

# C313 Provide motivation and support to clients during a progressive physical activity programme

## Introduction

### Summary

However well a physical activity programme has been planned and delivered, it is essential your clients receive your motivation and support to achieve their goals. This involves you developing effective working relationships with your clients, providing them with accurate, up-to-date information and advice when required, as well as liaising effectively with other colleagues and professionals to ensure there is a 'joined-up' approach to planning and co-ordinating your clients' programmes.

The unit is divided into two parts. The first part (pages 2 – 4) describes the three things you have to do. These are:

- C313.1 Establish and develop a positive and motivational relationship with your clients**
- C313.2 Provide advice and information to your clients**
- C313.3 Liaise effectively with colleagues and other professionals**

The second part (pages 5 – 6) covers the unit specific knowledge and understanding you must have. This is supplemented by core Level 3 Exercise and Fitness Knowledge Requirements outlined in a separate document.

### Target Group

This unit is for advanced fitness instructors who plan, conduct and review programmes to address short, medium and long term goals. They will normally be working without direct supervision.

### Linked Units

This unit links to D437, D438, D439, D440 and A318.

### Place in the NVQ/SVQ Framework

This unit is a core unit in the level 3 Instructing Physical Activity and Exercise NVQ/SVQ.

### Links to Key and Core Skills

*This unit will provide some evidence for the following QCA Key Skills:*

Communication 3.1a, 3.1b, 3.2, 3.3  
Working with others 4.1, 4.2, 4.3  
Problem solving 4.1, 4.2, 4.3  
Information and communication technology 3.1, 3.2, 3.3

*and the following SQA Core Skills:*

Communication Intermediate 2  
Working with others Higher  
Problem solving Higher  
Using information Intermediate 2

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## C313.1

Establish and develop a positive and motivational relationship with your clients

### The National Standard

#### What you must do

To meet the national standard, you must:

1. clearly define your own role and responsibilities with your **clients** and those of other staff and professionals who may be involved
2. work with your **clients** in a way that encourages trust, openness and a willingness to take responsibility for their own motivation and fitness
3. use a range of methods to help your **clients** be enthusiastic and motivated about their goals and progress and provide the support they need to overcome obstacles
4. help your **clients** to make long-term changes to their behaviour in line with their goals
5. adapt your own relationship with your **clients** to meet their changing needs
6. maintain a relationship with your **clients** which is in line with good practice, values and ethical requirements
7. recognise the physical limits of individual **clients** and enable them to maintain their dignity and self-respect
8. show that you value diversity and will challenge prejudice and discrimination if it occurs
9. maintain confidentiality agreements and requirements
10. handle any disagreements and complaints promptly, positively and in line with organisational procedures

#### What you must cover

You must show that you have established and developed effective working relationships with at least four of the following:

##### a **clients**

- 1 experienced
- 2 inexperienced
- 3 mixed ability
- 4 low fitness
- 5 individuals
- 6 groups

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

# C313 Provide motivation and support to clients during a progressive physical activity programme

## C313.2

### Provide advice and information to your clients

#### The National Standard

##### What you must do

To meet the national standard, you must:

1. identify when your **clients** would benefit from **advice and information**
2. work with your **clients** to agree the type of **information and advice** that is appropriate to their needs
3. where necessary, carry out research to identify **information and advice** that meets your **clients'** needs
4. make sure the **information and advice** you provide is accurate, up-to-date and where possible evidence-based
5. communicate **information and advice** to your **clients** in a way that is appropriate to them and their needs, adapting communication methods when necessary
6. make sure the **information and advice** you offer is consistent with your own level of competence
7. where necessary, refer your **clients** to another **professional** with more relevant expertise

##### What you must cover

You must show that you have provided at least four of the following:

- a clients**
- 1 experienced
  - 2 inexperienced
  - 3 mixed ability
  - 4 low fitness
  - 5 individuals
  - 6 groups

with at least four of the following types of:

- b information and advice**
- 1 physical
  - 2 psychological
  - 3 lifestyle
  - 4 social
  - 5 adherence

and referred the client to at least one of the following:

- c other professionals**
- 1 other instructors
  - 2 health care professionals
  - 3 other related organisations and professionals

