency standards – Establish a must have matrix of education, experience and valid assessment of skills and qualifications. These defined minimum standards should be front and center when advertising positions, so the pool of candidates has a level of pre-screening. If training and education are provided set up an attainable timeframe to accomplish the qualification goals. One question to ask is “How much job experience is necessary?” It is not unreasonable to hire potential candidates who can grow into the position, but there must be an established and reasonable effort for training. When training employees becomes a significant drain on resources, that process

can be counterproductive. Mentoring is one way to help facilitate smooth transitions into a new position.

Create a hiring evaluation sheet – The list of desirable attributes and qualifications is just one component to a hiring evaluation sheet. Before interviews, review the resume and make evaluation notes for reference. Establish probing questions that help to address the qualities established on the hiring criteria list as well as other information about the candidate that will help in the selection process. The evaluation sheet should be used to identify skills or experiences from other domains as well. In some cases a well-rounded candidate with less job specific experience and background may fit better into your employee pool than someone with little diversity in experience.

Hire based on aptitude – In many cases paper qualifications do not always transfer into employee potential or performance outcomes. Individuals who demonstrate a strong aptitude for learning, work well with others and fit into the team mentality often make much better hires than those who may have strong paper qualities, but come up short during interviews or present a vibe that doesn't feel right.

Hire nice people – really nice people – Nice people can improve the feel of any environment and situation. They have the ability to make other people feel more comfortable, positively influence the general atmosphere and often create a better experience for the participant. Additionally nice people can better manage conflict and diffuse situations before they escalate; it is harder to become irritated and stay angry or agitated when the service comes with a smile.

Match your staff to your clientele – It is very important that the personalities and expertise of the of the staff match the clientele. People want quality assistance and people they can relate to and trust. Qualifications in certain aspects may be important for job qualifications but if the candidate does not complement the service or clientele they may be far less effective in their job performance because clients can not relate to them. When staff and clients match there is often a perceived improvement in service and people are generally more comfortable with the environment.

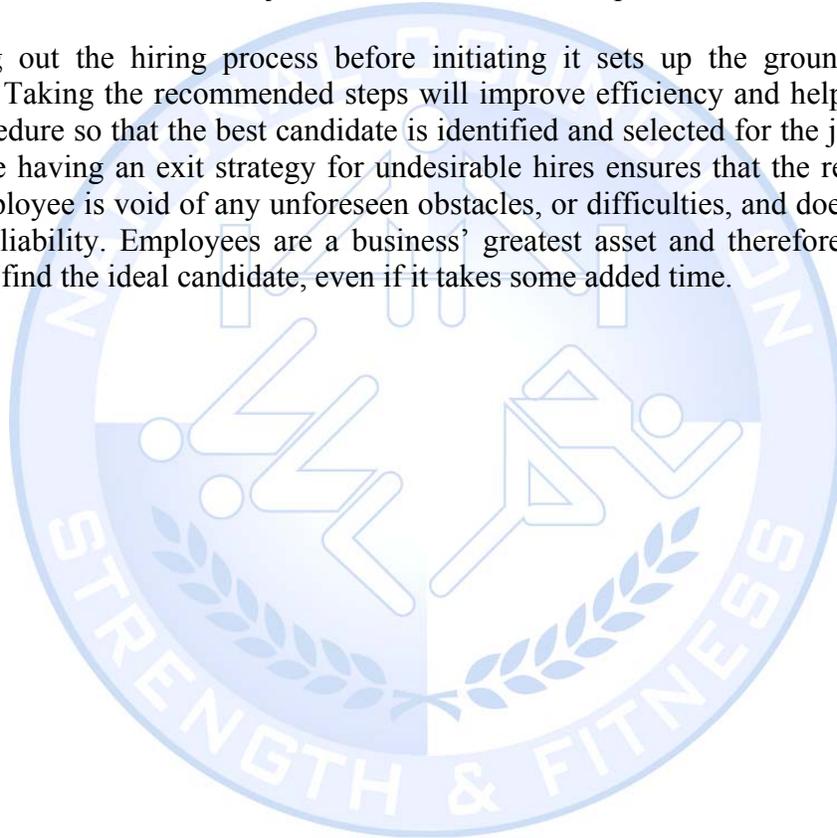
Match your staff to your management style – A common error in hiring is acquiring a staff person who does not work well in your management style. People respond differently to varying leadership styles. Ask candidates about the style they have worked with and their relative experiences. Find out what they liked and disliked about previous management styles. If a candidate does not seem to respond to the management style in place they will likely not fit in well, which often manifests into conflict or reduces performance outcomes.

