

<b>Title</b>	<b>Undertake business processes and develop and maintain a group exercise participant base</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this standard are able to: complete business processes for group exercise instruction; and monitor, review and promote group exercise products and services to develop and maintain a participant base.
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<b>Classification</b>	Exercise > Exercise Industry Practice
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<b>Available grade</b>	Achieved
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### Guidance Information

All learning and assessment within this unit standard must be carried out in accordance with the following, as relevant to their role:

- relevant legislation including Health and Safety at Work Act 2015, Privacy Act 1993, Consumer Guarantees Act 1993, Accident Compensation Act 2001, and any subsequent amendments;
- guidelines and codes of practice applicable to this standard include Code of Ethical Practice endorsed by Exercise New Zealand, and the New Zealand Pre-Screening Guide, November 2014 available from Register of Exercise Professionals website <http://www.reps.org.nz/>;
- organisational policies and procedures including Emergency Action Plans (EAPs) and Standard Operating Procedures (SOPs).

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### Outcomes and performance criteria

#### Outcome 1

Complete business processes for group exercise instruction.

#### Performance Criteria

- 1.1 Complete financial and administration tasks to comply with legislation and organisational requirements.
- 1.2 Keep records in accordance with facility policies and procedures. Records must include receipts, diary, client records, client files and cashbook.

#### Outcome 2

Monitor, review and promote group exercise products and services to develop and maintain a participant base.

## Performance Criteria

- 2.1 Monitor feedback and participation levels to determine participant satisfaction with group exercise products and services.
- 2.2 Review and amend group exercise products and services in response to changing requirements. Requirements may include but are not limited to feedback, instructor capability, industry developments, technology.
- 2.3 Promote group exercise products and services using marketing tools to develop a participant base.

<b>Planned review date</b>	31 December 2022
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### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 August 2017	N/A

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

### Comments on this unit standard

Please contact Skills Active Aotearoa [info@skillsactive.org.nz](mailto:info@skillsactive.org.nz) if you wish to suggest changes to the content of this unit standard.