

## ITEC Level 2 Professional Conduct for Fitness Instructors

### Unit 44.1

**Recommended Learning Hours – 25**

<b>Learning outcome</b>	<b>Underpinning knowledge</b>
<p>Students will be able to:</p> <p>1) Understand and explain the points of professionalism for fitness and explain the appropriate professional appearance of the Gym Instructor /Fitness Studio Teacher/ Pilates Teacher/Yoga Teacher</p>	<p>To include the importance of the following:</p> <p><b>Appropriate attire</b></p> <ul style="list-style-type: none"> <li>◆ Gym Instructor/Fitness Studio Teacher - professional sports wear e.g. a polo shirt and clean tidy tracksuit bottoms or shorts, trainers with socks</li> <li>◆ Pilates/Yoga Teacher – professional Pilates/Yoga attire</li> <li>• No jewellery except a wedding band and stud earrings</li> <li>• No body odour • No bad breath • No perfume</li> <li>• No chewing of gum or sucking of sweets</li> <li>• Hair neat, clean and tied back – not on the collar or face</li> <li>• Clean, hygienic working surroundings and equipment</li> <li>• Punctuality • Appropriate client care</li> <li>• Sufficient equipment to perform the task</li> <li>• Only perform exercises in which one is qualified</li> <li>• Only recommend exercises which are relevant and appropriate to the clients</li> <li>• Refer clients where necessary • Do not diagnose</li> </ul>
<p>2) Understand, explain and maintain a professional working relationship with other students, colleagues and clients</p>	<p>To include the importance of the following points:</p> <ul style="list-style-type: none"> <li>• Only working within their own parameters and professional boundaries</li> <li>• Not making false claims regarding exercise/Pilates/ Yoga</li> <li>• Understanding when to refer clients to other therapists e.g. Sports Physiotherapists, Sports Masseurs etc.</li> </ul>
<p>3) Understand and explain why it is necessary to build up a rapport with the medical profession</p>	<p>To include:</p> <ul style="list-style-type: none"> <li>• Understanding when a client may be contraindicated to exercise and at what point GP's permission should be sought</li> <li>• Referral procedures</li> </ul>
<p>4) Understand and explain why it is necessary to build up a rapport with colleagues</p>	<p>To include:</p> <ul style="list-style-type: none"> <li>• Other Fitness Instructors/ Pilates teachers/ Yoga teachers</li> <li>• Health care professionals</li> <li>• Other related organisations and professionals</li> <li>• Being professional when asked about other sports professionals</li> <li>• Define other professionals' scope of expertise and responsibilities and your own</li> <li>• Set common objectives and methods of communication with other sports/health professionals</li> <li>• Check information exchanged is accurate, up-to-date and confidential</li> <li>• Resolve complaints and issues ethically and professionally</li> </ul>
<p>5) Understand and explain the meaning of contraindications related to exercise</p>	<p>To include:</p> <ul style="list-style-type: none"> <li>• The importance of showing knowledge and understanding of specific contraindications to specific forms of exercise as well as general contraindications</li> <li>• Knowing when not to exercise</li> <li>• Knowing when and how to seek guidance from a GP</li> <li>• Knowing when to adapt the specific exercises to the individual's needs</li> </ul>
<p>6) Understand and explain the impact of advertising, whilst accepting the legal implications of the relevant laws</p>	<p>To include:</p> <ul style="list-style-type: none"> <li>• Raising the profile of the sports instructor/Pilates teacher/Yoga teacher</li> <li>• Increasing public awareness of the variety of exercises</li> </ul>

