

Unit Title: Know how to support clients who take part in exercise and physical activity

Level: 2
 Credit value: 2
 Guided learning hours: 13
 Unit expiry date: 31/12/2013

Unit purpose and aim

This unit covers the knowledge an instructor needs to provide ongoing customer service and how to support clients taking part in exercise and physical activity.

Learning Outcomes	Assessment Criteria
1 Understand how to form effective working relationships with clients	1.1 Explain why it's important to form effective working relationships with clients 1.2 Explain why it's important to present oneself and the organisation positively to clients 1.3 Describe how different communication skills can be used to assist clients with motivation 1.4 Explain the importance of valuing equality and diversity when working with clients
2 Understand how to address barriers to exercise/physical activity that clients experience	2.1 Identify the typical barriers to exercise/physical activity that clients experience 2.2 Explain how incorporating clients' exercise/physical activity preferences into their programme can strengthen motivation and adherence 2.3 Describe different incentives and rewards that can strengthen clients' motivation and adherence 2.4 Describe different strategies that can help clients overcome typical barriers to exercise/physical activity
3 Understand how to support clients to adhere to exercise/physical activity	3.1 Explain why it is important for a client to take personal responsibility for their own fitness and motivation 3.2 Describe how to assist clients to develop their own strategy for motivation and adherence 3.3 Identify different behaviour change approaches/strategies to encourage adherence to exercise/physical activity 3.4 Describe how to set short, medium and long term SMART goals 3.5 Describe how to review and revise short, medium and long term SMART goals

<p>4 Understand how to provide ongoing customer service to clients</p>	<p>4.1 Explain the importance of client care both for the client and the organisation</p> <p>4.2 Explain why it is important to deal with clients needs to their satisfaction</p> <p>4.3 Identify where to source relevant and appropriate information to meet clients needs</p> <p>4.4 Explain the importance of dealing with any delay in meeting clients needs timely and effectively</p> <p>4.5 Give examples of how to exceed customer expectations, when appropriate</p> <p>4.6 Explain the importance of handling client complaints positively following an organisation's procedure</p>
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Assessment

Evidence for this unit is generated through the candidate completing an OCR – set worksheet which is then assessed by the centre assessor. The assignment must be completed in full by the candidate and internally marked and verified by the centre before being sampled by the OCR External Verifier.

The assessment materials are available to download from the OCR website.

Evidence requirements

The OCR set worksheet meets all the learning outcomes and assessment criteria for this unit. Assessment guidance is provided for centre assessors, outlining minimum requirements for each question. The OCR set worksheet is the only accepted form of evidence for this unit. The assignment should be stored in an appropriate candidate portfolio for access by the OCR External Verifier when requested.

Guidance on assessment and evidence requirements

Candidates are required to complete the OCR set worksheet. Assessors must then assess the work using the assessment guidance to ensure that candidates have fully met the assessment criteria for the unit.

Where candidates have access – related requirements, additional information on how to manage their assessment can be found in the OCR Centre Handbook for this qualification

Details of relationship between the unit and national occupational standards

Instructing Exercise and Fitness 2009 NOS

Resources

Access to the OCR website

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850).