



ATHLETICS AND FITNESS ASSOCIATION OF AMERICA

Question	Answer
MISC/GENRAL	
What is your Return Policy?	AFAA offers a 28-day Return period in which a request for cancellation can be made. For more details, please reference the AFAA Terms & Conditions by click here.
Does AFAA offer insurance to Instructors? Or have a discounted partnership?	Yes. Information can be found at afaa.com under the "insurance" link. https://www.phly.com/productsfw/fitness-Instructors-Hoffman.aspx
Can I get a tracking number for my order?	Yes. Tracking numbers are generated no sooner than 2 business days after an order is placed. Please contact AFAA Member Services at 1-800-446-2322 option 2 for details on your tracking number.
Can I access my courses on an iPad or Apple device?	AFAA recommends using a Windows based laptop or desktop as the AFAA Student Portal requires Adobe Flash. Flash does not come pre-installed on any Apple device. The iStore has applications available to enable Flash content. Additionally, Safari web browser is not compatible with the AFAA online courses.
Can I earn CEUs from courses I completed through college?	AFAA offers college course CEU credits on a 0.2 unit basis. For example, a semester long Anatomy course worth 3 units would provide 0.6 AFAA CEUs. Please provide a copy of an official transcript with your recertification application submission.
What happens if my GFI Certification has expired?	AFAA offers a 90-day grace period beyond your GFI Certificate expiration date to earn CEUs with a late fee payment. If CEUs have been completed within 90-days of expiration, you have one-year to submit your paperwork for recertification. Failure to complete the required CEUs within this 2 year + grace period timeframe will require re-enrollment.
Can anyone see my exam score?	No, as AFAA does not release exam scores.
What CPR/AED providers does AFAA accept?	AFAA recommends the following organizations-American Heart Association, American Red Cross, American Safety and Health Institute, St. John Ambulance, Emergency Care & Safety Institute or Emergency Medical Technician.
Can I do my CPR/ AED course Online?	Currently, all CPR/AED require hands-on assessment. Online courses will not be accepted unless a hands-on component is included.
Where can I find downloadable materials?	There will be downloadable materials within the course and also available on the website



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How do I change my password?	To reset your AFAA.com password, please visit the login page and use the Forgot Password feature. Password resets may take up to 30 minutes to take effect. Any attempt to login prior to this timeframe may result in an Invalid Password error. You will be required to change this password again after you login with it next time. Passwords are not recoverable in the system, so if you lost your password, the only option is to request a new one time use temporary password.
Where can I find exam study Tips?	In the new GFI course as a downloadable PDF.
PAYMENT & BILLING	
How do I change my credit card number on file?	To process a payment and/or update banking information, please contact the Member Services department at 1-800-460-6276 option 2
Can I change the date of my monthly Installment payment?	No, per the terms of our Installment agreement, the monthly payment date cannot be altered.
Can I cancel my monthly payment plan?	AFAA offers a 28-day return period in which a request for cancellation can be made. If you wish to pay off your remaining balance, please contact the Member Services department. For more details, please reference the AFAA Terms & Conditions by click here.
Do I have the option to put my account on hold/freeze?	No, we do not offer the option to freeze or hold your account. If you are currently on a payment plan, there is not a way to delay or adjust the date of your recurring payment.
Does AFAA collect payment information via text message?	AFAA does not use text for payment purposes and any such texts received are not from AFAA.
COURSE ACCESS	
Where can I print my temporary certificate?	Proof of any online AFAA course completion can be printed from the AFAA Student Portal under the Certificates tab.
What software is required to access my AFAA Student Portal?	For the best user experience, we recommend you use the most up-to-date version of the following browsers: Window 7+, Mac 10.10+, iOS 9, Android 4.4+ . Adobe Flash Player is required. Download the latest Flash Player here For the best functionality and user experience, we suggest using a desktop or laptop that includes the above system requirements.



