



FLEXOLOGIST TRAINING PROGRAM (FTP) PARTICIPANT HANDBOOK



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Purpose and Scope

The Flexologist Training Program (FTP) is an assessment-based certificate program designed to train participants to understand the theory and application of stretching, flexibility and mobility training, as well as a basic introduction to the structure and function of human movement. An assessment-based certificate program is a non-degree granting program that provides instruction to aid participants in acquiring knowledge, skills, and competencies in specific areas of assisted stretching, flexibility and mobility training consistent with the intended learning outcomes of the program. Participants' accomplishment of the intended learning outcomes is evaluated through a summative knowledge assessment and a performance-based assessment after completing the training content.

Certification vs. Certificate

In order to earn the certificate of completion, participants must complete all required training and achieve the established passing standards on both the knowledge and performance assessments. Individuals who complete the FTP program do not receive a credential or certification. Therefore, it is incorrect to state that one is certified in Flexology, applied stretching theory and practice, stretching or other similar designations. Completion of this program does not grant additional letters or credentials to one's name (e.g., LMT, ATC/LAT, DPT, RYT, CSCS).

The certificate of completion is in "Applied Stretching Theory and Practice". Therefore, participants may state that they hold a certificate in "Applied Stretching Theory and Practice" from StretchLab. If actively employed by a StretchLab Franchise location, then this can be followed up with the mention that they are an actively employed and practicing Flexologist™. Flexologist is a trademarked term held by StretchLab Franchise LLC.

Individuals who complete the assessment-based certificate program receive a certificate of completion that includes the participant's name, the date the individual completed the program, and the proper use of the certificate.

Target Audience

The FTP is designed for individuals who are currently employed, or interested in becoming employed, in fitness, health and wellness possessing an active and valid certification, license or degree, who are interested in stretching, flexibility and mobility training and would like to obtain a position at a StretchLab Franchise location as a Flexologist.

Prerequisites

Participants must meet the following prerequisites to register for the FTP program:

1. Candidates must have a current and valid certification or license in a health/wellness/fitness discipline or a minimum of a bachelor's degree in a health/wellness/fitness discipline from the United States.

2. One year of experience in the field in which they hold the certification or degree.
3. Must have applied and been hired by a StretchLab Franchise location.
4. Must be 18 years of age or older

FTP Program Summary

Training Content

The FTP content focuses on the theory and application of stretching, flexibility and mobility training, as well as a basic introduction to the structure and function of human movement. StretchLab currently delivers the training through a combination of online learning, delivered through a learning management system, and an instructor-led, in-person workshop. The intended learning domains and outcomes of the program are:

1. Conduct Pre-Session Activities
 - a. Describe pre-session activities of a Flexologist prior to meeting with a client
 - b. Describe pre-session activities of a Flexologist when initiating a session with a client
 - c. Describe how a Flexologist would prepare a client for a stretching session
2. Conduct Physical Stretch Experience
 - a. Describe how to analyze a client's status in order to provide an optimum stretch experience
 - b. Describe how to conduct the physical stretch experience
 - c. Describe how to determine appropriate homework for clients
3. Conduct Non-Physical Stretch Experience
 - a. Describe how to interpret MAPS scan outcomes
 - b. Describe the tension scale
 - c. Identify topics to be discussed with clients during a stretch session
 - d. Describe PNF stretching techniques
 - e. Describe ways to provide client feedback
 - f. Identify when and describe how to provide homework to clients
4. Implement Safety & Wellness Practices
 - a. Identify ways a Flexologist can maintain personal wellness and mobility
 - b. Describe steps a Flexologist should take to maintain a clean and safe working environment
 - c. Identify content that should be documented related to client sessions
5. Conduct Administrative Duties
 - a. Describe how to build and maintain a client base
 - b. Describe how to engage in professional development activities
 - c. Identify ways to collaborate with other Flexologists
 - d. Identify tasks to be completed in Club Ready
6. Conduct Post-Session Activities
 - a. Identify topics to be included in post-session feedback
 - b. Describe information to be included in client notes
 - c. Describe how to conduct post-session assessments
 - d. Describe ergonomic information to be provided to clients
 - e. Identify how to create a client flexibility program



Subject matter experts who participate in the development of the FTP program content are currently working in the field of health/wellness/fitness, specifically with knowledge of stretching, flexibility, mobility and/or human movement. They have knowledge and skill in the content areas for the certificate program and experience in the field or a related field.