	<ul style="list-style-type: none"> <li>• Educating the public in terms of the different forms of exercise</li> <li>• Methods of advertising: Local newspaper - Classified section, Mail-shots, Word of mouth, Radio, Posters</li> <li>• Appropriate talks and demonstrations to groups</li> <li>• A talk should be designed and demonstrated to fellow students to help establish the rudiments of public speaking</li> <li>• The advantages and disadvantages of each of the above methods should be established</li> </ul>
7) Understand and explain the necessity of having professional indemnity insurance	<p>To include:</p> <ul style="list-style-type: none"> <li>• Define professional indemnity insurance and the difference between a health club and an individual instructor/teacher</li> <li>• The source of the insurance when working as a Gym Instructor/ Fitness Studio Teacher/ Pilates Teacher/Yoga Teacher</li> </ul>
8) Understand and explain the need to ensure strict client confidentiality at all times other than with the consent of the client or when reporting injuries to a medical practitioner	<p>To include:</p> <ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Do not discuss the personal details of a client with other fitness personnel</li> <li>• Do not discuss the personal details of a client with another client</li> <li>• Understand the legal/ethical implications of collecting data</li> <li>• Ensure the client realises that the only reason information would be disclosed would be to ascertain permission to proceed with exercise from a GP or other medically trained practitioner</li> </ul>
9) Understand and explain the contents of a First Aid box	<p>To include:</p> <ul style="list-style-type: none"> <li>• Check the most recent publication from St Johns Ambulance/ St Andrew's /Red Cross or equivalent</li> </ul>
10) Understand and explain why it is necessary to have an accident book	<p>To include:</p> <ul style="list-style-type: none"> <li>• To record any incident where somebody may hurt themselves</li> <li>• To state any action taken at the time of the accident</li> <li>• To document written evidence in case there is an insurance claim</li> </ul>
11) Understand and explain how to complete an accident book	<p>To include:</p> <ul style="list-style-type: none"> <li>• Date of accident • Time of accident • Nature of accident</li> <li>• Action taken • Signature of client and Instructor</li> </ul>
12) Understand and explain how to deal with First Aid emergencies during your exercise session (candidates are advised to take a St John's Ambulance or Red Cross First Aid Certificate or equivalent), the potential injuries and signs of illness, their prevention and how to assess and deal with the injury	<p>To include:</p> <ul style="list-style-type: none"> <li>• Sprains • Strains • Twisting e.g. knee, ankle etc. • Bruising</li> <li>• Cuts • Insect sting • Abrasions • Burns • Bleeding</li> <li>• Nose bleed • Asthma attack • Hyperventilation • Dizziness</li> <li>• Fainting • Epileptic fit • Heart attack • Burns/Scalds</li> <li>• Heat exhaustion • Diabetic coma • Minor sports injuries</li> <li>• Exhaustion • Cramp</li> <li>• Crushing injuries due to dropped weights</li> </ul> <p>What action to take:</p> <ul style="list-style-type: none"> <li>• Recovery position</li> <li>• Knowing how to call for medical assistance</li> <li>• Accident report book</li> </ul>
13) Understand, explain and demonstrate how to put a client into the recovery position	<p>Check with St Johns Ambulance/St Andrews/Red Cross or equivalent for the current format</p>
14) Understand and explain when and how to call for medical assistance	<p>To include:</p> <ul style="list-style-type: none"> <li>• Ensure the patient is in the recovery position</li> <li>• Ensure somebody stays with the patient</li> <li>• Dial for the emergency services (check the number depending upon the country therein)</li> </ul>

