**Welcome to the AusActive Business Certification program!**

This program has been developed as part of AUSactive's commitment to service excellence, recognising quality and excellence within the industry. The program has been designed to raise the standard of service delivery within the sector whilst providing further assurance to clients, industry stakeholders and broader industries.

Throughout the program, businesses will demonstrate the following objectives:

* Service delivery is professional 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.
* Data and information are used effectively
* Increase knowledge base in key areas for providing best practices in the fitness industry
* The workforce is capable of delivering and supporting the services being offered

\*\*AUSactive will provice a link to the online portal. Log in with email address and password provided

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Click on Dashboard – There are 7 modules to go through to complete the certification program. **Click Launch**

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Once you have launched the program you will be in the certification area where you will work through each module at a time.

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Click on **Introduction module** - this will walk you through the program, what is expected and the process.

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1. Once you have read the introduction section and your are comfortable with the Certification process click on the first module that you will need to add your responses and evidence into - **Professionalism**

**The rationale of the professionalism pillar is;**

* Professional service delivery that meets the needs of customers is the primary duty of care
* AUSactive Registered professionals commit to ongoing professional development and maintaining currency.
* Appropriate programs and services are those that give due consideration to ensuring the right approach /the right program is provided to the right person, at the right time, in the right place.

**Evidence**

In order to provide evidence meeting the requirements of the Professionalism pillar you must provide;

* AUSactive registration evidence of all relevant professionals
* Evidence of staff qualifications being stored for staff outside of AUSactive scope eg. Physiotherapists (if relevant)
* Group Exercise contract or licenses (if relevant)
* First Aid, CPR, Working with children's checks registry for staff and employees not registered with AUSactive
* Insurance certificates for businesses and individuals (where relevant)

To add your response and upload evidence click on the **Your Response/Notes** button.

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**NOTE\*\***Examples of what to upload and templates that you may like to use can be found on the intranet under – OPERATIONS – AUSactive Certification – then under the pillar headings (Professionalism, Safety, Customer Care, Information & Knowledge and People).

**NOTE \*\***Work your way through each module. Once you have uploaded your information in each module please make sure you click the submit button before moving onto the next module. By submitting your responses they will go straight to AUSactive for review and AUSactive will contact you if they require any further information or if you have been approved for that module.

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Once AUSactive have reviewed your module a feedback button will appear with their comments and also a status of whether is has been completed or pending if they have requested more information from you.

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1. Once you have completed and submitted the information for the Professionalism module please move onto the next Module **Safety**

**The rationale of the Safety pillar is;**

* There are inherent risks in providing health, fitness and exercise services. These risks vary from minimal to significant depending on the client, the intensity of the programs being offered, the equipment being used and the environment in which services and programs are being delivered. Providers have a duty of care to their clients, staff, contractors and communities to ensure that appropriate risk management approaches are taken in all areas where risks are identified in order to promote safety and minimise harm.
* A high standard of facilities and equipment is an important element of risk minimisation and is an indicator of the level of professionalism being displayed by the organisation.

**Evidence**

In order to provide evidence meeting the requirements of the Safety pillar you must provide;

* Pre-exercise screening policy/procedure
* Health and Safety Risk Management Plan
* Current equipment maintenance/upgrade schedules and contracts
* Cleaning procedures, schedules and contracts
* COVID management plan *(if required within your state)*

1. Once you have completed and submitted the information for the Safety module please move onto the next Module **Customer Care**

**The rationale of the Customer Care pillar is;**

* Businesses have certain legal and ethical obligations to maintain standards of acceptable conduct and to understand and respect the rights of consumers. Meeting or exceeding these obligations improves the level of consumer trust in industry service providers and helps to enhance the reputation of the entire industry

**Evidence**

* In order to provide evidence meeting the requirements of the Customer Care pillar you must provide;
* Client contract and Terms & Conditions that meet legislative requirements (including minors, if relevant)

1. Once you have completed and submitted the information for the Customer Care module please move onto the next module **Information and Knowledge**

**The rationale of the Information and Knowledge module is:**

* Data and information must be managed robustly to protect the integrity of information, its effectiveness and the privacy of participants and staff.

**Evidence**

* In order to provide evidence meeting the requirements of the Information & Knowledge pillar you must provide;
* Information Management policy/procedures which may include; data collection, use, storage, disclosure, destruction and security of client information.
* Client Terms & Conditions including a privacy clause

1. Once you have completed and submitted the information for the Information and Knowledge module please move onto the next module **People;**

**The rationale of the People module is;**

* A skilled and competent workforce is vital if the industry is to realise its economic and social aims and gain greater respect from and linkage with governments and the health sector.

**Evidence**

* In order to provide evidence meeting the requirements of the People pillar you must provide;
* Staff induction policy or procedure