EXAM INFORMATION	
Where can I find my Enrollment ID?	Login to AFAA.com and click My Account and go to “Courses.” Locate your "CGFI exam Enrollment" in the list of Courses and click the Action button; clicking this button will direct you to a new page. Your enrollment ID will be displayed in the navigation pane on the left side of your screen.
What is my Enrollment ID?	Your Enrollment ID is a unique identification number used to locate your testing record with PSI. Please have your Enrollment ID number ready when contacting PSI to schedule your CGFI exam. You can schedule your exam with PSI by calling 1-800-733-9267 or visit https://candidate.psiexams.com/ to create an account.
Can I transfer my enrollment to a friend?	Online account registrations and examination registrations are non-transferable. Please reference the AFAA Terms and Conditions for more details.
When do I receive my Certificate?	An official certificate will be mailed to you within 4 – 6 weeks after passing your CGFI exam. A web copy of your certificate will be made available within 3 business days of passing your CGFI Exam. All web certificates can be printed under the Certificates option within your AFAA Student Portal.
How do I schedule my CGFI exam?	Contact PSI at 1-800-733-9267 or go online at PSI to register. Please have your Enrollment ID available, as it is needed to complete the registration process.
Will I receive my exam score?	AFAA does not release exam scores. If you fail the CGFI exam, PSI will provide you with a score report providing details of your test results.
What do I need to take with me to the testing facility?	You will be required to present a valid government-issued photo ID along with a current CPR/AED certification. Without these two mandatory items, you will be turned away and may incur additional fees to reschedule your exam.
What happens if I miss my PSI exam appointment?	If you cancel your exam less than 24-hours of your scheduled date and/or fail to show for your scheduled exam, you must contact AFAA Member Services to reactivate your eligibility. Please know that additional fees may apply.



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How do I get an extension for my course?	If you missed your deadline or failed your initial exam attempt, a retest for the exam can be purchased. Requirements and limitations for retesting are described in the Candidate Handbook. Please contact the Member Services team for additional details regarding pricing and limitations.
Does AFAA offer any Special Accommodations for the CPT Exam?	Yes, AFAA does offer Special Accommodations for the CGI exam. AFAA complies with the Americans with Disabilities Act of 1990. In order to ensure the opportunity click here for the Special Accommodation Application.
How many questions are on the CGFI exam and how long do I have to complete it?	There are 120 test questions, in which 20 are research questions and do not count toward or against the final score. There is a 2-hour time limit and you must pass with a scaled score of 70 or better.
Is there a CGFI practice exam?	Yes. It's mimics the official exam in time and size.
I just failed my PGE exam, can I purchase a retest or do I need to upgrade to GFI?	You have the option to upgrade to the GFI by paying a retest fee of \$149 and you receive the CGFI exam and online content. The hardcopy textbook will be an additional cost, but is discounted to \$50 +shipping/handling.
RECERTIFICATION	
How often do I need to recertify?	To support AFAA's commitment to protect health and safety, the AFAA-GFI certification must be recertified every two (2) years. This ensures that AFAA-GFI professionals are current with the best-practice guidelines and the specific knowledge, skills, and abilities described in the most recent Job Analysis Study.
What is a CEU?	The acronym "CEU" stands for Continuing Education Unit. Continuing education programs are intended to promote continued competence, development of knowledge and skills, and enhancement of professional skills and judgment beyond the levels required for entry-level practice. For additional details, please reference the AFAA recertification guidelines by clicking here.
How many CEUs do I need to recertify?	AFAA-GFI professionals are required to complete 2.0 CEUs (20 contact hours) every two year certification period. This includes 0.1 CEUs from the mandatory CPR/AED certification.



