

Sfrito Assessment Guideline

Unit 7059

Level 3: Credit 4: Version 2

Fitness Assessment and Individual Instruction

**Induct and support clients in Fitness
activity**

Activity Instructions:

Candidates can be assessed in three ways:

1. Evidence of Documentation
2. Oral assessment
3. Practical demonstration

Note:

- a. Check each task offers enough for sufficiency. May need to have candidate complete task more than once, or see in another situation, if evidence collected from managers/ supervisors/ peers is not sufficient enough to demonstrate understanding.
- b. Observation period for induction needs to be a minimum of ½ hour for sufficiency.

Purpose statement:

People credited with this unit standard are able to: establish rapport with clients and introduce new clients to fitness environments; manage physical interaction with fitness clients; monitor learning and understanding demonstrated by fitness clients; respond to enquiries on facility and services and handle client dissatisfaction constructively; and facilitate social interaction with other facility users. This unit standard is designed for people who will work with new and regular clients in fitness facilities on an individual basis.

Special Note:

1. Fitness sector unit standards use the term facility to refer to the workplace which may be a fitness centre, a recreation centre, an aquatic centre or a community centre where fitness activities take place. Where usage is unclear it may help to consider facility standards as being equivalent to employer standards.
2. Fitness Enterprise refers to those businesses/services available within the facility.

Element 1: Establish rapport with clients and introduce new clients to fitness environments**Task:** Observation of an induction of a client into a fitness environment.

Performance Criteria		Evidence
1.1	<p>Communication barriers which can arise in interacting with clients are identified and preventative strategies and remedies available to the employee are demonstrated.</p> <p>Range: language, non-verbal communication, age, gender, culture, disability, dress, behaviour.</p>	<p>Candidate recognises and modifies their communication style to overcome communication barriers due to:</p> <ul style="list-style-type: none">• Language e.g. asks person with English as a second language how much they can understand.• Non-verbal e.g. candidate picks up if client is hesitant to participate and responds accordingly by reassuring, demonstrating or modifying activity.• Age e.g. candidate explains technical jargon clearly.• Culture e.g. appropriate use of eye contact.• Disability e.g. candidate asks “ how do I need to modify this for you?”
1.2	<p>Introduction procedures meet facility requirements for establishing rapport with clients.</p>	<p>Candidate introduces client to facility in accordance with facility requirements. For example:</p> <ul style="list-style-type: none">• greets client by name• looked directly at client• shook hands• warm and enthusiastic voice• established a friendly conversation with client.
1.3	<p>Interactions between employee and clients fit the situation, occasion, and relationship between participants and met facility requirements.</p>	<p>Candidate demonstrates interactions which fit the situation, occasion, relationship between participants and meets facility requirements. E.g.</p> <ul style="list-style-type: none">• candidate manages interruptions from other clients whilst inducting their client.• Telephone is answered per facility requirements.• Emergency situations managed accordingly.
1.4	<p>Information given to new clients meets facility requirements for the induction process and understanding of specific points is checked.</p>	<p>Candidate:</p> <ul style="list-style-type: none">• Follows standard procedures correctly• Responds positively and accurately to questions.• Safety criteria met• Correct technique taught• Understanding checked through asking questions/paraphrasing etc.

1.5	Client goals and objectives are clarified, relevant information is given and accurate records are made where follow up is required.	<ul style="list-style-type: none"> • Programme outline fits clients goals and objectives • Follow up requirements are identified • Referral to appropriate health professional as required • Records are maintained and kept where can be accessed by candidate for follow up.
1.6	<p>Interactions and inductions are followed up with timing and frequency of follow up, in accordance with facility requirements.</p> <p>Range: time, communication channel, information content, specified outcomes.</p>	<p>Candidate meets facility requirements for client retention/follow up e.g.</p> <ul style="list-style-type: none"> • Books another appointment. • Makes follow up phone call to confirm appointment. • Reassessment in 6weeks outlined and booked. <p>Communication channels used could be – card, phone, appointment book, email, verbal.</p> <p>Candidates evidence can be from previous success with client follow up/retention collected from supervisors/ managers</p>

Element 2: Manage personal interaction with fitness clients.

