

Registered Exercise Facility Manual

Version 1.02

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Introduction

Purpose of this Manual

This manual is designed as a reference guide to being a Registered Exercise Facility and also a tool to aid in understanding of REPs. Most importantly, it covers how being a Registered Exercise Facility fits into this.

This manual covers extremely important information about who needs to register, and just as importantly advice on steps to take when employing new staff or contractors.

Who should read this manual

Anyone who will be employing exercise staff at your facility

Any exercise co-ordinators and managers (e.g. PT coordinators)

The facility manager

It should also be available for any Registered Exercise Professional to read

Where should you keep this manual

This manual is a working reference document – so keep it somewhere that is easily accessible to all staff.

Updates

This manual will be updated by REPs - when this is done we will advise you of what page(s) need to be replaced.

All documents that are changed regularly will have a version number on the bottom right hand corner of the last page for reference.

*This manual is also online – www.reps.org.nz
Follow the link to the downloadable resources page*

Recap - What is REPs?

The New Zealand Register of Exercise Professionals (REPs) is a non profit body, that sets standards for those delivering exercise advice or demonstration. After three years of consultation and research REPs was set up in 2003 by Fitness New Zealand (the industry association) and Sfriso (the Government recognised standard setter for education and training in the fitness industry).

REPs registers individuals, facilities, and education providers

When an individual first registers with REPs, they are verified against the REPs standards. Individuals then annually re-register showing they have continued to keep current through ongoing education, and working in the industry.

An exercise facility that registers with REPs agrees to follow the industry code of ethics, and also to only use the services of Registered Exercise Professionals (employees and contractors).

Education providers register with REPs in one of two ways:

- (1) For initial entry courses - i.e. courses that enable someone with no training to complete and then meet REPs standards
- (2) Ongoing education - for individuals already registered with REPs to keep up to date

REPs keeps a database of both types of courses and makes these public (so that students entering the industry know where to go for a course, and also so that existing exercise professionals can access ongoing education).

REPs has numerous information resources, including frequently asked questions, benefits of registration info sheets and dozens of information resources.

For these, and full details on REPs and its background, visit the REPs web site - www.reps.org.nz.

What is a Registered Exercise Facility?

For any registration system to work, it needs to be accepted and used by the public. To facilitate this, REPs not only registers exercise professionals, but also exercise facilities, so a member of the public need only check that a facility is registered for them to know that every exercise professional there meets industry standards. This is similar to visiting a hospital and knowing that everyone there is a suitably trained medical professional.

The message REPs is sending to the public is simple – ensure you only get exercise advice from a Registered Exercise Professional, and the simplest way of ensuring this is to visit a Registered Exercise Facility.

The two criteria for being a Registered Exercise Facility are:

- (1) Following the industry code of ethics (this is shown on the following page)
- (2) Ensuring all individuals at the facility giving exercise advice or demonstration are registered with REPs at the correct level

A full explanation of this is outlined on the following pages (see sections on “Process for Job Applicants”, and “Who needs to Register”)

How to promote your facility’s registration

Once REPs have received a list of all individuals that prescribe or demonstrate exercise at your facility. REPs will match this list against the registrations they have. Once REPs has confirmed that all individuals are registered (i.e. criteria two above). Then the facility will be issued with posters confirming the facility’s registration status (see sample two pages ahead).

Facilities are encouraged to maximise the benefit of being a registered facility by promoting it. Ideas include:

- Displaying several Registered Exercise Facility posters prominently
- Displaying copies of all your Registered Exercise Professionals certificates (in a large club a wall of 50+ certificates can look very impressive!)

Note: Copies of certificates can be obtained from REPs

- Put “REPs Registered Exercise Facility” in your yellow pages ad (especially if you’re in a major city, as REPs will have a large ad in the directory)

Fitness New Zealand Code of Ethics

2007
Sample Only



is a member of Fitness New Zealand, and agrees to:

- abide by all consumer protection legislation and all other applicable laws and regulations.
- show respect for people of different races, cultures, nationality, religious and political belief, sexual orientation, age, gender, marital status and physical and intellectual ability.
- provide a safe exercise environment within the club
- ensure that all staff involved in exercise demonstration or prescription are registered with the New Zealand Register of Exercise Professionals (REPs)
- ensure all members are pre-screened for medical conditions prior to the commencement of exercise.
- be committed to continually upgrading the professional knowledge of our staff.
- make no false claims with regard to any of the products and services offered by the club.
- not use deceptive or high-pressure sales tactics.
- not ask for payment in advance for memberships of longer than 15 months (including any free periods).
- not ask for payment for any of our clubs until they are open except where payments are made into an escrow account (agreements can be entered into before a club opens, but no payment will be taken).
- deliver what we promise.
- operate the club in a manner which maintains and enhances the public's perception of the health and fitness industry.
- respect your privacy, and never pass on any information you give to us to any third party without your permission.