Assessment

After completing the training content, participants must pass both a knowledge-based (written) and a performance-based (practical) summative assessment demonstrating attainment of the learning outcomes.

Knowledge-based Assessment

The knowledge-based assessment consists of 60 multiple-choice and multiple-response items. Question order and responses are randomized. The questions test the achievement of the learning objectives defined in the program blueprint and as outlined at the beginning of the online educational content.

Participants must answer at least 44 items correct (a passing score of 73.3%) for the inaugural form of the knowledge-based (reference) examination to pass.

The knowledge assessment is administered online via the learning management system (LMS). Participants must have completed all of the educational content in order to take the final assessment. They are required to log in to the LMS with their unique ID and password. Participants are asked to read and agree to an honor code verifying their identity and that they agree to take the assessment without assistance from anyone else and without consulting resource materials, and without providing assistance to anyone else.

Participants are allowed a maximum of 90 minutes to complete the examination. Participants are permitted to return to items (within the total time limit). Once a learner begins the assessment, they must complete it in that session (i.e., they cannot log out and resume the test at another time). Each candidate has two attempts to attain a passing score on the knowledge exam. Failure to do so will activate a required 24 hour wash out period where the exam can not be taken. The candidate will have one final chance (third attempt) to pass. It is recommended at this time the candidate fully reviews the pre-work again in it's entirety to be best prepared. Failure to pass on the third attempt would disqualify a candidate from moving forward in the program.

At this point, a 2 week washout period must be followed where participation in any components of the program can not be allowed. The candidate's LMS profile will be deactivated for this time period. If the candidate and Franchise Owner decide to proceed after the washout period, the candidate's account will be reactivated and they will be allowed to re-begin the program. This process will be repeated should the candidate not pass the knowledge exam after another three attempts.

Performance Assessment

The performance assessment is based upon the domains and task statements established by a job/task analysis and outcomes that were validated by a targeted validation survey of approximately 800 Flexologists. The assessment was developed by a panel of subject-matter experts in the field, in consultation with instructional design and psychometric professionals. The performance assessment is designed to test the skills and abilities deemed necessary in the job/task analysis to provide safe and competent practice.

Specifically, the performance assessment consists of a sequence of 26 tasks that align under four (4) domains. Each task is assigned points based on the complete and correct performance of the task. The exam has a total of 85 points, a candidate must achieve a 49/85 (57.65%) to pass. If the candidate does not pass on their first attempt, they will be allowed one more attempt to achieve a passing score. This will be done in person at a later date & workshop. Failure to pass after the second attempt would result in disqualification to move forward in the program.

At this point, a 2 week washout period must be followed where participation in an in-person workshop will not be allowed. They will retain access to their LMS account for study purposes, since the knowledge exam has been passed. If the candidate and Franchise Owner decide to proceed after the washout period, the candidate will be allowed to attend another FTP workshop. This process will be repeated should the candidate not pass the performance exam twice.

For example, *Greet clients* is the first task that falls under *Domain A: Conduct Pre-session Activities*. There are three possible scores for performing this task: 0, 1, or 2, as follows:

0 = Fail to orient client

1 = Welcome client but fail to preview the stretch experience

2 = Welcome client and adequately preview the stretch experience

Trained raters observe the performance of the 26 tasks and score the participant based on the completion of each task using an approved scoring rubric.

Training of raters/instructors is a multi-step process. Once a Flexologist attains 500 hours of stretching clients within a StretchLab studio they qualify to apply to become an instructor. The instructor and the Franchise Owner that employs the instructor fill out an application form and send it to the Director of Education (Program Manager) for review. Once reviewed, the Director of Education schedules a screening call to assess the rater/instructor candidate's background, skillset, knowledge and experience. Two of these calls will occur. After this a formal interview and presentation will occur, to better understand the candidate's preparedness and fit to become an instructor for StretchLab. At this point, a decision will be made by StretchLab if the candidate will become an instructor (in training). Once approved, the candidate will shadow a live FTP workshop in-person that is taught by an approved instructor. The approved instructor for the workshop will mentor and coach the instructor that is shadowing/in training. Finally, the instructor in training will teach a live FTP workshop while being shadowed and graded by an approved instructor. Feedback and coaching will be provided during and after to the instructor in training. Once this is complete, the instructor in training is now an approved instructor for StretchLab. Materials are provided to all instructors to ensure consistency of all FTP workshops. This includes a PowerPoint, performance exam, performance exam grading legend/scoring rubric and an instructor policy and procedures document detailing specifics related to test administration.

