

**SISXIND001 Work effectively in
sport, fitness and recreation
environments**



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ASSESSMENT FOR SISXIND001

Student name	
Date of assessment submission	Click here to enter a date.
Trainer/Assessor's name	
Date of assessment marking	Click here to enter a date.
Outcome for units	☐ Competent ☐ Not Yet Competent

TASK INSTRUCTIONS

- The assessment for these units of competency consists of the following:
 - **Short answer activities:** You are required to provide short written responses to a series of activities to demonstrate your knowledge and skills.
 - **Case studies:** You are required to provide written responses to a series of case study scenarios to demonstrate your knowledge and skills.
 - **Practical task:** You will be required to put your knowledge and skills into practice, through observed tasks and work experience.
- At times, you will be provided with a specific context to which you must respond, otherwise it is anticipated that you will use a scenario of your choosing to provide context to the task.

SHORT ANSWER ACTIVITIES

ACTIVITY 1

Identify three (3) websites that the general public can access for information on the sport and recreation industry. Give a brief description of the types of information provided by each website, indicating its usefulness in day-to-day work activities.

Website 1

Website address (URL)	Variable, depending on participant response Examples include: http://www.fitnessnetwork.com.au/ http://health.gov.au/ http://www.bodybuilding.com/
Brief description	Variable, depending on participant response

Website 2

Website address (URL)	Variable, depending on participant response Examples include: http://www.fitnessnetwork.com.au/ http://health.gov.au/ http://www.bodybuilding.com/
Brief description	Variable, depending on participant response

Website 3

Website address (URL)	Variable, depending on participant response Examples include: http://www.fitnessnetwork.com.au/ http://health.gov.au/ http://www.bodybuilding.com/
Brief description	Variable, depending on participant response

Outcome for Activity 1

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

ACTIVITY 2

Identify three (3) areas of education that allow a health and fitness professional to upgrade their skill-set. For each area:

- Describe the opportunities each area provides
- Explain how you would pass on this acquired knowledge to your clients

Education area 1

Brief description	Variable, depending on participant response Examples include: Masters in Strength and Conditioning Nutrition and Dietetics Fitness Australia Courses ASCA Level 1, 2, 3
Opportunities	Variable, depending on participant response
Passing on to clients	Variable, depending on participant response

Education area 2

Brief description	Variable, depending on participant response Examples include: Masters in Strength and Conditioning Nutrition and Dietetics Fitness Australia Courses ASCA Level 1, 2, 3
Opportunities	Variable, depending on participant response
Passing on to clients	Variable, depending on participant response

Education area 3

Brief description	Variable, depending on participant response Examples include: Masters in Strength and Conditioning Nutrition and Dietetics Fitness Australia Courses ASCA Level 1, 2, 3
Opportunities	Variable, depending on participant response
Passing on to clients	Variable, depending on participant response

Outcome for Activity 2	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

ACTIVITY 3

Explain the importance of maintaining the following when operating as a fitness professional:

- a) Hygiene and health
- b) Safety and security

Hygiene and health

Reduces spreading of germs, sickness and contamination.

Safety and security

Demonstrates professionalism.

Ensures the general well-being of the client and surrounding people.

Outcome for Activity 3

☐ Satisfactory

☐ Not satisfactory

Trainer/Assessor comments

ACTIVITY 4

Consider the role of administration in sport, fitness and recreation environments.

- a) Give an example of a financial transaction that may be processed in your sector
- b) Explain the importance of maintaining accurate/current work plans and schedules (in particular, when contracting a handover with another staff member).

Financial transaction

Assessor's discretion

Maintaining work plans/schedules

All staff are made aware of the duties expected of them and the timeframes in place

All staff are up to date with any incidents, complaints or issues that took place, so they are prepared for similar instances.

Money/cash drawers are correct and monitored frequently.

Outcome for Activity 4

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

ACTIVITY 5

Consider the ways you communicate with your client.

- a) Identify ways you would demonstrate positive verbal communication with your clients
- b) Identify ways you would demonstrate positive non-verbal communication with your clients
- c) Explain how your communications help contribute to the motivation of your clients

Verbal communication

Compliment and encourage, use feedback as a positive, improvement, positive, talk enthusiastically about the sessions, not talk negatively about other clients

Non-verbal communication

Standing without slouching or leaning. Clapping, high fiving, eye contact, smiling, positive gestures

Client motivation

By being positive with the client the client would feel comfortable to try new things or push harder than previously. Clients will hopefully become intrinsically motivated, but by using positive feedback and non-verbal encouragement, they should look forward to challenges in gym.

Outcome for Activity 5

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

ACTIVITY 6

Describe how you would deal with a verbal complaint from an angry client. This client may pose a risk to the personal safety of yourself, staff and other clients.

- a) Describe how you would address the angry client. Be sure to consider the following in your response:
 - Actions you would implement to minimise risk
 - The timeframes of your processes
- b) Complete an incident report to record the detail of the incident.