15) Understand, explain and demonstrate how to supervise an evacuation of themselves and their clients in the case of a fire alarm	To include: <ul style="list-style-type: none"> <li>• Organise people to move swiftly and quietly out of the building</li> <li>• Ensure belongings are left behind</li> <li>• They must ensure the nearest exit is used</li> <li>• Ensure the meeting point is made clear</li> <li>• A check list is completed of those present</li> </ul>
16) Understand and explain the types of fire-fighting equipment required in a fitness room	To include: <ul style="list-style-type: none"> <li>• Foam</li> <li>• Water</li> <li>• Carbon Dioxide</li> <li>• Dry powder</li> </ul>
17) Understand, explain and demonstrate how to carry out basic safety checks for electrical equipment	To include: <ul style="list-style-type: none"> <li>• Regular servicing, checking of servicing records</li> <li>• Check that the wires are fully insulated within the plugs</li> <li>• Check that there are no trailing wires</li> </ul>
18) Understand and explain the importance of professionally checking electrical equipment on an annual basis	To include: <ul style="list-style-type: none"> <li>• Ensuring no harm comes to the client or fitness instructor during use of the fitness equipment</li> </ul>
19) Understand and explain briefly the following types of infection	To include: <ul style="list-style-type: none"> <li>• Bacterial</li> <li>• Fungal</li> <li>• Viruses and infestations stating the basic characteristics for each one and giving relevant examples</li> </ul>
20) Understand and explain hygienic terms	To include: <ul style="list-style-type: none"> <li>• Septic</li> <li>• Antiseptic</li> <li>• Disinfectant</li> <li>• Sterile</li> <li>• Cross infection</li> <li>• Hygiene</li> </ul>
21) Understand and explain the importance of being aware of blood transmitted diseases	To include: <ul style="list-style-type: none"> <li>• Hepatitis A &amp; B</li> <li>• HIV/AIDS</li> </ul>
22) Understand, explain and design a Physical Activity Readiness Card (PARQ)	To include: <ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• Telephone number (day and night)</li> <li>• GP</li> <li>• Medical history</li> <li>• Any contraindications to exercise</li> <li>• Client lifestyle</li> <li>• Client profile</li> <li>• The importance of planning an exercise programme bearing in mind the client's age and fitness level</li> <li>• Home care advice</li> <li>• Determining the nature and extent of the client's needs</li> <li>• Agreement to the course of action for short-term, medium-term and long-term</li> <li>• Obtain the client's consent to the programme</li> <li>• Blood pressure</li> <li>• Fitness test</li> <li>• Heart rate</li> </ul>
23) Understand, explain and demonstrate effective questioning techniques	To include: <ul style="list-style-type: none"> <li>• Good communication skills (asking open rather than closed questions)</li> <li>• Trust</li> <li>• Confidentiality</li> <li>• Professionalism, confidence and enthusiasm</li> </ul>
24) Understand, explain and demonstrate appropriate body language at all times	<ul style="list-style-type: none"> <li>• Private comfortable area</li> <li>• Positive body language</li> <li>• Positioning of the client (no barriers between themselves and client)</li> </ul>
25) Understand and have knowledge of The Exercise and Fitness Code of Ethical Practice	To include: <ul style="list-style-type: none"> <li>• Equal opportunities</li> </ul>
26) Understand and explain why conversation should be ethical and client led	To include: <ul style="list-style-type: none"> <li>• Not causing embarrassment to self, client or others</li> <li>• There may be issues the client does not want to discuss e.g. politics, religion, race, sex, financial, emotional</li> <li>• Never discuss other clients/fitness centres</li> </ul>
27) Understand and explain why effective client communication is vital	To include: <ul style="list-style-type: none"> <li>• Explaining the rationale, method and benefits of the Physical Activity Readiness Questionnaire (PARQ)</li> <li>• Ensuring that the correct information is taken from the client</li> <li>• Ensuring that the client gives sufficient detail regarding their</li> </ul>

	<p>health and background and realises the importance of gaining GP's or other medical permission in the relevant circumstances • Ensuring that the client feels able to confide in the instructor where necessary • Ensuring that the client feels secure in the knowledge that any discussion is confidential • Ensuring that the client signs the Physical Activity Readiness Card (PARQ)</p>
28) Understand and explain how to deal with negative feedback	<p>To include:</p> <ul style="list-style-type: none"> <li>• Allow the client to speak freely • Ascertain why the feedback is negative • Listen carefully • Do not interrupt • Do not argue • Try to make it a positive • Offer another/alternative form of exercise</li> </ul>
29) Understand and explain the concept of a 'Code of Ethics' and it's importance	<p>To include:</p> <ul style="list-style-type: none"> <li>• The importance of becoming a member of a Professional Association /Society /Guild • A code of ethics is a code which governs the professional conduct of any member of the said Association /Society /Guild • Any member found not to be adhering to the Code of Ethics may be removed from the organisation</li> </ul>
30) Understand and explain the terms 'Statutory Regulation' and it's effects	<p>To include:</p> <ul style="list-style-type: none"> <li>• State Regulation recognition of the profession • National Occupational Standards • Possible national Qualifications • State Register of Qualified Fitness Instructors/Pilates Teachers/Yoga Teachers • Benchmarks for good practise</li> </ul>
31) Understand and explain the term Continual Professional Development (CPD)	<p>To include:</p> <ul style="list-style-type: none"> <li>• It may be mandatory if Statutory Regulation proceeds in certain professions • It means that Gym Instructors/Fitness Studio Teachers/Pilates Teachers/Yoga Teachers are required to attend a certain amount of training hours per year in order to remain registered • This can be obtained by attending lectures at exhibitions /conferences organised throughout the year or additional training courses • Plan ahead, choosing courses for short-term, medium-term and long-term to fulfil CPD's according to statutory regulations of the Exercise/Pilates/Yoga industries</li> <li>• Choose reasonable time frame and objectives • Consult professional organizations, Gym /Fitness Studio/Pilates/Yoga colleagues, market and clients for guidance in choosing relevant courses • Review regularly your own performance and seek feedback from clients and superiors • Determine your area of expertise and those to be developed • Review courses taken and share results with colleagues, clients and superiors</li> </ul>