Find out their training philosophy - Trainers have different philosophies stemming from experiences, external influences, and personal interests. In some cases philosophical differences create an environment that can undermine the goal of the established service culture. Employees who do not share the same views or support the leadership ideas can

cause internal conflicts that negatively affect the program. Identifying candidates who fit into the team philosophy are the ideal selections.

Plan to fire when you hire – A mistake in hiring can be very stressful for all parties involved. Hiring the wrong person for the job will affect every aspect of the program. Therefore, establishing a firing system is very important to remove individuals who do not benefit the company. The first step is hiring under a provisional status. Make it clear to new hires that they must undergo an evaluation period before officially becoming a part of the company. This way at the end of the probation period individuals who are not desirable can be more easily removed. A key to removing bad hires is to use a checklist evaluation and document everything. Have new hires read and sign all policies and procedures and establish goals that must be met so that poor performers are identified and justification for removal is present and documented.

Planning out the hiring process before initiating it sets up the ground work for success. Taking the recommended steps will improve efficiency and help streamline the procedure so that the best candidate is identified and selected for the job opening. Likewise having an exit strategy for undesirable hires ensures that the removal of a new employee is void of any unforeseen obstacles, or difficulties, and does not create risk for liability. Employees are a business' greatest asset and therefore justify the effort to find the ideal candidate, even if it takes some added time.



CEU QUIZ

1. In the personal training industry, which of the following factors add difficulty in the hiring process?
 - A. Variation in candidate competency
 - B. Dynamics of the job requirements
 - C. High attrition rate of trainers
 - D. All of the above

2. Before selecting a new employee or even advertising the position, what is the first step in enhancing employee selection?
 - A. Decide what you are looking for and make a checklist of important attributes
 - B. Decide what salary you are going to give your new employee
 - C. Plan a mentorship program for the new employee
 - D. Determine the time frame of keeping this employee

3. Which of the following factors is likely the best predictor for an employee finding success in your workplace?
 - A. Job aptitude
 - B. Extensive schooling
 - C. Multiple certifications
 - D. Years of experience

4. Which of the following is an important consideration related to employee conflict with new hires?
 - A. Management style
 - B. Employee experience
 - C. Hour of operation
 - D. Mentoring

5. What should the new hire evaluation sheet be used for?
 - A. Identify skills
 - B. Probing questions to address the qualities needed for the job
 - C. Identify experience from other domains
 - D. All of the above

6. Hiring nice people will likely bring which of the following to the workplace?
 - A. Positive experience for clients
 - B. Decreased need of implementing rules
 - C. Decreased need for evaluations
 - D. Less new employee training

7. When hiring new employees, which of the following are an important step in reducing liability risk related to employee termination?
 - A. Perform evaluations and document activities
 - B. Sign guidelines and procedures of the job
 - C. Hire under provisional status
 - D. All of the above

8. What is the advantage of defining and listing minimum standards of education when advertising positions?
 - A. Pre-screening candidates
 - B. Proper job advertisement
 - C. Increases email response
 - D. Employee attrition decreases

9. What is a likely outcome if philosophical differences in training are apparent between you and the employee?
 - A. Internal conflicts affecting programming
 - B. Diversity between trainers
 - C. Improved client diversity
 - D. Decreased client participation

10. What is the advantage of having your staff match your clientele?
 - A. Increased client relations
 - B. Better perceived service
 - C. More comfortable environment
 - D. All of the above

Quiz Answer Form

FIRST NAME _____ LAST NAME _____ M.I. _____

TITLE _____

ADDRESS _____ APT. _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

COUNTRY _____ POSTAL CODE _____

CERTIFICATION NO. _____ CERTIFICATION EXP. ____/____/____

MEMBERSHIP NO. _____ MEMBERSHIP EXP. ____/____/____

Quiz Name	Member Price	Total
	\$15	



Discover



Visa



Mastercard



Amex



Check/Money Order

Account No. _____

Exp. Date _____

Security Code _____

Signature _____

Date _____

Quiz Answers

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

Fill in each blank with the correct choice on the answer sheet. To receive 0.5 CEUs, you must answer 8 of the 10 questions correctly.

Please mail this Quiz answer form along with the proper enclosed payment to:

NCSF
5915 Ponce de Leon Blvd., Suite 60
Coral Gables, FL 33146

Questions? 800-772-NCSF