Signed on behalf of the centre:

Signed on behalf of Fitness NZ:

Richard Beddie, President

FITNESS NEW ZEALAND - THE VOICE OF THE FITNESS INDUSTRY
Ph: 0800-66-88-11 PO Box 22-114 Christchurch www.fitnessnz.co.nz fnz@fitnessnz.co.nz

2004

Sample Only

Registered Exercise Facility

**For your safety and protection,
this facility only uses exercise professionals
registered with the New Zealand Register of
Exercise Professionals (REPs)**



REP's Partners:



All Registered Exercise Professionals at this facility are bound by the Register of Exercise Professionals Code of Ethical Practice, and the facility is bound by the Fitness New Zealand Code of Ethics. Members of the public may contact REPs by phone on 0800-55-44-99, Fax: 0800-248-348, PO Box 22-374 Christchurch, www.reps.org.nz info@reps.org.nz

Who needs to register

To be a Registered Exercise Facility, the facility agrees to ensure ALL individuals at the facility that give exercise advice or demonstration are registered with REPs. This includes employees, contractors, and visitors.

In a fitness centre/health club/gym environment this means the following groups of people register: Personal Trainers, Gym Instructors and Group Exercise Instructors (including Yoga, pilates, Aqua etc).

If an individual is teaching a sporting activity and ALL they do is teach/coach that activity then the individual is not required to register. However if they give exercise advice/programming or exercise demonstration in any form they do need to register. This includes giving out advice on warm ups, stretching, getting fit for games etc.

What about

Sports Coaches

If all the sports coach does is teach the sport then they do not need to register. If they give exercise advice (in any form) or give exercise demonstration (such as taking the team through a fitness program) then they do need to register. We recognise qualifications like Coaching NZ levels.

Boxing classes / martial arts / dance classes (e.g. ballroom dancing)

This is treated the same as a "sport". If the instructor simply teaches the activity, then they do not need to register. If they do a "class" structure that includes a warm up and cool down, then they do need to register. A "black belt" may be proof that the individual knows about martial arts, it's not proof that they know about exercise demonstration/prescription. These classes would be regarded as "group exercise" should they have an exercise class structure to them.

So it is likely a boxing instructional class (i.e. "learn to box" class) may not require the individual to register as long as all they do is teach people how to box. If it is a "boxing circuit" format (with a exercise class type structure) then they do need to register.

Someone who is registered with Sports Science New Zealand (SSNZ) who only deals with carded athletes

If the only people this individual deals with is carded athletes¹, then they do not need to register with REPs, as long as they are operating within the field they are registered with SSNZ for. If the individual gives exercise advice or demonstration to non carded athletes then they do need to register with REPs.

Physiotherapists / Chiropractor / Osteopath

Any one of these professionals who is registered with their appropriate national registration body who only undertakes treatment of clients in your facility does not need to register with REPs. **If they give programs or exercise demonstration outside of this rehabilitation capacity then they do need to register with REPs.**

Nutritionists

A nutritionist who gives out exercise advice or demonstration does need to register with REPs.

If the advice is only generic advice such as “you should exercise every day” then the person does not need to register (anyone can give out that message!)

Visiting Guests / Instructors

Just because someone is visiting for one day doesn't mean they don't need to register (think about a hospital – they don't let “visiting doctors” not meet New Zealand's standards).

However, as long as an individual is based at the facility for no more than one week within a 12 month period, and they are under the direct supervision of an Exercise Professional Registered with REPs for the activity they are undertaking, then they may still undertake the activity. This is useful for visiting aerobics instructors who want to take one class – as long as a Registered Group Exercise Instructor is directly supervising them throughout then this is acceptable.

