

# Worksheet Assignment

OCR Level 3 Certificate in Personal Training

**Unit 1 – Know How to Support Clients Who Take Part in Exercise and Physical Activity**

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## Unit 1 – Know How to Support Clients Who Take Part in Exercise and Physical Activity

### Guidance for Centres

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- OCR's worksheet assessments for this unit are available to download free of charge from our website: [www.ocr.org.uk](http://www.ocr.org.uk)
- These assessments have been designed to meet the full requirements of the unit and cover all assessment criteria.
- Learners should take part in a planned learning programme that covers the underpinning knowledge and skills of the qualification.
- Learners should be allowed sufficient time to complete all of the assessment activities. The amount of time may vary depending on the nature of the assessment activities and the ability of individual learners.
- Each learner must produce individual and authentic evidence for each question within the assessment.
- Centre staff may give support and guidance to learners. This support and guidance should focus on checking that learners understand what is expected of them. It is not acceptable for tutors to provide model answers or to work through answers in detail.
- Tutors should give feedback to learners to support and guide them in producing evidence to the required standard.
- Learners may use information from any relevant source to help them with producing evidence for the assessment activities.
- Learners must be guided on the use of information from other sources to ensure that confidentiality is maintained at all times.
- Learners may continue answers on separate paper or type their responses if they wish.
- To assist in the assessment of learners' work, centres can use the assessment guidance for this unit provided by OCR which is available to download from the OCR website.
- Assessors' decisions should be quality assured across the centre through internal moderation. For further information about internal moderation please refer to the section on Assessment and Moderation in the Centre Handbook.

# Unit 1 Assessment

## Know how to support clients who take part in exercise and physical activity

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### Scenario 1

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You have been asked to support a 53 year old female client who wants to start a fitness programme to help her lose weight. She has not done any “real” exercise since she was in her twenties.

Her current job involves a lot of sitting down and she often works away from home so it is difficult for her to exercise regularly.

The lady confesses that she lacks motivation as the thought of doing any form of physical exercise seems daunting to her. You have been given the task of supporting her and providing her with the motivation to take up some form of exercise which will help her weight loss programme.

Whilst talking she tells you that she believes that the only way to lose weight quickly is to take up exercise. She is worried that she will not be able to keep up the exercise. She explains that she lacks motivation as she wants to see results quickly.

You ask the client to describe a typical day to you. It would appear that during the week, the client works from 9.00 – 5.30 pm, taking an hour for lunch and sometimes has to work at home during evenings in the week.

You also ask her about her exercise preferences and she tells you that in the past she has enjoyed walking, dancing and swimming.

### Questions

- 1 Explain how you would form an effective working relationship with this client and why it is important.

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2 i) Identify the barriers that this client will have to overcome when starting an exercise/physical activity programme.

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2 ii) Explain how you will help her to overcome these barriers.

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3 i) Explain how planning a programme that considers the client's preferences will help with her motivation and keeping up the exercise programme?

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3 ii) Identify some goals or rewards that could be used to strengthen her motivation.

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4 How would you encourage the client to take responsibility for her own fitness and motivation due to the fact that she is often away from home and cannot attend classes?

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5 Explain why it is important for the client to take responsibility for her own fitness and motivation.

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6 What communication skills could you use in order to keep the client motivated?

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7 Identify what changes the client will have to make which will encourage her to stick to her exercise routine. Why will these changes help her?

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8 Describe how you would prepare some SMART goals for your client.

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9 i) How will these goals be reviewed and revised with your client

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9 ii) Describe why you would review and revise them in this way.

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10 i) What considerations will you take with regard to the safety of your client when you are putting together the fitness/exercise plan?

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10 ii) Why is it important to take these into consideration, with regard to the needs of the client and your organisation?

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## Scenario 2

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You have been working with a client who has been making excellent progress. However, one evening he arrives at your session very angry. He is annoyed as all the lockers in the changing room are broken and there was no one at the reception desk to report this to. He tells you that he is going to leave the Leisure Centre you are working at and find somewhere new to continue his fitness programmes.

Explain the following:

- 1 Why is it important to deal with this client's complaint in a positive manner?

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- 2 What procedures would you follow when dealing with the client's complaint?

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3 Explain the importance of client care both for the client and the organisation?

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## Scenario 3

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At a recent team meeting the manager of your fitness centre was eager to promote customer satisfaction and increase the income of the business by attracting more clients.

The manager wants to review the customer service strategy of the organisation and is interested to see what the team members already do and whether there are any areas that need development.

Your manager wants each team member to come up with their views, opinions and ideas based on the following questions:

- 1 Why do you think it is important to present yourself and your organisation in a positive way to your clients? How do you achieve this?

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- 2 How would you deal with equality and diversity in your fitness/exercises classes? Why is it important to value equality and diversity when working with clients?

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3 Identify at least **two** expectations clients have from either attending a gym or exercise classes and explain how you could exceed these expectations if appropriate.

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4 The motto for your organisation is “Happy clients are satisfied clients”. Why is it important that your clients’ needs are met and that they are satisfied customers?

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5 Sometimes you cannot meet the client’s needs in the timescales they would like. How would you explain this to your client and why is it important that you discuss it with them in a timely and effective manner?

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6 What type of relevant and appropriate information would you be able to provide to your clients to meet their fitness needs and where would you source it from?

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Learner Signature: .....

Date:.....

Assessor Comments:	
Assessor Signature:	Date:

IV Signature: .....

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