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<p>What is an NASM approved CEU? Where can I find this information?</p>	<p>An approved CEU is a course that has been submitted to AFAA through a third-party organization and has been awarded CEU value. These organizations are part of AFAA's Provider Program and will note their provider number and CEU value on the certificate of completion that you receive. Please contact our Member Services department for questions regarding our current list of provider courses.</p>
<p>What is a petition? How do I petition a course that is not an NASM approved CEU?</p>	<p>CEU providers that have not contacted AFAA for pre-approval status will require a petition. Petitions allow AFAA to review the material covered and make a CEU value determination. This process can be completed in the recertification section found in their AFAA Student Portal. To petition a course, please print and submit the application found here.</p>
<p>How can I become an approved NASM CEU provider?</p>	<p>For application information, please contact our Member Services department at 1-800-446-2322 option 2.</p>
<p>Can I earn CEUs from courses I completed through college?</p>	<p>AFAA offers CEU credits for college courses on a per unit basis. For example, a semester long Anatomy course worth 3 units would provide 0.3 AFAA CEUs (up to a maximum of 1.5 CEUs). The college course content must fall within our current performance domains to be accepted for credit (i.e. majors in Kinesiology, Exercise Science, Exercise Physiology, Health Science, etc.). Please provide a copy of an official transcript with your recertification application submission.</p>
<p>What happens if my CPT certification has expired?</p>	<p>AFAA offers a 90-day grace period, beyond your CPT Certificate expiration date, to earn CEUs. If CEUs have been completed within your 90 day grace period, you have one-year to submit your paperwork for recertification. Failure to complete the required CEUs within the grace period will require re-examination.</p>
<p>What is Recert for Life?</p>	<p>AFAA's Recertify for Life gives the opportunity to avoid bi-annual renewal fees with a one-time fee of \$299. All recertification requirements, including CEUs and payment are still required (including a mandatory copy of a current CPR/AED card) every 2 years.</p>
<p>I just completed an approved NASM CEU, when can I submit this towards my recertification?</p>	<p>You can input and upload your CEU documentation in the recertification portal at any time during your certification period.</p>



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<p>What CPR/AED providers does AFAA accept? Can I do my CPR/ AED course online?</p>	<p>AFAA recommends the following organizations-American Heart Association, American Red Cross, American Safety and Health Institute, St. John Ambulance, Emergency Care & Safety Institute or Emergency Medical Technician. AFAA will only accept the CPR/AED course if a hands-on assessment was completed. On-line courses will not be accepted unless a hands-on component is included.</p>
<p>ORDER INFORMATION</p>	
<p>Can I get a tracking number for my order?</p>	<p>FedEx will automatically e-mail you a tracking confirmation upon shipment of your package. If you did not receive your tracking number within 2 business days, please contact AFAA Member Services at 1-800-446-2322.</p>
<p>What is the return policy?</p>	<p>AFAA offers a 28-day Return period in which a request for cancellation can be made. For more details, please reference the AFAA Terms & Conditions by click here.</p>
<p>WORKSHOP</p>	
<p>What if I missed my scheduled Workshop session, can I reschedule? Or receive a refund?</p>	<p>Failure to attend a scheduled workshop will result in the forfeiture of the cost of the workshop. A replacement workshop will be charged at full price. We do not offer refunds for workshops outside of our standard return window.</p>
<p>I am already registered for a Workshop, and can't make it, can I switch?</p>	<p>You may request an exchange if you contact the Member Services department at least seven (7) days before the date of the scheduled workshop (excluding the date of the workshop). If an exchange is approved, you will be required to schedule a replacement workshop within 1 year of the original request date.</p> <p>Please refer to the AFAA Workshop registration email to enroll in a different workshop. If you do not have the original Workshop registration email please contact us at: registrations@nasm.org for assistance.</p>
<p>When does my Workshop expire?</p>	<p>Workshop courses expire 18 months from date of purchase.</p>
<p>I would like to attend a different Workshop than the one I purchased, can I switch?</p>	<p>Yes. Accommodations will be granted if a member can commite to a workshop on the schedule.</p>