¹ A carded athlete is one that is either from a carded sport or has a personal grant from the New Zealand Academy of Sport and holds a valid New Zealand Academy of Sport card.

Sales Staff, Reception Staff, Cleaners

The simple test here is do they prescribe or demonstrate exercise ?

If yes, then they need to register. If they don't give out such advice/demonstration they don't.

Giving out advice "you should exercise" or "exercising every day is good" and so on is not regarded as prescribing exercise, but instead "educating people on the benefits of exercise" so this does not require most sales staff to register (unless they start giving specific advice on what type of exercise is best for that person).

REPs will be very insistent in its marketing of the message "Ensure you get your exercise advice from a Registered Exercise Professional" along with the message that "Only a *Registered Exercise Facility* guarantees you will be dealt with by a *Registered Exercise Professional*".

For this reason it's extremely important that the policy of ensuring ALL individuals in the facility, whatever capacity they are employed in, contracted to, or operating a "business within a business" are registered. REPs will randomly audit facilities for compliance, so the public and also your facility, can be 100% assured of the value of the "*Registered Exercise Facility*" name.

Non Exercise Staff that wish to Register

An individual working at a Registered Exercise facility that is not required to register, can choose to be on the REPs communication list, and also access REPs discounts (such as massive discounts off Nike shoes). To do this an individuals simply needs to complete an application called "Application form for Non Exercise Professionals". This can be downloaded from the REPs web site. There is a small annual fee to cover the cost of this.

Important: Only individuals that do NOT need to register can go through this "Non Exercise Professional" process. Anyone that fills out this form is not registered, and does not meet the requirements for the facility to be registered if they give out exercise advice or demonstration.

Free Advertising of Job Vacancies

One of the benefits of being a registered facility is that you can advertise job vacancies FOR FREE through REPs. We do ask that they follow a standard format as outlined below:

Facility Name:

Facility Location (including City or Town):

Job Title:

Hours: Full time, part time or details

Details of position: What is the position (up to 50 words)

Details of Facility: What makes your facility different (up to 50 words)

Level of REPs Registration Required: e.g. Personal Trainer or "Exercise Consultant Level II

In fairness to other facilities, we need to ensure all ads are given the same priority and impact, so only ads following the above format will be included (otherwise if a few facilities gave us full page ads, then your ad may not get noticed). As it's a free service we are unable to offer a formatting service - so PLEASE follow the format above. In all cases just email the position through to us at info@reps.org.nz.

Process for Job Applicants

The following is the process you should follow when employing new staff who are not already registered with REPs.

- During the job interview mention your facility's requirement that individuals used/employed by the facility need to be registered with REPs. You can also say that most exercise facilities in the country require this, so even if they don't get the position with your facility, they should still register with REPs.
- Give the applicant a copy of the application form and advise them all other information can be obtained by phoning REPs or downloading the information off the internet.
- Suggest they register and then get back to you once they have completed the registration process. When the individuals send in the application form they should note that they are applying for employment, and at which facilities, so we know to process their application quickly.
- Should you offer them employment and they have yet to register, then add in an additional clause in their offer of employment "subject to successfully gaining full registration with the New Zealand Register of Exercise Professionals at the {INSERT LEVEL e.g. 'Personal Trainer'} level".
- Should their registration with REPs be unsuccessful, or we only grant them provisional registration, then this means you have the option of withdrawing the offer of employment.
- Should they have their application declined and you wish to engage their services (i.e. employ or contract them) then see the process "Employing Trainees".
- If they had their application granted at the provisional level this means that they may meet the standards, but it is likely that some sort of assessment will need to be undertaken in the workplace at some stage. It is therefore up to you whether or not you wish to engage the services of this person.

Employing Trainees

This is the process you would use if you wish someone to start working for you that does NOT meet the REPs standards. You may choose to do this because you are going to train someone in house, or that they are still completing formal training, and you want to “snap them up” now.

It is absolutely essential that if you are training them to be an exercise professional, that you follow the process outlined below. Not doing so would mean you are breaching the key rule of being a Registered Exercise Facility (namely only using registered exercise professionals).

