**Professionalism for group training**

**Unit accreditation number: D/617/1108**

**Worksheet – Professionalism for group training**

**There are 55 marks available in this worksheet. You must score a minimum of 44 marks in total to achieve a Pass. In addition to achieving the total Pass mark, you must also score at least the minimum marks set for each question to achieve an overall Pass.**

1. Summarise the Equality Act and explain how it relates to group training.

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| --- | --- |
| **Summary of the Equality Act** | **Relation to group training** |
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**2 marks** (minimum 1 mark)

1. Describe two legal responsibilities regarding record-keeping and client confidentiality and two ethical responsibilities regarding screening and recording information.

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| --- | --- |
| **Legal:****Record keeping and client confidentiality** |  |
| **Ethical:****Screening and recording information** |  |

**4 marks** (minimum 3 marks)

1. Describe the scope of practice of a group trainer, giving an example of an activity, which would be outside the scope of practice.

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| **Scope of practice** | **An activity outside the scope of practice** |
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**2 marks** (minimum 1 mark)

1. Explain the insurance requirements and their importance when working as a group trainer.

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| **Explanation of insurance requirements** | **Importance of having appropriate insurance as a group trainer** |
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**2 marks** (minimum 1 mark)

1. Explain the licencing requirements when working as a group trainer.

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**1 mark** (minimum 1 mark)

1. Identify three examples of ways that group training can meet the needs of different customers.

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**3 marks** (minimum 2 marks)

1. Complete the table to identify ways in which a group trainer can help meet the needs of customers.

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| **Positive exercise experience** |  |
| **Building social support and inclusion** |  |
| **Obtaining feedback from customers that can be used to support exercise adherence** |  |

**3 marks** (minimum 2 marks)

1. Identify three different types of group training sessions. For each session type identify the typical customer characteristics/needs that would attract them to the session.

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| Session type | Customer characteristics/needs  |
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|  |  |
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**9 marks** (minimum 6 marks)

1. Why is customer retention important and how can a group trainer positively influence this?

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| **The importance of customer retention** |
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| **A way in which a group trainer can positively influence retention** |
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**2 marks** (minimum 1 mark)

1. Explain the concept of professionalism.

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**1 mark** (minimum 1 mark)

1. List three features of personal presentation that will make a positive impression on customers and explain why making a positive first impression is important.

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| Features of personal presentation  |
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| Importance of creating a positive first impression  |
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**4 marks** (minimum 3 marks)

1. Identify three ways that a group trainer can build rapport with customers.

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**3 marks** (minimum 2 marks)

1. Describe the differences between intrinsic and extrinsic motivators.

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**2 marks** (minimum 1 mark)

1. Identify two personal values of group trainers that motivate others to participate in exercise.

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**2 marks** (minimum 1 mark)

1. Explain the importance of being approachable and available to customers, for example prior to a class/session.

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| --- | --- | --- |
| **Factor** | **Importance** | **Example scenario** |
| **Being approachable and available to customers, for example prior to a class/session** |  |  |

**2 marks** (minimum 1 marks)

1. You are working as a group trainer in a fitness facility, explain how you would act in the situation described below to ensure a positive customer experience.

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| --- | --- |
| **You need to explain to a group of customers that a timetabled exercise class has been cancelled because the instructor is unavailable.** |  |

**3 marks** (minimum 2 marks)

1. When working in your fitness facility, you are approached by a customer who is frustrated and unhappy. Complete the table below to explain the appropriate and inappropriate actions for each stage.

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| --- | --- | --- |
| **Scenario** | **Appropriate actions** | **Inappropriate actions** |
| **The customer begins to explain that he/she is not happy with the availability of equipment in the studio during classes.** |  |  |
| **You explain that you have recently had to remove some equipment for health and safety reasons and that it should be back in working order by the end of the week. The customer is not happy with your explanation and begins to get angry.** |  |  |
| **Following a further attempt to diffuse the situation and satisfy the customer, he/she is still not happy and you become aware that you are unable to resolve his/her issue.** |  |  |
| **It is the day before your next class at the same facility, what action do you take?** |  |  |

**8 marks** (minimum 6 marks)

1. Identify one benefit and one risk of using social media platforms in the role of group trainer.

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| --- | --- |
| **Benefit** | **Risk** |
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**2 marks** (minimum 1 mark)

**Results total         /55 marks** (44 marks in total, with the minimum set marks achieved for each question required to pass)

**Pass/Refer**

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| **Assessor’s feedback:**  |