On a monthly basis, training webinars are recorded and sent to all instructors for review. Additionally, the Director of Education conducts a minimum of (1) performance review with all instructors.

Development of the Assessment

StretchLab engages subject-matter experts (SMEs) to assist in the development of the assessment items (or questions) for the assessment-based certificate program(s). SMEs are selected based on their demonstrated expertise, experience level, geographic representation, and specialty area. The foundation of the program is the Job/Task Analysis Study (JTA). The JTA is a comprehensive study to identify and validate the knowledge and skills which will be addressed through the training content and measured by the assessment. The development of all items for the assessments are directly linked to the approved content outline and learning outcomes for the training program. The program content and assessment are reviewed to ensure ongoing relevancy and accuracy.

Scoring the Assessment

Immediately after completing the knowledge assessment, participants will be able to access their score report via the learning management system. For in-person instruction, feedback will be emailed within 72 business hours of the workshop's completion. Candidates who fail receive feedback on the performance assessment related to the areas that were not passed. The feedback provided is designed to help identify the areas where candidates need to improve before retaking the assessment.

Program Changes

StretchLab will inform participants and industry stakeholders of any changes to the program requirements or content.

Program Policies

Confidentiality

An individual's status is not considered confidential. The names of individuals who have completed a program(s) may be published by StretchLab. StretchLab will confirm the name of any individual who has completed the program(s). Application status, information about whether or not an individual is in progress, and score information will only be released to the participant or the franchise owner that has sponsored the participant.

Non-Discrimination & Fairness

The FTP program is open to all candidates interested in the field without regard to age, sex, race, color, national origin, disability, religion, sexual orientation, or marital status to all rights, privileges, programs, and examinations. StretchLab will not discriminate on the basis of age, sex, race, color, national origin, disability, religion, sexual orientation, or marital status in the administration of the program and the policies related to the program.

Accommodations

Reasonable accommodations provide participants with disabilities a fair and equal opportunity to participate in the program. Reasonable accommodations are decided based on:

- The individual's specific request
- The individual's specific disability documentation submitted
- The appropriateness of the request

Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the program(s). To apply for accommodation(s), the candidate must:

- Submit the Request for Accommodation form (*attached at the end of the Participant Handbook*)
- Submit documentation provided by an appropriate licensed professional on the professional's letterhead to Stretchlab, which includes a diagnosis of the disability and specific recommendations for accommodations
- Submit documentation at least 15 days prior to starting the program. All documentation is subject to verification

Requests for accommodations will be reviewed by StretchLab. The StretchLab staff will communicate with the individual requesting the accommodation and facilitate the accommodation as needed.

Code of Conduct

I. Client-Flexologist Relationship

1. The Client-Flexologist relationship is the central focus of all ethical concerns, and the welfare of the client should form the basis of all judgments.
2. The Flexologist should serve the client by exercising all reasonable means to ensure that the most appropriate training, health and fitness recommendations are provided to the client.
3. The Client-Flexologist relationship has an ethical basis and is built on confidentiality, trust, and honesty. The Flexologist must adhere to all applicable legal or contractual constraints while in the client-Flexologist relationship.
4. Sexual misconduct on the part of the Flexologist is an abuse of professional power and a violation of client trust. Sexual contact or a romantic relationship between a Flexologist and a current client is always unethical.
5. The Flexologist has an obligation to obtain the informed consent of each client or comply with rules of governing organizations. In obtaining informed consent for any course of physical measurement or activity, the Flexologist should present to the client, or to the person legally responsible for the client, in understandable terms, pertinent facts and recommendations consistent with good professional practice. Such information should include alternate modes of testing or physical activity and the objectives, risks, benefits, possible complications, and anticipated results of such activities or testing protocols.
6. It is unethical to recommend, refer, prescribe, provide, or seek compensation for therapies or products that are of no benefit to the client.
7. The Flexologist should respect the rights of clients, colleagues, and others and safeguard client information and confidences within the limits of the law. If during the process of providing information for consent it is known that results of a particular test or other information must be given to governmental authorities or other third parties, it should be identified and explained to the client.



8. The Flexologist should not discriminate against clients based on race, color, sex, gender, age, national origin, religion, or on any other basis that would constitute illegal discrimination. This being said, Flexologists should know their professional limitations and not engage in exercise prescription for clients with special needs that the Flexologist is not educated or trained to manage safely or effectively.