- (1) The individual applies for REPs at the Exercise Assistant Level. With their application you should send in a supporting letter stating that:
 - i. They are able to undertake the duties of an Exercise Assistant
 - ii. They are going to be trained (or are undertaking training already) to become a {insert name of the role} e.g. Personal Trainer, or Exercise Consultant Level II
- (2) Ensure that while they are training they only give out exercise advice or demonstrate any exercises while under the DIRECT SUPERVISION of a Registered Exercise Professional, that is registered at the level that the person’s activity covers (e.g. if they are offering Personal Training, then a Registered Personal Trainer must be supervising them).
- (3) Keep a log on site of all hours that the person is giving exercise advice or demonstration (this log also documents who is supervising the person). REPs can provide a logbook. This logbook should be available from your front desk/reception should REPs wish to check this at anytime.

Provisional Registration

Provisional registration was granted to all individuals that registered in late 2003, and throughout 2004, as long as they were working in the industry.

From 1 October 2004 provisional registration will only be given to those that meet all requirements of registration other than work experience component, or those that have significant qualifications/experience that need to be assessed and reviewed (such as overseas qualifications). It is likely that in these cases provisional registration will be granted for a short time frame (such as three months) to allow the person to complete full registration.

What does provisional registration mean ?

Provisional registration means that the individual has applied for registration, but it does not mean REPs have signed them off as meeting the REPs standards. At some stage the individual will have to meet the requirement of the REPs standards, which may be shown in one of two ways :

- (1) Successful completion of a course that REPs has registered
- (2) Successful assessment against REPs standards by a Sfrito assessor

Should the individual not meet the REPs standards, they will be given time to do so, before their registration lapses.

When does it finish?

Provisional registration will be used for existing industry workers until such a time that they have all been verified, reviewed or physically assessed. It is estimated that this will run till around mid 2005.

What happens on 1 October 2004 ?

Individuals with provisional registration applying for re-registration on 1 October 2004 will be granted a further period of provisional registration until such a time that their qualifications can be verified, and then an opportunity for assessment will be given if needed.

No individual that is applying for re-registration will be declined until such a time that they have been given a full explanation of what REPs standards they are missing, and given ample time to address this.

How an individual changes levels during the year

An individual that changes roles during the year will need to change registration levels if their new role means they operate outside of their initial registration.

Example: an aerobics instructor that also starts doing work as a gym instructor is changing from *Group Exercise* to *Exercise Consultant* on the REPs levels.

A gym instructor that moves on to be a personal trainer is changing from *Exercise Consultant* to *Personal Trainer*.

To change levels, an individual simply completes a change of level form (available from the REPs web site) and pays any difference in registration fees between the levels. In some cases there is no change in fee, so there is no additional payment to be made.

NB: Before an individual undertakes the work of the higher level they **MUST** register with REPs at this level, or they must be under the direct supervision of an individual registered at the higher level.

The Registration Year

REP's registration year runs 1 October – 30 September.

This applies to Registered Exercise Facilities, Registered Exercise Professionals, and Registered Education Providers.

In other words, regardless when a person registers, facility or provider registers, registration runs until 30 September.

In the case of Registered Exercise Professionals, REPs offers a half-year registration fee for individuals registering between 1 April and 30 September. This also means individuals that are buying insurance pay only half the annual insurance cost for that period.

2003 and 2004

When REPs was launched in late 2003, an incentive to register before the end of the year was offered – namely no first time application fee (saving \$50+gst). Individuals registering in 2004 working at a Registered Exercise Facility that had not had their facility visited yet, could also register with the same discount, and were treated as if they had registered in late 2003.

Individuals registering at the Personal Trainer level that have insurance included in their registration, have insurance cover active as of 1 January 2004 (insurance is the largest part of the registration cost at this level).

REPs policy is to try to keep the costs to an absolute minimum for individuals registering, and with this in mind have waived all assessment fees, first time application fees etc to those working at Registered Facilities, if they registered in late 2003 or early 2004. It needs to be stressed that the registration fees REPs charges are the lowest in the world – and New Zealand does not have a large pool of individuals to make up for this, so REPs does need to ensure it charges sufficient registration fees to cover its costs.

Ongoing Education Requirements

To continue to register as an exercise professional, all individuals must undergo ongoing education and training to keep their skills, knowledge and competencies current. To verify this, REPs will use a system of Continuing Education Credits (CECs).

