

Title	Advise individual clients on health, fitness, exercise and lifestyle		
Level	3	Credits	5

Purpose	<p>People credited with this unit standard are able to: apply counselling and motivational principles to advising individual clients on health, fitness, exercise, and lifestyle balance; deal with common objections and barriers to exercise adherence; maintain a professional relationship with fitness clients; and recognise the limitations of the fitness instructor's role and refer to other health and/or fitness professionals. This unit standard is designed for fitness instructors and personal trainers who will, with little supervision, work primarily with individual clients.</p>
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Classification	Fitness > Fitness Industry Education
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Available grade	Achieved
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Guidance Information

- 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 standard* as being equivalent to *employer standards*.

Fitness Enterprise refers to those businesses/services available within the facility.

- 2 Competence in this unit standard requires knowledge of the provisions of the Consumer Guarantees Act, 1994 (CGA) as they relate to the provision of services. In particular, in supplying a service, the supplier guarantees: that they will exercise reasonable care and skill; that the service and any resulting product is fit for any particular purpose indicated by the supplier or by the client; that the service will be completed within a reasonable time; and, where the price or method of setting the price has not been set, no more than a reasonable price will be charged.
- 3 Competence in this unit standard requires knowledge of *Fitness New Zealand Code of Ethics and Code of Ethical Practice 1994* (FNZ Codes) available from Fitness New Zealand, Secretary, Auckland City or the Sport Fitness and Recreation Industry Training Organisation, PO Box 2183, WELLINGTON.
- 4 Competence in this unit standard requires knowledge of provisions of the Privacy Act, 1993 (PA) in relation to handling and storage of client assessment records. Facility and organisation record management practices must conform to the PA.

- 5 Assessment of performance criteria contained in this unit standard will include observation of professional interactions and/or consultation with supervising staff and/or client feedback evaluations to establish compliance with performance standards.
- 6 The term *clients* refer to fitness participants within the fitness facility. For assessment purposes, a minimum of four clients working out within the facility is suggested.

Outcomes and performance criteria

Outcome 1

Apply counselling and motivational principles to advising individual clients on health, fitness, exercise, and lifestyle balance.

Performance criteria

- 1.1 Establishment of co-operative relationships with clients is managed through agreement as to purpose and goals.
- 1.2 Active and reflective listening is used to enable client to communicate relevant information.
- 1.3 Emphasis on ability to engage in positive action on health, fitness, and lifestyle educates clients to manage behaviour.

Outcome 2

Deal with common objections and barriers to exercise adherence.

Performance criteria

- 2.1 Time management concepts are presented to clients encouraging them to reassess exercise programme time allocation.

Range time management as priority setting, reassessment of priorities, health as a priority in time allocation, health and productivity interrelationships, time requirements for exercise programmes, time penalties of inactivity and ill health.
- 2.2 Costs and benefits of health and fitness are in terms of relative costs of engaging or not engaging in a healthy level of physical activity.

Range costs of physical activity, risk/activity level relationships, fitness as health insurance.
- 2.3 Expression of non-judgemental attitudes and use of positive feedback enables clients to express and deal with personal feelings of inadequacy related to physical activity.

Range client's personal feelings relating to their own physical appearance (size, disability), age, gender, level of fitness, level of skill.

Outcome 3

Maintain a professional relationship with fitness clients.

Performance criteria

- 3.1 Limits of professional relationship are identified in terms of levels of personal involvement with clients.
- Range emotional involvement, physical involvement, and confidentiality.
- 3.2 Observance of physical proximity and touching meets client's needs for instruction and requirements of code of ethical practice and facility procedures.
- Range FNZ Codes, physical support, spotting, guided movement.
- 3.3 Extent of information requested and recorded matches client's needs for physical health and fitness counselling.
- 3.4 Handling of client information meets client's confidentiality needs and conforms to requirements of the PA and facility procedures.
- Range PA, records storage, communication with other staff, communication with other health professionals, casual conversation.

Outcome 4

Recognise the limitations of the fitness instructor's role and refer to and consult with other health and/or fitness professionals.

Performance criteria

- 4.1 Definition of the boundaries of fitness advisor's role in relation to clients is defined in terms of training received for that role.
- 4.2 Roles of other health professionals and organisations involved with clients is described in terms of the extent of professional training.
- Range roles may include - doctor (GP, specialist), physiotherapist, massage practitioner (Shiites, sports massage, therapeutic massage), dietician, sports nutritionist, psychologist (sports, clinical), counsellor, occupational therapist, podiatrist, sports coach (various levels), physical educator, health educator, cultural health practitioner, chiropractor, osteopath, naturopath, teacher of movement re-education (Yoga, Alexander Technique, Feldenkrais Technique).
- 4.3 Communication with local health professionals establishes basis of consultative and referral process to meet needs of facility client base.

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	27 June 1996	31 December 2023
Review	2	23 February 2000	31 December 2023
Review	3	16 December 2021	31 December 2023

Consent and Moderation Requirements (CMR) reference

0069

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.