



YMCA Awards

Level 3 Customised exercise
programme instruction and
communication techniques
2018

Level 3 Customised exercise programme instruction

Preparing your client for PT sessions

Learning outcomes

By the end of this session you will be able to:

- Help clients feel at ease in the exercise environment through use of appropriate communication skills
- Explain the planned objectives and exercises/physical activities to clients and how they support clients' goals
- Explain the physical and technical demands of the planned exercises/physical activities to clients
- Demonstrate how planned exercise/physical activity can be progressed or regressed to meet their goals

Learning outcomes

By the end of this session you will be able to:

- Assess clients' state of readiness and motivation to take part in the planned exercises/physical activities (review PARQ/informed consent if not clients first session)
- Negotiate and agree with clients any changes to the planned exercises/physical activities that meet their goals and preferences and enable them to maintain progress
- Identify reasons for changing planned activities based on client feedback to include injury, stress and illness
- Record changes to clients plans

Level 3 Customised exercise programme instruction

**Helping clients to feel at ease
before a PT session**

Preparing clients

- Arrive on time to prepare and to welcome the client
- Be dressed for the environment with appropriate footwear and clothing
- Greet the client in a warm, friendly manner
- Use the client's name wherever possible
- Use positive language to encourage the client before the session begins

Overview of the session to include:

- Anticipated levels of exertion
- Confirmation of client understanding
- Confirmation of client readiness
- How each component of the session (cardiovascular, resistance, flexibility) links to the client's goals and their long-term health and wellbeing
- The physical demands e.g., heart rate increase, sweating, muscular overload, technical demands

Before the session

- Demonstrate and explain the exercises and outline options for regressing or progressing
- Negotiate and agree any changes to the planned exercises/physical activities that:
 - meet the client's goals and preferences
 - enables the client to maintain progress
- Identify reasons for any change to the planned activities based on client feedback, for example injury, stress, illness
- Record any of the changes in a legible manner (IT format where necessary and appropriate)