CECs can be gained in one of three ways:

- (1) Attendance at REPs registered ongoing education courses
- (2) Working in the industry
- (3) Being an active Sfriso assessor

Attendance at courses gives individuals a number of CECs depending on a number of factors, including course length, whether the course is assessed or not, and feedback on past courses from Registered Exercise Professionals.

Working in the industry gives an individual 10 CECs for every 250 hours of work as an exercise professional (or 25 classes in the case of group exercise). Up to a maximum of 20 CECs each year (i.e. no more than 20 CECs can be claimed from working in the industry in any one year).

Being an active Sfriso assessor gives an individual 10 CECs that year.

When an individual re-registers they need to show that they have obtained at least 20 CECs in the last 12 months, and at least 60 CECs in the last two years.

The net effect of this means that an individual working in the industry could choose to do courses every two years and meet this criteria (as they could rely on 20 CECs from working in the industry every other year)

First and second year registrations

Individuals who are first registering in 2004 and 2005 do not need to show that they have done any ongoing education up until the date of registration.

When individuals re-register for the first time (i.e. their second registration) they only need to meet the “20 CECs in the last year” criteria, and not the “60 CECs in the last two years” (the later only applies from the third year onwards).

How to find out what is eligible for CECs

Any course may apply to REPs to be recognised for CECs.

REPs maintains a database of all courses that have CECs, and publicises it on a regular basis to all Registered Exercise Professionals, and registered Exercise Facilities.

REPs will work to facilitate ongoing education happening throughout New Zealand, and also collect information from exercise professionals on their preference for topics, and pass this on to education providers.

In addition, if you attend a conference of a related industry (such as physiotherapy, sports science etc) then you may apply to have this recognised for CECs. This will be done on a case by case basis, depending on the type of conference and relevance to the registration of the individual. The maximum credits any one event can receive via this method is 10 CECs.

Note: Originally REPs used the term Recognition of Currency (ROC) to refer to ongoing education credits, and also used a points system of 2 and 6 point per year/two years. If you are comparing this document to older documentation 1 ROC = 10 CECs.

How a Registered Exercise Facility can have its training recognised thru REPs

Any Registered Exercise Facility can apply to have any training given to its staff recognised by REPs, and gaining CECs. In such cases the facility is treated as a education provider, and must meet the standards of education delivery. This means that simply having an “expert” run a course on a topic is not enough – there are many criteria within education delivery that need to be met. For full details of this download the application form for ongoing education from the REPs web site.

Facilities with multiple sites, can have a whole program reviewed by REPs, so that as it is delivered in multiple sites they all count towards CECs.

Note: In all cases, REPs charges a fee to recover the costs of reviewing courses for CECs.

International Portability

Registration for exercise professionals is already in place in England (since 2001) and Australia (since the early 1990s). In addition over a dozen countries are developing registration systems of a similar nature.

The effect of these systems is that anyone wanting to work in a country with a registration system will normally need to register with the registration body in that country. Unfortunately up until now it is difficult for New Zealanders to prove that they meet a standard, as a New Zealand qualification can not be easily verified (as there was no industry standards to compare it to until REPs was formed).

REPs is working with all countries with registration systems to ensure New Zealanders travelling abroad have their REPs registration recognised. The end result will be that a REPs registered exercise professional with FULL registration will be able to register in these countries without any further proof required. This portability process is currently being set up with England and Australia, and the aim is to have this completed in 2004.

The reverse also applies - so individuals from countries with industry wide registration systems will be able to register with REPs with little processing required. REPs also have contacts in numerous other countries without registration systems, so individuals from countries without such systems can still apply to REPs for registration, but the procedure followed is different.

Levels (what they can and can not do)

It's important that individuals registered at a particular level restrict their activities to that level. For that reason, each level of REPs registration has clear requirement of what the individual should be able to do and also what the individual should not do. This is no different from any other system – think of the line between a doctor and a nurse, or a nurse and a nurse aid.

Below is the summary of the levels, and what each level can not do (for a full list of what each level can do, please download the info sheet applicable to the level – available from the REPs web site – www.reps.org.nz).

