The learner should complete the following knowledge questions. Answers should be written in the space provided. Pass mark is 100%

YMCA Level 2 Certificate in Gym Instructing (603/2767/4)

Assessment Element 7 – Task 4 (Knowledge Questions)

Gym Based programme, planning and preparation (D/616/7950)

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| **Learner Name:** | **Date:** |

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| **1. Outline 2 ways in which communication methods can be adapted to meet customer needs** |
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| **2. Explain why communication may need to be adapted due to a customer’s culture, background and/or experience** |
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| **3. Explain how non-verbal communication can affect customer behaviour** |
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| **4. Outline 3 protocols to be followed prior to and/or during the screening of clients** |
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| **5. a)List 2 examples of risk stratification (risk assessment/rating models)**  **b) Identify 4 variables that can be used when risk stratifying clients** |
| a) |
| b) |
| **6. With regard to risk stratification, explain what is meant by;** |
| **a) Low risk** |
| **b) Medium risk** |
| **c) High risk** |

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| **7. Why is it important to store client information safely?** |
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| **8. Give 2 examples of how client information affects the planning of gym-based exercise** |
| 1) |
| 2) |
| **9. Why is it important to agree goals and objectives for gym based exercise with clients?** |
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Final Result PASS REFER

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| **Assessor Feedback** | | |
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| Assessor Name: | Assessor Signature: | Date: |
| IQA: | IQA Signature: | Date: |