II. Flexologist Conduct and Practice

1. The Flexologist should recognize the boundaries of his or her particular competencies and expertise, and provide only those services and use only those techniques for which he or she is qualified by education, training, or experience.

2. The Flexologist should participate in continuing education activities to maintain current scientific and professional knowledge relevant to the professional services he or she renders. The Flexologist should provide stretching services involving new training techniques only after undertaking appropriate training and study.

3. In any training environment, the Flexologist should exercise careful judgment and take appropriate precautions to protect the client's welfare with regards to equipment, facilities and environmental factors as well as evaluate the condition of the client before each training session to ensure the designated activities are appropriate for the client at the time of delivery.

4. The Flexologist should not publicize or represent him or herself in any untruthful, misleading, or deceptive manner to clients, colleagues, other health-care professionals, or the public. This includes identifying oneself as certified by the StretchLab.

5. The Flexologist who has reason to believe that he or she is infected with a virus or other serious infectious agents that might be communicated to clients should voluntarily be tested for the protection of his or her clients. In making decisions about client evaluations, physical testing and training activities, a Flexologist infected with such an agent should adhere to the fundamental professional obligation to avoid harm to clients.

6. The Flexologist should not practice or attempt to provide professional services while impaired by alcohol, drugs of any kind, or physical or mental disability. The Flexologist who experiences substance abuse problems or who is physically or emotionally impaired should seek appropriate assistance to address these problems and limit his or her professional practice until the impairment no longer affects the quality of client service.

7. The Flexologist may not imply StretchLab's endorsement for commercial venture. Disclosure of affiliation and/or use of the StretchLab Marks are not to be made as part of a firm, partnership or corporate name. Disclosure in violation of this article may be grounds for disciplinary action.

III. Conflicts of Interest

1. Potential conflicts of interest are inherent in the field of health, fitness and wellness. Conflicts of interest should be resolved in accordance with the best interest of the client. If there is concern about a possibly significant conflict of interest, the Flexologist should disclose his or her concerns to the client. If a conflict of interest cannot be resolved, the Flexologist should take steps to withdraw as a service provider for the client. If conflicts of interest are unresolved, the Flexologist should seek consultation with studio leadership or an institutional ethics committee.
2. Commercial promotions of fitness or health-related products and services may generate bias unrelated to product merit, creating, or appearing to create, inappropriate undue influence. The Flexologist should be aware of this potential conflict of interest and offer fitness advice that is as accurate, balanced, complete, and devoid of bias as possible.
3. The Flexologist should recommend nutritional modifications based solely upon published evidence-based findings and guidelines health considerations and client needs, regardless of any direct or indirect interests in or benefit from a supplement company or other supplier.
4. When the Flexologist receives anything of substantial value, including royalties, from companies in the health-fitness industry, such as a manufacturer of supplements and fitness devices, this fact should be disclosed to clients and colleagues when material.

IV. Professional Relations

1. The Flexologist's relationships with other Flexologists, employers, physicians, physical therapists, and other allied health professionals should reflect fairness, honesty, and integrity, sharing of mutual respect and concern for the client.
2. The Flexologist should consult, refer, or cooperate with other Flexologists, health professionals, and institutions to the extent necessary to serve the best interests of their clients.
3. The Flexologist should respect all laws, uphold the dignity and honor of the profession, and accept the profession's self-imposed discipline. The professional competence and conduct of Flexologists is best examined by professional associations and peer-review committees; active professionals should remain in good standard with these groups. These groups deserve the full participation and cooperation of the Flexologist.
4. The Flexologist should strive to address, through the appropriate procedures the status of those Flexologists who demonstrate questionable competence, impairment, or unethical or illegal behavior. In addition, the Flexologist should cooperate with appropriate authorities to prevent the continuation of such behavior.

V. Societal Responsibilities

1. The Flexologist should support and participate in those health programs, practices, and activities that contribute positively, in a meaningful and effective way, to the welfare of individual clients, the health & fitness community, or for the public good. This includes maintaining certification in Cardio-Pulmonary Resuscitation (CPR) and participating in AED training and basic first aid when applicable or required.

2. Flexologists who provide expert testimony in courts of law recognize their duty to testify truthfully. The Flexologist should not testify concerning matters about which he or she is not knowledgeable. The Flexologist should be prepared to have testimony, given in any judicial proceeding, subjected to peer-review by an institution or professional organization to which he or she belongs. It is unethical for a Flexologist to accept compensation that is contingent upon the outcome of litigation.