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

# C313 Provide motivation and support to clients during a progressive physical activity programme

## C313.3

### Liaise effectively with colleagues and other professionals

#### The National Standard

##### What you must do

To meet the national standard, you must:

1. identify **other professionals** relevant to your work and establish effective working relationships
2. clearly define and agree your own role and responsibilities and those of **other professionals** when working with clients
3. agree common objectives and ways of working and communicating with **other professionals** and respect these boundaries
4. exchange complete, accurate and up-to-date information with **other professionals** when it is necessary to assist your clients
5. acknowledge your own limitations and respect the expertise and responsibilities of **other professionals** whilst upholding your own professional expertise
6. maintain relationships with **other professionals** which are in line with good practice, values and ethical requirements
7. handle any disagreements and complaints promptly, positively and in line with organisational procedures and professional guidelines

##### What you must cover

You must show that you have liaised effectively with at least one of the following:

###### a other professionals

- 1 other instructors
- 2 health care professionals
- 3 other related organisations and professionals

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

# C313 Provide motivation and support to clients during a progressive physical activity programme

## What you must know and understand

*To be competent in this unit, you must know and understand core Level 3 Instructing Physical Activity and Exercise Knowledge Requirements outlined in a separate document and the following knowledge requirements*

### **C313.1 Establish and develop a positive and motivational relationship with your clients**

- K1. Why the relationship between the instructor and client is important
- K2. The type of instructor/client relationship which will assist clients' progress
- K3. The types of personal qualities that instructors need to develop in order to help and support clients
- K4. Why your clients need to understand your role and responsibilities and those of other staff/professionals who are involved
- K5. The extent and limitations of your own role and responsibility in respect to your clients
- K6. Why your clients need to understand their own responsibility for personal motivation and fitness and how you can assist them with these
- K7. The range of motivational methods you can use and how to choose methods appropriate to individual clients
- K8. The types of obstacles individual clients may face when undertaking physical activity and achieving their goals, and methods you can use to help them overcome these obstacles
- K9. Why it is important to progress and adapt your relationship with your clients and how to do so
- K10. What is meant by a 'professional relationship' between instructor and client and the codes of good practice and ethics you should follow and what these mean in practice
- K11. Why it is important to maintain your clients dignity and self-respect and how to do this
- K12. What is meant by 'valuing diversity' in a practical context when working with clients, the types of prejudice and discrimination that individual clients might experience and how to challenge these
- K13. What is meant by 'confidentiality' and why it is important when working with clients, other staff and professionals
- K14. Agreements concerning confidentiality and how to uphold these
- K15. The correct procedures to follow when there are disagreements with or complaints from clients
- K16. Ethical requirements relevant to the relationship with the client

### **C313.2 Provide advice and information to your clients**

- K17. The types of information and advice which clients may need
- K18. How to identify when clients may need or benefit from information and advice even when they do not ask for it
- K19. Sources of information and advice you can use when working with clients and how to access these
- K20. Why it is important to check that information and advice is accurate, evidence-based and up-to-date and how to do so

## C313 Provide motivation and support to clients during a progressive physical activity programme

- K21. How to communicate information and advice to your clients according to their needs and if necessary adapt the way you communicate so that they understand what has been conveyed
- K22. The limits of your own competence when giving information and advice and why it is important to stay within these limits
- K23. The types of situations in which you should refer your clients to other experts for information and advice
- K24. Other sources of expertise to whom you can refer your clients and how to access these

### **C313.3 Liaise effectively with colleagues and other professionals**

- K25. The types of other professionals with whom you should liaise
- K26. Why it is important to establish and agree respective role and responsibilities with other professionals and how to do so
- K27. Why it is important to agree common objectives, ways of working and communicating with other professionals and how to do so
- K28. The importance of respecting professional boundaries and how to do so
- K29. The importance of effective communication with other professionals and how to communicate with other professionals in a way that meets their expectations and will assist your clients
- K30. Why it is important to be aware of the limitations of your own expertise and responsibilities and respect the expertise and responsibilities of other professionals
- K31. When it is important to assert your own expertise when working with other professionals and how to do so in a way that will maintain an effective relationship
- K32. Good practice, values and ethical requirements when liaising with other professionals
- K33. How to handle disagreements with other professionals