

Fitness Industry National Quality Framework



Framework Domains - Pillars	1. Professionalism	2. Safety	3. Customer Care
Standard(s)	Service delivery is professional, effective and appropriate to the client's needs.	Programs & services are delivered safely through a comprehensive risk management approach. Facilities & equipment are of a high standard.	The customer is at the centre of the organisation and is always treated with care and respect.
Accreditation Performance Criteria	<p>1.1. All staff and contractors engaged by the organisation have the appropriate credentials, qualifications and experience to deliver the services provided by the organisation.</p> <p>1.2. All exercise professionals delivering health & fitness services maintain registration with their relevant industry or professional body.</p> <p>1.3. All staff and contractors are well presented and professional in manner.</p> <p>1.4. Services and programs are provided according to relevant best practice evidence-based approaches and/or best available evidence where it is available.</p> <p>1.5. Program approaches utilise an appropriate theoretical understanding about effective methods for achieving health and fitness goals and/or behavioural change.</p> <p>1.6. Broader components of lifestyle modification and health awareness are promoted.</p> <p>1.7. Appropriate services programs and environments are provided that promote accessibility for specific population and/or cultural groups. For e.g. Aboriginal and Torres Strait Islanders, older adults, people with disabilities. Some attention could be given to the principles of Universal Design.</p> <p>1.8. The organisation has links with and/or is actively involved with relevant industry, businesses or professional bodies.</p>	<p>2.1. The organisation has an active risk management plan and work health and safety policy.</p> <p>2.2. A risk assessment is undertaken for all programs in each environment in which they are delivered.</p> <p>2.3. A pre-exercise health screening & risk assessment is undertaken in all appropriate circumstances for clients prior to program or service delivery.</p> <p>2.4. Clients are referred to medical or allied health professionals as required, in accordance with risk assessment outcomes.</p> <p>2.5. All clients are offered assessment and exercise programming services and programs are tailored to meet client needs and are in alignment with the client's risk assessment, fitness level and ability.</p> <p>2.6. Clients are provided with information about program intent, risks and consent is obtained confirming awareness and understanding of risks.</p> <p>2.7. All areas in which participants are undertaking exercise are monitored or supervised at all times by staff and/or by some means of electronic surveillance according to relevant legislation.</p> <p>2.8. Safety and emergency protocols & procedures are all documented, understood by staff and displayed in client areas as required.</p> <p>2.9. All parts of the facility, including equipment are well maintained and are clean and hygienic at all times.</p>	<p>3.1. All marketing and advertising is descriptive accurate and consistent with the scope of services offered.</p> <p>3.2. The sales process is effective and professional. Potential clients are not subject to undue sales pressure or unethical tactics.</p> <p>3.3. Terms and conditions of membership contracts, including the fee policy and payment options, are fully and clearly explained to each client prior to signing.</p> <p>3.4. Clients are provided with an orientation of facilities and services;</p> <p>3.5. Customer feedback and market analysis systems are in place.</p> <p>3.6. The organisation works collaboratively with other relevant professionals / groups / organisations in accordance with client needs.</p>

Framework Domains - Pillars	4. Information & Knowledge	5. People	6. Leadership
Standard(s)	Data and information are used effectively.	The workforce is capable of delivering and supporting the services being offered.	The organisation is capable of delivering and supporting the services being offered.
Accreditation Performance Criteria	<p>4.1. The organisation has an effective information management system in place that protects the integrity and privacy of all data.</p> <p>4.2. The organisation uses data to regularly evaluate the effectiveness of services and programs.</p> <p>4.3. The organisation contributes to local community / industry / professional forums and/ or publications.</p>	<p>5.1. The organisation ensures that the workforce is selected and trained to meet all organisational requirements.</p> <p>5.2. Staff and contractors are provided with an induction to the organisation upon engagement and undertake further training and education to continuously enhance skills and knowledge.</p> <p>5.3. The organisation ensures that the workforce operates within boundaries of designated roles / scope of practice.</p> <p>5.4. The organisation actively engages staff, consumers and carers in program design and improvement.</p> <p>5.5. The organisation has effective policies and procedures for leading and supporting people.</p> <p>5.6. The organisation has in place effective performance management, supervision and professional development programs.</p>	<p>6.1. The organisation has effective planning processes.</p> <p>6.2. The organisation has effective management and governance systems.</p> <p>6.3. The organisation is compliant with all relevant legislation, regulations, and industry codes of practice.</p> <p>6.4. The organisation uses resources and funds efficiently and effectively.</p> <p>6.5. The organisation has a culture that lives its values and supports organisational goal attainment.</p> <p>6.6. The organisation uses structured processes to review all aspects of its business and fosters a culture of continuous quality improvement.</p>

PRINCIPLES

The fitness industry quality framework is guided by the following principles:

Accessible:

Entry to the National Fitness Industry Quality Framework is accessible and affordable to all fitness businesses.

Visible:

The National Fitness Industry Quality Framework is visible to consumers and business.

Credible:

The National Fitness Industry Quality Framework is credible, with a high level of integrity to provide consumers with confidence in the brand and to encourage business participation.

Useful:

The National Fitness Industry Quality Framework is useful to business and practical to maximise voluntary participation.

Inclusive:

The National Fitness Industry Quality Framework has application for all sectors of the fitness industry and all sizes and types of business models.

Sustainable:

The National Fitness Industry Quality Framework has a structure that is flexible enough to respond to the changing business environment and allows mid stream corrections. As such it needs to be continuously monitored and improved.