Range: personal space, body orientation and position, eye contact, touching, verbally seeking permission.

Task: Observation/ Interview/ Discussion

	Performance Criteria	Evidence
2.1	<p>Significant conventions relating to physical interaction with clients in service professions are described.</p> <p>Range: cultures – Pakeha, Maori, and other specified cultural groups; Individual client characteristics – age, gender, disability</p>	<p>Candidate explains the conventions relating to physical interaction with client. Conventions relating to the physical interactions may include</p> <ul style="list-style-type: none"> • Awareness of cultural differences with physical interaction e.g. eye contact, stepping over people's heads • Awareness of individual client characteristics e.g. age – slower pace for the elderly, Gender – seek verbal permission for touching when demonstrating a technique, Disabled clients – use appropriate lifting and lowering techniques.

2.2	<p>Physical interaction with clients fits the circumstances and the relationship between participants, and meets facility specifications.</p> <p>Range: cultural factors, individual client characteristics, extent and nature of previous interaction</p>	<ul style="list-style-type: none"> • Candidate demonstrates physical interactions which fit the circumstances, relationship between participants and meets facility standards. • Refer to 2.1 examples for cultural factors. • Extent and nature of previous interaction demonstrated e.g. not having to seek verbal permission to touch client because knows the person.
2.3	<p>Negative reactions to elements of physical interaction are described and relevant responses identified.</p> <p>Range: reactions – non-verbal reactions, verbal complaint to employee, complaint to supervisor and/or employer; cultures – Pakeha, Maori, and other specified cultural groups; individual client characteristics – age, gender, disability, responses – to client, to supervisor, to disciplinary action.</p>	<p>Candidate is able to describe the consequences needed for responses to any negative reaction. For example;</p> <ul style="list-style-type: none"> • e.g. client may react when asked to perform a specific exercise. Candidate needs to clarify the reaction and offer an alternative or modified exercise. Or • e.g. consequences and process for verbal complaints are explained

Element 3: Monitor learning and accomplishment of exercise as demonstrated by fitness clients.

Task: Oral discussion

Performance Criteria

Evidence

3.1	<p>Methods for monitoring client learning and accomplishment of exercise are identified and their purpose described.</p> <p>Range: observation of behaviour and technique, verbal interaction, inspection of records.</p>	<p>Methods for monitoring client learning and accomplishment are identified. For example:</p> <ul style="list-style-type: none"> • Verbal – ask how workout going, if need anything explained. • Observe technique – how candidate demonstrated and instructed during a workout. • Inspection of programme records – training journal, completed programme cards. • Explain purpose for using different styles i.e. because everyone learns differently.
3.2	<p>Monitoring of client learning and accomplishment of exercise meets facility criteria for frequency and outcomes.</p>	<p>Candidate explains facility requirements regarding frequency and outcomes. For example;</p> <ul style="list-style-type: none"> • Candidate follows Facility retention plan.

Element 4: Respond to enquiries on facility and services and handle client dissatisfaction constructively.

Task: Observation/ Interview/ Role play

Performance Criteria		Evidence
4.1	Enquiries and complaints are accepted in an affirmative manner.	Candidate responds to enquiries demonstrating a positive communication style. E.g. <ul style="list-style-type: none"> • Listens • Paraphrases • Empathises • Responds appropriately.
4.2	Details of enquiries and complaints are elicited by reflective listening and confirmed by communication feedback.	Candidate elicits through reflective listening and offers an appropriate response.
4.3	Facility policy relating to the enquiry and or complaint is described to the client.	Candidate describes enquiry and/or complaint policy to client. E.g. gives correct information. E.g. refers client to manager.
4.4	Resolution of the enquiry and or complaint is negotiated with client and accords with facility policy. Range: facility policy, action, time frame, reporting on, reporting back to client.	Candidate attempts and/or succeeds in resolving enquiry and/or complaint in accordance with facility policy, including; <ul style="list-style-type: none"> • What facility policy is, • What action will be taken, • Timeframes, • What reporting procedure there is, • Report back to client.