Complaints and Disciplinary Action

Complaints

Complaints may be submitted by any individual or entity. Complaints regarding the FTP program should be reported to StretchLab in writing and should include the name of the person submitting the complaint, the name of the person the complaint is regarding along with other relevant identifying information, a detailed description of factual allegations supporting the charges, and any relevant supporting documentation. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with the confidentiality policy. Inquiries or submissions other than complaints may be reviewed and handled by StretchLab at its discretion. Complaints pertaining to employees outside the relevance of FTP will be handled by the Franchise Owner of the location that has employed the individual.

Upon receipt and preliminary review of a complaint involving the certificate program(s), StretchLab staff may conclude in their sole discretion, that the submission: contains unreliable or insufficient information, or is patently frivolous or inconsequential. StretchLab will approve a Complaint Review Committee to investigate and make an appropriate determination with respect to each such valid and actionable complaint.

Individuals who are found to bring frivolous complaints against other individuals or StretchLab may be subject to disciplinary action by StretchLab. Upon completion of an investigation, the Complaint Review Committee recommends whether StretchLab should make a determination that there has been a violation of policies and rules.

The full procedures for handling a complaint will be provided to a complainant.

Disciplinary Action

In the event a certificant violates the program rules, requirements, and/or policies, StretchLab may reprimand or suspend the individual's participation. The grounds for sanctions under these procedures may include, but are not necessarily limited to:



- Violation of the established rules, requirements, and/or policies
- Conviction of a felony or other crime of moral turpitude under federal or state law in a matter related to the practice of, or qualifications for, services provided by StretchLab
- Fraud, falsification, or misrepresentation in an initial application for the program
- Falsification of any material information requested by StretchLab
- Misrepresentation of the individual's status, including abuse of logo
- Cheating on any assessment associated with the program
- Misrepresentation of status by claiming that one has received a certification from StretchLab

Any of the following sanctions may be imposed by StretchLab upon an individual whom StretchLab has determined to have violated the policies and rules of its program(s), although the sanction applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:

- Written reprimand to the individual;
- Meeting with program director and franchise owner; or
- Revoking "in good standing" certificate status

Reprimand in the form of a written notice from StretchLab normally is sent to an individual who has received his or her first substantiated complaint. A meeting normally is imposed on an individual who has received two substantiated complaints. Revoking of status normally is imposed on an individual who has received two substantiated complaints within a two year period, or three or more substantiated complaints. StretchLab may at its discretion, however, impose any of the sanctions, if warranted, in specific cases.

Contact Information

Education Department

Email: ftp@stretchlab.com

Request for Accommodation Form



StretchLab is committed to complying with all laws that protect qualified individuals with disabilities. When requested, the StretchLab will provide a reasonable accommodation for physical or mental disabilities that interfere with an applicant's ability to perform their job, provided the requested accommodation does not create an undue hardship or pose a direct threat to the health or safety of others in the workplace and/or to the requesting employee.

The purpose of this form is to assist StretchLab in determining whether, or to what extent, a reasonable accommodation for an applicant with a disability is required to perform one or more essential functions as Flexologist and/or Master Flexologist safely and effectively. The applicant must initiate this request for an accommodation. The information will be treated confidentially. To be eligible for a reasonable accommodation under the Americans with Disabilities Act, an applicant must be qualified to perform the essential functions of the applicable position with or without an accommodation, and have a qualifying disability that limits a major life function.

No purchase of equipment for accommodation can be made without approval from StretchLab.

Applicant Name:	Applicant Phone #:	
SL Studio Address:	SL Studio Phone #:	
Program Applying for:	Flexologist Master Flexologist	Date:
What, if any, function of the Flexologist and/or Master Flexologist training program are you having difficulty performing?		
How does your condition limit your ability to perform the essential functions of the Flexologist and/or Master Flexologist training program?		
What accommodations are you requesting?		
How will these accommodations enable you perform the essential functions of the Flexologist and/or Master Flexologist training program?		
Have you had any accommodations in the past for the same limitations (circle one)? YES NO If yes, what were they?		

I give StretchLab permission to explore possible coverage and reasonable accommodations under the Americans with Disabilities Act of 1990 as amended. I understand all information obtained will be used in accordance with ADA confidentiality requirements.