

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

Technical expert group members and external consultation experts

These standards were fully adopted within the process of external consultation and afterwards approved by the EuropeActive Professional Standards Committee.

Chairman of EHFA Standards Council (2012):

Prof. Alfonso Jimenez, PhD, CSCS, NSCA-CPT

Technical Expert Group (2012):

- *Julian Berriman (Premier Global, UK) - TEG Leader*
- *Bjorn Vergers (The Netherlands)*
- *Prof. Rita Santos Rocha (ESDRM, Portugal)*
- *Sebastian Hureau (FitnessFirst, France)*
- *Dorota Opoka (University School of Physical Education, Wroclaw, Poland)*

Essential skills

Maintain the exercise environment	Help to provide a safe, clean and friendly fitness environment
Provide customer care	Observe clients/members at all times and inform them where necessary about health and safety requirements and emergency procedures
Provide appropriate customer service	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
Interact with customers	Positively interact and motivate clients/members to participate in regular physical activity and promote fitness exercise as a part of a healthy lifestyle
Promote customer referral	Invite customers to bring friends and family along and promote their fitness activities in their social environment
Work as part of a team	Assist qualified fitness instructors and other workers in their duties
Promote a healthy lifestyle	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
Demonstrate professional conduct	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



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