Professionalism and customer care for fitness instructors

Lesson 1 – Legal and professional requirements for gym instructors

Scope of practice scenarios

Scenario 1

Brian, 69 years old and a retired engineer. Health screening did not identify any concerns; not on medication and no previous or existing chronic conditions. Brian is new to the gym but has remained active in retirement. He plays golf twice a week and goes on regular walks with his wife.

Scenario 2

Aisha, 32 years old and an accounts administrator. Aisha is currently 6½ months pregnant and has joined the gym as she is concerned about the excess weight she is putting on that isn't baby weight. She has never been to a gym before and wasn't active prior to becoming pregnant and during her first few months of pregnancy. She has always maintained a healthy weight through eating the correct foods; however, her appetite has gone 'through the roof' since moving into the second trimester.

Scenario 3

Sandra, 54 years old and a doctor. Sandra works long hours and has a highly stressful job working in a busy A and E department. She is concerned her work–life balance is tipping the wrong way and would like to have more energy and feel healthier. Health screening identified a resting blood pressure of 162/94.

Scenario 4

Andrew, 27 years old and an IT technician. Andrew has always played sport, mainly football and badminton, but is new to the gym. His job means long hours spent sitting down and his screening form identified that he suffers from low-back pain on a regular basis.

Scenario 5

Isabella, 19 years old and a student. Isabella has always enjoyed exercising and keeping in shape. She was a keen hockey player at school and still trains regularly. She is new to the area but an experienced gym user. During the consultation it was identified that Isabella has a negative relationship with food and can happily go a day or two without eating. She also has a very negative perception of her own size and shape.

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