**Unit 2 Know how to support clients who take part in exercise and physical activity**

**Unit accreditation number: M/600/9015**

**Your name Date**

**Worksheet - Know how to support clients who take part in exercise and physical activity**

**There are 8 marks available in this worksheet. You must score a minimum of 8 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. Why is it important to form an effective working relationship with your client?

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**1 mark** (minimum 1 mark)

1. Why is it important to present yourself and your organisation positively to your client?

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**1 mark** (minimum 1 mark)

1. Why is it important to value equality and diversity when working with your client?

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**1 mark** (minimum 1 mark)

1. State why customer care is important for both the client/s and the organisation?

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**1 mark** (minimum 1 mark)

1. Why is it important to notify your client if there is likely to be a delay in meeting their needs?

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**1 mark** (minimum 1 mark)

1. Why is it important to “go the extra mile” for your client?

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**1 mark** (minimum 1 mark)

1. Why is it important to handle any client complaints in a positive manner, ensuring you adhere to organisational procedures?

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**1 mark** (minimum 1 mark)

1. Why is it important for your client to take personal responsibility for their own fitness and motivation?

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**1 mark** (minimum 1 mark)

**Result total / 8 marks** (8 marks in total, with the minimum set marks achieved for each question required to pass)

**Pass /Refer**

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| **Assessor’s feedback:** |