



Australian Government

Department of Education, Employment and Workplace Relations

SISFFIT301A Provide fitness orientation and health screening

Release: 2

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Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to identify clients' general fitness requirements through the use of a screening form and advise clients on appropriate fitness facilities and services.

Application of the Unit

This unit applies to front-of-house customer service staff who are exercise instructors and who work in facilities that provide a range of exercise programs such as aqua, group or gym based to general populations including older clients and children who present with no major health conditions. This unit is applicable to those working in fitness venues, gyms or other exercise environments.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Identify general client fitness requirements.

- 1.1. Identify general ***client*** fitness requirements
- 1.2. Identify and assess client ***requirements and expectations*** according to ***organisational policies and procedures***.
- 1.3. Explain available ***services and facilities*** relevant to the client's requirements and expectations.
- 1.4. Greet client in a friendly and courteous manner

2. Advise client on the benefits of fitness appraisal and exercise prescription.

- 2.1. Explain the ***benefits*** of fitness activities relevant to the needs of the client.
- 2.2. Advise the client of the benefits of fitness appraisals and exercise programs.
- 2.3. Advise the client on specific fitness activities to meet identified needs.

3. Administer and process a health screening questionnaire.

- 3.1. Briefly explain the ***purpose*** of a pre-exercise health-screening questionnaire to the client.
- 3.2. Provide and administer an industry standard health screening questionnaire to the client according to organisational policies and procedures.
- 3.3. Review the questionnaire in consultation with the client and clarify ***screening information*** provided as required.
- 3.4. Refer the client to ***appropriate personnel*** for further appraisal as required.
- 3.5. Provide information to the client on the selected exercise program.
- 3.6. Process or file the screening questionnaire according to organisational policies and procedures.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - obtain information from clients about their needs and expectations
 - convey information about fitness activities and services
 - clarify screening information provided by clients
 - refer clients to appropriate personnel as appropriate
- problem-solving skills to match client needs to appropriate fitness activities and services
- literacy skills to administer a health screening questionnaire and clarify screening information.

Required knowledge

- organisational policies and procedures to enable the collection, use and storage of personal client information
- purpose and content of basic health screening questionnaires to enable accurate information to be communicated to clients and accurate responses to be made to client queries
- fitness industry standards and practices for client health screenings
- features and benefits of exercise programs and services provided to enable clients to receive accurate advice about the most appropriate programs and services for their needs and fitness goals
- process of identification of risk stratification and appropriate referral.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- accurately identifies client's fitness requirements and provides clear information about appropriate exercise programs and services
- interacts with the client in a friendly and courteous manner using appropriate communication strategies and organisational channels to collect, handle and clarify sensitive information and to respond to client queries
- works within role and responsibilities to administer, review and process a health screening questionnaire and makes arrangements for clients to follow up appraisal with appropriate personnel as required.

Context of and specific resources for assessment

Assessment must ensure the provision of orientation to multiple clients with a range of fitness goals and expectations to demonstrate consistency of performance.

Assessment must also ensure access to:

- a facility where a variety of exercise programs and services are available
- a range of clients with a range of real or simulated fitness needs and expectations and relevant personnel for follow-up appraisals
- documentation such as health screening questionnaires, written facility information about available exercise programs and services and organisational policies and procedures relating to client orientation.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of consulting with clients to convey information about exercise programs and respond to queries
- oral or written questioning to assess knowledge of fitness industry standards and practices for health screening of clients
- third-party reports from colleagues or supervisors

detailing work performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SISFFIT307A Undertake client health assessment

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Client may include:

- experienced or inexperienced
- older clients
- children
- adolescents
- active or inactive.

Requirements and expectations may include:

- fitness goals
- specific exercise preferences
- expected outcomes
- perceived benefits
- cost
- time availability
- scheduling
- range of facilities and equipment.

Organisational policies and procedures may include:

- records management
- privacy
- screening of clients
- referral requirements.

Services and facilities may include:

- group exercises
- one-on-one training
- healthy eating information
- lifestyle advice
- fitness equipment
- memberships.

Benefits may include:

- general fitness and wellbeing
- strength and balance
- flexibility
- stamina
- mental health.

Purpose may include:

- information general health and fitness goals
- possible barriers to participation.

Screening information must include:

- medical conditions
- prescribed medications
- existing injuries
- current fitness level

Appropriate personnel may include:

- functional limitations
- lifestyle factors
- exercise history.
- supervisors
- co-ordinators
- duty managers
- fitness instructors.

Unit Sector(s)

Fitness

Competency Field

Fitness