Handling angry verbal complaints

Try to empathise

Use non-threatening language and body language

Active listening to repeat key points to make sure person feels heard

Add another staff member to conversation

Try to remove problem for the client

Report to people higher than my level – manager, owner

Written documentation of complaint

Have a set timeline for changes and response

INCIDENT REPORT FORM

GENERAL			
Date	Assessor's discretion		
Submitted by			
INCIDENT DETAILS			
Incident date			
Incident location			
Description of incident			
CONTROL MEASURES			
Corrective action required			
Person to action		When	☐ Immediately ☐ Within 24 hours ☐ Within 7 days

Outcome for Activity 6	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

ACTIVITY 7

Identify three (3) common complaint types that would likely occur in the fitness industry. Explain how you, as a trainer, would deal with each complaint.

Complaint 1

Brief description	Gym too busy
Dealing with complaint	Ask if they can attend outside peak hours, suggest alternative exercises they could do within their plan, encourage partnering up with someone already in attendance

Complaint 2

Brief description	Program not working
Dealing with complaint	Sit down with client and reassess goals, document current actions to see if there are noticeable areas for improvement, alter program if necessary

Complaint 3

Brief description	Gym dirty
Dealing with complaint	Ensure schedules are met, be active in general cleaning of area, use feedback to improve practice of whole facility

Outcome for Activity 7

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

CASE STUDIES

CASE STUDY 1

Conduct the questionnaire below with an active participant in the sport and recreation industry (e.g. manager, coaching director, full time office employee, gym workers, government employee in sport and recreation).

The aim of this questionnaire is to identify areas of the industry that have an economic and social significance to members of the general public. In addition to the questions listed, create three (3) additional questions specific the industry your interviewee works in.

QUESTIONNAIRE

1. What is the name of the organisation you work within?
Answers will vary

2. Give a brief description of your role.

3. How many employees work within your organisation?

4. Identify the roles of volunteers within your organisation.

5. Describe the clientele of your organisation.

6. Identify a common expectation of your clientele.

7. Describe how services are referred to your clients.

8. Identify the cost for a client to undertake activities at your organisation. Provide detail regarding products, services, facilities, promotions, events and entertainment.

9. Do you rely on external funding to allow for all socioeconomic levels to participate?

10. Describe how your work attire is suitable for your position.

11. How many work meetings do you have in a normal week?

12. What is a common complaint processed through your work?

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13. Describe the process for dealing with client complaints.

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14. Explain the reporting system in place for incidents, WHS and maintenance issues.

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ADDITIONAL QUESTIONS

Question A:

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Assessor's discretion

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Question B:

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Assessor's discretion

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Question C:

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Assessor's discretion

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Outcome for Case Study 1	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

CASE STUDY 2

Reflect on the questionnaire responses from Case Study 1 and the impact they would have on your decision making if you decide to become a fitness professional.

Respond to the following points:

- a) Who would your target clientele be? Explain why.
- b) Identify the costs involved with the service you would provide.
- c) Explain how you would contribute to your local community (e.g. volunteering).
- d) Describe how you would present yourself to the public as a professional.
- e) Explain how you would deal with complaints.
- f) Identify how you would maintain ethical standards as a fitness professional.
- g) Describe how you would refer clients to your business' services.

	Response
a)	Assessor's discretion
b)	Assessor's discretion
c)	Assessor's discretion
d)	Assessor's discretion
e)	Assessor's discretion
f)	Assessor's discretion
g)	Assessor's discretion

Outcome for Case Study 2	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

PRACTICAL TASK

You are required to have a suitable observer verify your ability to complete the following tasks. These tasks may be simulated or real.

TASKS	VERIFIED
A. You are to work with ten (10) clients in a sport/fitness/recreation environment, providing them with service that integrates industry knowledge. Across the client contact sessions, you are to work as part of a team to complete the following: • Interact with and positively respond to diverse demands and requests • Work with speed and efficiency to deal with numerous service and operational tasks simultaneously • Refer clients to services, with a view to community development • Address issues and problems: ○ Identify issues and problems – including client-raised feedback, and situations that may endanger the personal safety of self/staff/other clients ○ Access sources of information to determine solutions ○ Take appropriate action to resolve – including reporting in writing to appropriate staff, as required • Record communications and outcomes between the client and the organisation • Work cooperatively as part of a team, monitoring the service process and workflow, and take responsibility for your own outcomes • Provide technical advice and support to other team members • Apply industry standards of ethical practice	<input data-bbox="1305 376 1348 421" type="checkbox"/>

Outcome for Practical Task	<input data-bbox="627 1234 654 1256" type="checkbox"/> Satisfactory <input data-bbox="627 1267 654 1290" type="checkbox"/> Not satisfactory
Trainer/Assessor comments	