

## EuropeActive Occupational Standards Summary Document Fitness Assistant (EQF Level 2)

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### Fitness Assistant

#### Definition

The role of a Fitness Assistant is to promote health and fitness participation for new and existing members. Their work will involve providing a clean, safe and friendly environment that promotes regular member attendance and satisfaction. They should be a source of information and encouragement for all members and actively assist fitness instructors and other workers wherever possible.

#### Scope

The occupation of fitness assistant is informally referenced to the European Qualification Framework level 2 and is a fully supervised position.

#### Specific pre-requisites

There are no specific prerequisites before starting this EQF level 2 qualification.

#### Level of entry on to EREPS

Level 2

#### Essential skills

<b>Maintain the exercise environment</b>	Help to provide a safe, clean and friendly fitness environment
<b>Provide customer care</b>	Observe clients/members at all times and inform them where necessary about health and safety requirements and emergency procedures
<b>Provide appropriate customer service</b>	Welcome clients/members, keep records and bookings of their activities, and direct them to other fitness instructors for technical assistance or to appropriate members of staff for guidance and support
<b>Interact with customers</b>	Positively interact and motivate clients/members to participate in regular physical activity and promote fitness exercise as a part of a healthy lifestyle
<b>Promote customer referral</b>	Invite customers to bring friends and family along and promote their fitness activities in their social environment
<b>Work as part of a team</b>	Assist qualified fitness instructors and other workers in their duties
<b>Promote a healthy lifestyle</b>	Provide information about the role of physical activity, modes of exercise and related services and the importance of healthy activities for daily living to clients
<b>Demonstrate professional conduct</b>	Be a positive example of a healthy lifestyle and work within the parameters given at Level 2, recognising the standards and professional limitations that this provides