Exercise Assistants can not:

- Prescribe or demonstrate exercises
- Give any advice in the health & fitness area (including generic advice)
- Pre-screen or test clients

Group Exercise can not:

- Pre-screen or test clients
- Prescribe any exercise to individuals
- Demonstrate any resistance training techniques (in a class or individually) except where it is part of a class they are registered in (e.g. Pump)

Exercise Consultants Level I can not:

- Design pre-screening forms
- Personalise programs
- Give personalised nutritional or dietary advice
- Undertake Personal Training sessions
- Write generic programs
- Undertake advanced or personalised testing

Exercise Consultants Level II can not:

- Provide physical or health rehabilitation
- Provide personalised nutritional advice
- Undertake postural analysis
- Undertake Personal Training sessions

Personal Trainers can not

- Provide physical or health rehabilitation
- Undertake postural analysis
- Provide personalised nutritional advice

It is extremely important that a Registered Exercise Facility's polices and enforces this. An individual that goes outside their level of registration puts at risk not only their own registration, but also the registration of the facility.

Individuals that believe they should be able to provide one or more of the items in the list of "can not's" can apply to REPs in writing for an exemption. The individual will need to prove that they are able to do so because they have specific training in that area (simply having done it a lot in the past is NOT a reason to continue).

Why have restrictions?

Just as REPs is advising the public to ensure they get exercise advice from a Registered Exercise Professional, exercise professionals must recognise the boundaries of their knowledge and not go outside this. This includes areas such as nutrition (nutritionists study for four years) and physiotherapy/rehab.

Insurance

BACKGROUND

In New Zealand, insurance offered by workplaces does not normally cover contractors, so any person who is not an employee of a facility but offering services there, or any individual who is self employed, is exposed to many of the same risks that businesses are. Specifically, an independent contractor or self-employed person can be directly sued by a client, or fined by a government enforcement agency (such as OSH, or the Commerce Commission).

There is a common misconception that insurance is not needed in New Zealand, as ACC covers all such incidents. This is incorrect. There are many risks that ACC does not cover, and in fact even for the areas that ACC does cover (personal injury resulting from exercise) there is a possibility that an individual can seek exemplary damages over and above any compensation received from ACC.

In situations where injury occurs OSH may also undertake an investigation which could result in defence costs and fines against the individual.

For these reasons, and to also offer protection to both the public and exercise facilities, insurance is included with all Personal Trainer Contractor registrations. In addition any contractor (such as a group exercise instructor) can purchase insurance on top of their registration for \$150+ gst per year. You do not need insurance if you are an employee (you are covered by the workplace insurance).

Activities that are covered

All activities related to working in a capacity as an exercise professional are covered as long as they are listed on the “Activities” question of the insurance section of the registration application. This includes activities such as sports massage and sports coaching (note: we do not register these activities, but the insurance covers it).

Types Of Cover

Professional Indemnity

Professional Indemnity Insurance provides protection for businesses and professional persons in respect of legal liability arising from the conduct of their practice or business.

Specifically coverage is provided for:

- Settlements by or judgements against the business or professional person arising out of negligent advice or services.
- Legal costs and expenses associated with the defence of legal action.

An example could be that a client of a personal trainer alleges that the programme developed for them was not suitable, resulted in permanent injury and as a result they have had to sell their business, which they could no longer operate. Therefore seeking damages for the financial loss suffered.

Cover Level: \$2,000,000 (2 million dollars) in the aggregate. **Excess:** \$2,000

Cover is for New Zealand.

Public Liability

Public Liability Insurance provides protection for businesses and individuals against claims for compensation in respect of unexpected or unintended personal injury or property damage for which they become legally liable, arising out of their business activities. The policy also extends to cover the costs of defending these claims in court, as well as any necessary investigations or negotiations.

Examples of possible claims could be an allegation that a tap was left on by the personal trainer resulting in water damage to the gym, failing to turn a heater off which resulted in fire damage to the gym, or accidentally dropping a weight causing injury to a client or other member of the gym.

Cover Level: \$1,000,000 (1 million dollars) any one occurrence.

\$250,000 for Care, Custody and Control **Excess:** \$1,000

Cover is for New Zealand and Australia (exemplary damages New Zealand only).

Statutory Liability

Statutory Liability Insurance provides protection to businesses for:

- Defence costs associated with alleged unintentional breaches of the Health & Safety in Employment Act, the Building Act, Consumer Guarantees Act, Fair Trading Act, Privacy Act and most other statutes affecting commercial activity.
- The costs of representation at an investigation or inquiry.
- Any fine or cash penalty payable by the insured following conviction for an offence under the insured statutes (except the health & safety act).

