

Title	Monitor client exercise adherence and apply motivational techniques to enhance client commitment		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to: monitor attendance against the client's exercise plan and intervene to maintain client attendance; monitor progress against the exercise prescription/programme; and provide support and motivation to exercise participants.
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Classification	Fitness > Fitness Assessment and Individual Fitness Instruction
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Available grade	Achieved
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Guidance Information

- 1 An *exercise plan* refers to the overall plan provided to clients that incorporates their defined (specific, measurable, timebound, and realistic) long-term, medium-term and short-term goals.
- 2 An *exercise prescription/programme* is the information which defines a given workout by identifying the workout components such as the time, day, intensities, durations, mode of exercise, and warm up and cool down.
- 3 *Client* for this unit standard refers to members and customers.
- 4 *Instructor* for this unit standard refers to personal trainers and individual fitness instructors.

Outcomes and performance criteria

Outcome 1

Monitor attendance against the client's exercise plan and intervene to maintain client attendance.

Performance criteria

- 1.1 Attendance information is gathered.

Range may include but is not limited to – attendance records from database, dates and signature on programme cards.

- 1.2 Actual attendance is reviewed against planned attendance.
- Range quantify differences.
- 1.3 Client screening information, agreed goals and instructor intervention strategies are reviewed and several intervention options are identified.
- Range intervention strategies may include but are not limited to – review of exercise preferences, inclusion of flexible exercise variables, alternative cost activities, social interaction, more thorough planning/organisation of client time, change of attendance time, change of frequency, participation in other activities, client contracts, higher frequency contact with staff; ways to intervene may include but are not limited to – telephoning client at home or work, sending a letter, scheduling another appointment, approaching client on the gym floor, email.
- 1.4 Client contact is planned.
- Range may include but is not limited to notes on – initial greeting, positive comments, purpose of contact, issue(s) identified/defined, questions to ask client.
- 1.5 Client is contacted and current attendance, planned attendance, and agreed goals are discussed and future actions agreed.
- Range may include but is not limited to – initial greeting, positive comments, purpose of call, issue(s) identified/defined, questioning of client; discussion of options, decision by client, actions allocated to instructor and client, tasks scheduled and agreed; future actions may include but are not limited to – a scheduled programme review meeting with the instructor, a referral to a personal trainer, a scheduled technique review session, a modification of goals in line with progress, a scheduled follow-up call, no action.

Outcome 2

Monitor progress against the exercise prescription/programme.

Performance criteria

- 2.1 Prescription/programme information is gathered.
- Range may include but is not limited to – exercise card/record, written exercise prescription/programme.
- 2.2 Exercise card/record is reviewed against the exercise prescription/plan.
- Range differences between planned and actual activity are quantified (eg the planned intensities or durations against the actual intensities or durations recorded).

2.3 Client screening information, agreed goals and agreed instructor intervention strategies are reviewed and several intervention options are identified.

Range intervention strategies may include but are not limited to – review of exercise preferences, inclusion of flexible exercise variables, alternative cost activities, social interaction, more thorough planning/organisation of client time, change of attendance time, change of frequency, participation in other activities, client contracts, higher frequency contact with staff; ways to intervene may include but are not limited to – telephoning client at home or work, sending a letter, scheduling another appointment, approaching client on the gym floor, email.

2.4 Client contact is planned.

Range may include but is not limited to – initial greeting, positive comments, purpose of contact, issue(s) identified/defined, questions to ask client.

2.5 Client is contacted and current progress, planned progress, and agreed goals are discussed and future actions agreed.

Range may include but is not limited to – initial greeting, positive comments, purpose of call, issue(s) identified/defined, questioning of client; discussion of options, decision by client, actions allocated to instructor and client, tasks scheduled and agreed; future actions may include but not limited to – a programme review meeting with the instructor, a referral to a personal trainer, a modification of goals in line with progress, a scheduled technique review session, a scheduled follow-up call, no action.

Outcome 3

Provide support and motivation to exercise participants.

Performance criteria

3.1 Rapport with client is established.

Range may include but is not limited to – professional greeting used; appropriate physical proximity maintained between client and instructor; positive body language displayed; tone, pace and pitch of voice; instructor name given; client name requested and then used; client encouraged to give open and honest feedback; reflective and active listening style used.

3.2 Current effort is reviewed against prescription/planned effort.

Range questioning of client, client’s goal intensities and durations identified, client’s actual intensities and durations identified, differences quantified (in terms of Rate of Perceived Exertion (RPE) or Heart Rate (HR) or time).

3.3 Effort being put in by client is qualified.

Range may include but is not limited to – asking the client about their current state of health, injuries, any other issues likely to influence their effort or ability to complete the planned intensities.

3.4 Assistance and support to enhance client effort are offered.

Range may include but is not limited to – congratulating the client on effort being put in and the achievement of desired intensities (positive reinforcement); challenging the client to work harder; offering spotting assistance; showing the client how to overcome any barriers to achieving greater intensities (eg improving technique, using safety devices, modifying work/rest ratios, pairing exercises); providing the client with reinforcement by citing their goals, reasons for starting exercise and the progress already made; completing a set with the client; verbal encouragement during exercise and motivational language used (clear, concise, varied and suitable to the nature and phase of the task the client is performing); positive body language displayed.

3.5 Effort displayed by client is validated.

Range may include but is not limited to – congratulating the client on effort, cueing the client to feel what the intensity was like and linking it to results and progress, explaining what is being felt and how the body can cope and will adapt, displaying positive body language.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 April 2006	31 December 2020
Review	2	23 November 2017	31 December 2020

Consent and Moderation Requirements (CMR) reference	0099
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.