

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



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ASSESSMENT FOR SISXIND001

Student name	Isaac Pavlou
Date of assessment submission	Click here to enter a date.
Trainer/Assessor's name	Kymerley Sant
Date of assessment marking	14/03/2018
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)	https://jacobandreae.com/blog/exercises-an-office-worker-can-do-during-the-work-day/
Brief description	This website helps office workers who usually work 9-5 everyday include some sort of exercise in their work day.

Website 2

Website address (URL)	https://www.betterhealth.vic.gov.au/health/healthyiving/sports-and-physical-activity
Brief description	This website explains what sport is popular among certain age groups and what the benefits of regular physical activity can do to your body.

Website 3

Website address (URL)	https://www.qld.gov.au/recreation/sports/joining-club
Brief description	This website tells us what clubs and sports are on offer around the area.

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	Sport psychology is proficiency that uses psychological knowledge and skills to understand optimal performance and well-being of athletes.
Opportunities	This provides us with understanding on why certain people can perform under certain circumstances mentally
Passing on to clients	To pass this onto clients, address to them what internal or external aspects influence them to perform well or to perform poorly.

Education area 2

Brief description	Anatomy is science concerned with the bodily structure of humans,
Opportunities	Learning anatomy provides us with knowledge on why and how structure of our body helps us to perform set tasks.
Passing on to clients	Passing this onto clients would need to be addressed by examining their body and telling them how their body will perform certain tasks.

Education area 3

Brief description	Biochemistry is science concerned with the chemical and physico-chemical processes and substances which occur within living organisms.
Opportunities	Understanding biochemistry helps to know what chemical reactions our bodies produce whilst exercising and how this can benefit us.
Passing on to clients	Teaching them what will happen to their body internally will give them an understanding of what exactly is happening to them and how this can benefit them or damage their bodies.

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

Keeping a good standard of health and hygiene helps to prevent the development and spread of infections, illnesses and bad odours.

Safety and security

Safety and security is important because both affect an individual's well-being. Safety is freedom from physical or emotional harm. Security is freedom from the threat or fear of harm or danger.

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

Monthly membership transactions will occur with all clients that go to the gym.

Maintaining work plans/schedules

Having accurate/current work plans are important to let employees know exactly what is going on at that particular time and what they will be up to and the next handover. Without it, confusion will occur and cause disruption throughout the day.

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

Examples such as encouraging words, smiling when talking and showing inspiration

Non-verbal communication

Have a happy looking face with a smile, and show comforting body posture.

Client motivation

By having positive communication such as above, the clients motivation rises as they feel more positive about themselves and will make them want to perform better.

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

I will listen to what the customer has to say and understand what their meaning behind it is. Repeat what they have to say and apologise, keeping arms low and body posture relaxed as they might feel intimidated and might attack. Using these responses will minimise risk.

INCIDENT REPORT FORM

GENERAL			
Date	1/03/2018		
Submitted by	Isaac Pavlou		
INCIDENT DETAILS			
Incident date	1/03/2018		
Incident location	Snap fitness, Boondall		
Description of incident	A client was complaining about other people taking up too much time on certain equipment causing his training to be disrupted.		
CONTROL MEASURES			
Corrective action required	Listening to what the client was saying, apologising and asking politely to the people that were 'hogging the machine to kindly move onto another machine so more people can use the equipment.		
Person to action	Isaac Pavlou	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	Particular equipment is damaged and not in use
Dealing with complaint	Apologising for the equipment damage and offering other workouts that are just as effective

Complaint 2

Brief description	Their workout routine isn't showing results
Dealing with complaint	Once again, apologise and explain to them ways to overcome their problem.

Complaint 3

Brief description	Other people hogging the equipment
Dealing with complaint	Ask the people to kindly move onto another equipment set so more people can enjoy all equipment and machines.

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?

Snap fitness

2. Give a brief description of your role.

I am a personal trainer and I help clients with training sessions, guides on what is recommended for them and I help with the financial aspects.

3. How many employees work within your organisation?

About 7

4. Identify the roles of volunteers within your organisation.

The majority of them are personal trainers but they also help with financial aspects.

5. Describe the clientele of your organisation.

The clientele is a mixed collection of both male and female adults, male and female teenagers and elderly people.

6. Identify a common expectation of your clientele.

To lose weight and feel better.

7. Describe how services are referred to your clients.

By text message, emails and posters/promotions on social media and inside the gyms.

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

Monthly memberships are \$30 whilst events that happen within the organisation range from prices.

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

Not necessarily but it does help

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

The work attire we wear is usually a casual workout uniform. This represents what we do at the gym and is suitable due to us working in a gym not an office. We move around a lot of the time and also workout in spare time.

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

Usually one a week

12. What is a common complaint processed through your work?
Clients using a particular set of equipment for too long.
13. Describe the process for dealing with client complaints.
Listen to what the complaint is and plan to solve the situation
Asking the person to politely move onto another equipment set and explain that the gym is for everyone.
14. Explain the reporting system in place for incidents, WHS and maintenance issues.
Writing down on a WHS sheet or notifying any staff member
If no staff are on, a hazard log is to be written and handed into the front desk. If staff are on, we are addressed and sort it out accordingly.
ADDITIONAL QUESTIONS
Question A: Is there any competition for clients in the area?
Not exactly. There are gyms close by, yet they are far enough for both our gym and their gyms to co-exist as we won't be stealing any clients from each other.
Question B: Do you believe you can expand your organisation?
Yes. With increasing number of clients and external funding, our organisation can expand to build gyms in other areas and include new equipment in the current gyms.
Question C: Do you try to create new classes or other activities to cure possible boredom?
Every class is always a new one. Even though they are meant to target particular areas of the body, the workouts and challenges are changed consecutively every week.

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)	Young adults as they would be the easiest to connect with.
b)	The costs would only be the memberships and any extra costs for events.
c)	For any fundraiser or event we have hold, I will contribute by helping set up and volunteering for particular tasks.
d)	Advertise on social media and promote my gym
e)	I would listen to what they have to say, apologise for any inconvenience, and work to find a solution.
f)	I would lead by example. Teach them about nutrition and diets, what exercises target particular areas of the body and explain what is best for whatever choice they have made in any workout they have chosen
g)	I would promote the business services by talking positive about them and how they have helped myself and the gym become what it is today.

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	☐

Outcome for Practical Task	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	