Element 5: Facilitate social interaction between the client and other facility users.

Task: Interview/ Observation of p.c. 5.1 or equally appropriate example/s

Performance Criteria		Evidence
5.1	Opportunities for facilitating social interaction between clients, in specified contexts are described. Range: similarity of client characteristics, mutuality of goals, co-operation in use of facilities and equipment.	<ul style="list-style-type: none"> • Candidate needs to complete task for two specified facility contexts. E.g. group fitness, gym users, personal training situation, aqua class. • Candidate describes how they would facilitate social interaction between clients to cover the range statement.
5.2	Introductions and employee recommendations regarding interaction fit the situation, occasion and participants.	For example: <ul style="list-style-type: none"> • Introductions made between clients with similar goals – benefits of working together are established. (Confidentiality needs to be respected).

Unit 7059 Checklist

Induct and support clients in Fitness activity

Assessors name: _____

Organisation name: _____

Element 1: Establish rapport with clients and introduce new clients to fitness environments

1.1	Communication barriers which can arise in interacting with clients are identified and preventative strategies and remedies available to the employee are demonstrated. Range: language, non-verbal communication, age, gender, culture, disability, dress, behaviour.	
1.2	Introduction procedures meet facility requirements for establishing rapport with clients.	
1.3	Interactions between employee and clients fit the situation, occasion, and relationship between participants and met facility requirements.	
1.4	Information given to new clients meets facility requirements for the induction process and understanding of specific points is checked.	
1.5	Client goals and objectives are clarified, relevant information is given and accurate records are made where follow up is required.	
1.6	Interactions and inductions are followed up with timing and frequency of follow up, in accordance with facility requirements. Range: time, communication channel, information content, specified outcomes.	

Element 2: Manage personal interaction with fitness clients.

Range: personal space, body orientation and position, eye contact, touching, verbally seeking permission.

2.1	Significant conventions relating to physical interaction with clients in service professions are described. Range: cultures – Pakeha, Maori, and other specified cultural groups; Individual client characteristics – age, gender, disability	
2.2	Physical interaction with clients fits the circumstances and the relationship between participants, and meets facility specifications. Range: cultural factors, individual client characteristics, extent and nature of previous interaction	
2.3	Negative reactions to elements of physical interaction are described and relevant responses identified. Range: reactions – non-verbal reactions, verbal complaint to employee, complaint to supervisor and/or employer; cultures – Pakeha, Maori, and other specified cultural groups; individual client characteristics – age, gender, disability; responses – to client, to supervisor, to disciplinary action.	

Element 3: Monitor learning and accomplishment of exercise as demonstrated by fitness clients.

3.1	Methods for monitoring client learning and accomplishment of exercise are identified and their purpose described. Range: observation of behaviour and technique, verbal interaction, inspection of records.	
3.2	Monitoring of client learning and accomplishment of exercise meets facility criteria for frequency and outcomes.	

Element 4: Respond to enquiries on facility and services and handle client dissatisfaction constructively.			
4.1	Enquiries and complaints are accepted in an affirmative manner.		
4.2	Details of enquiries and complaints are elicited by reflective listening and confirmed by communication feedback.		
4.3	Facility policy relating to the enquiry and or complaint is described to the client.		
4.4	Resolution of the enquiry and or complaint is negotiated with client and accords with facility policy. Range: facility policy, action, time frame, reporting on, reporting back to client.		
Element 5: Facilitate social interaction between the client and other facility users.			
5.1	Opportunities for facilitating social interaction between clients, in specified contexts are described. Range: similarity of client characteristics, mutuality of goals, co-operation in use of facilities and equipment.		
5.2	Introductions and employee recommendations regarding interaction fit the situation, occasion and participants.		
DATE	CANDIDATES SIGNATURE	ASSESSORS SIGNATURE	C/NYC
Comments:			

Note: the assessor needs to ensure **sufficiency** of performance and knowledge. Therefore the assessor needs to know that the Candidate has performed the tasks competently many times before and will be competent in the future. Ticking/ dating the boxes more than once, having 2 checklists for different assessment occasions or observing workplace performance over a period of time can show this.