Examples include breaching the Privacy Act by accidentally leaving a client file in the gym area and another customer viewing this. This could result in a fine if the client complains to the Privacy Commissioner. It also covers claims of "misleading conduct" from advertising under the Fair Trading Act.

Cover Level: \$1,000,000 (1 million dollars) in the aggregate. **Excess:** \$2,000

Cover is for New Zealand.

*This document is designed to give an overview of the insurance cover on offer.
For full details please see the Policy Document (available from REPs).
The policy document takes precedence in all cases.*

Complaints Process

As a registration body REPs has a complaints system in place.

Anyone can complain to REPs that an individual, a facility, or an education provider is breaking a REPs standard, and REPs will investigate this. Depending on the severity of the complaint REPs may set up a panel to review the complaint and the outcome could include anything from a formal warning to an individual, facility or education provider to having their REPs registration temporarily or permanently revoked.

Where a complaint against an individual, facility or education provider is made to REPs and it is not related to a REPs standard (for example a general customer service issue) then REPs will advise the complainant of this, and also pass the complaint on to the person/organisation that the complaint is related to.

REPs Audits

To ensure the integrity of the Registration System, REPs will run random audits on all areas of registration.

Areas include, but are not limited to:

- Randomly verifying original documentation of individuals who apply for registration
- Randomly verifying individuals from registered courses against REPs standards (i.e. physical observation / assessment of competencies)
- Random checks on Registered Exercise Facilities to ensure all individuals there demonstrating or prescribing exercise are registered with REPs
- Randomly checking the activities of individuals to ensure it complies with all standards
- Verifying the processes that a registered Exercise Facility has in place against the industry code of ethics

Sample Certificates and Card

Below is a sample certificate that individuals that have successfully registered with REPs receive (the normal size is a full A4, and it is printed in full colour).



This will show the name of the person registered

This will show the level(s) they are registered at, if their registration is full or provisional, and the expiry date (all full registrations run until 30 September in the year of registration)

Below is a sample card that individuals that have successfully registered with REPs receive (the normal credit card size, and it is printed in full colour).



Anyone can verify the registration status of an individual by simply contacting REPs. Registered Exercise Facilities are advised to do this in all cases (even when someone has a card or certificate).

Lost cards

If any individual loses their card or certificate (or they are stolen) it is not compulsory for it to be replaced, but they can choose to reorder another one from REPs at cost - the cost for this is \$10 for one card or one certificate, which includes printing and postage.

Exercise Facilities ordering Multiple Certificates

A registered Exercise Facility can choose to order copies of Registration Certificates for all their exercise staff, and if these are done in one group, then the following discounts apply to the order:

- 1 Certificate: \$10
- 2-5 Certificates: \$5 each
- 10+ Certificates: \$2.50 each

2004 Priorities

The 2003/2004 registration year is the first year of existence for REPs. As such the priorities are ensuring all systems are set up for all areas of registration including initial registration, ongoing education and assessment tools for existing workers.

Specifically the key priorities for 2004 are:

- Reviewing all education courses in New Zealand so that individuals who have completed these can gain full registration
- Developing assessment resources with Sfruto to enable existing exercise professionals without sufficient qualifications to be assessed in the workplace
- Developing a database of ongoing education courses throughout New Zealand, and facilitating ongoing education happening on a broader geographic basis than at present. This database will be provided to all Registered Exercise Professionals
- Developing additional benefits for Registered Exercise Professionals
 - Discounts on ongoing education courses
 - Ensuring benefits such as cost effective insurance are continued to be offered
 - Investigating other ways of providing discounted services from third parties to Registered Exercise Professionals
- Phase one of advertising and marketing to the public
 - Yellow Pages ads for REPs in large cities
 - A brochure for the public educating them about REPs
- International Portability with Australia and England in place
- Development of the “Advanced” level of registrations

2005 and Beyond

The priorities for 2005 are to continue to build the benefits of registration for individuals, marketing of REPs to the public, and building relationships with health professionals and allied industries (such as ACC).

Sample Forms

Please find enclosed sample forms for use by your staff.
You may photocopy these if you wish.

It is highly advisable to ensure you are using the most up to date version possible of any form or information resource. You can download new copies of any form from the REPs web site - www.reps.org.nz

The forms in this manual were last updated June 2004.