



WELCOME TO THE TEAM

COACH WELCOME PACK

Everything you need to get set up, trained and running at full caseload. Read it once end to end, then keep it handy.

INSIDE

Setup checklist, your first 4 weeks, contacts, and your way into the Coach Hub

YOUR GUIDE

Angus, Head Coach, for anything coaching or programming

TRACK RECORD

1,300+ people coached since 2024

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EVERYTHING ELSE IS IN THE COACH HUB

Admin, client setup, KPIs, pay, client wins, the team and the Coach Academy all live here in the Coach Hub. These are the SOPs you'll use most:

Save a cancelling client Hub →	Get paid / invoice Hub →	Pause a client Hub →
Switch a service Hub →	Handle a refund Hub →	Handle a complaint Hub →
Check-in rules Hub →	Set up a new client Hub →	Chase a missed check-in Hub →
Set up a phase roadmap Hub →	Call in sick or book time off Hub →	Find who to ask p. 7 →

01 · WELCOME

GLAD YOU'RE HERE

You've joined a team of qualified coaches who take results seriously. Our clients pay for transformation, not just a nice chat, so everything in this pack is built to get you coaching to our standard as fast as possible without dropping the ball for anyone. You won't be thrown in at the deep end: your caseload builds gradually, and Angus is with you the whole way.

Daniel Piplios, Founder

02 · BEFORE DAY ONE

YOUR SETUP CHECKLIST

Everything below is done before you're assigned a single client. Tick each item off once you've completed it or logged in.

A Admin

Tick off once submitted

- ☐ Compliance form: ABN (or equivalent), invoicing and bank details including SWIFT code, date of birth, qualification certificates (Cert III & IV minimum, plus any degrees) and current insurance. [Click here →](#)
- ☐ Coach profile form: a short questionnaire so we match the right clients to you. [Click here →](#)

B Accounts & access

- Work email, 1fit and Slack: step by step on the next page ([page 4](#)) →
- Your own Loom / Trellis account

C Your WhatsApp

- ☐ WhatsApp ready for client group chats
- ☐ Profile photo set: if you don't have one, use something professional or gym related

D Read before you start

- Your first weeks (pages 5–6)
- Contacts (page 7), then the team in the Coach Hub
- SOPs, KPIs and pay (Coach Hub)
- Coach Academy (in the Coach Hub)

02 · BEFORE DAY ONE

YOUR ACCOUNTS

Everything runs through your new DPperformance email. Set that up first, then 1fit and Slack. Tick each one off once you've logged in.

1 Your DPperformance email

yourname@dpperformance.com.au

It runs on **Google Workspace**, so it works just like Gmail. We'll send your login details to your personal email. Sign in at **gmail.com** with your new address.

☐ **Logged into your work email**

2 1fit

Your coach login is set up under your **work email**, so the invite lands in your work inbox, not your personal one. Accept it and log in.

☐ **Logged into 1fit**

3 Slack

Download Slack on your computer and phone, then join our workspace with your **work email**. Turn on notifications so you never miss a new client.

Your Slack invite is in your email. Check the same inbox this link was sent to, open the Slack invite and join the workspace from there.

WHAT HAPPENS IN SLACK

New clients come through	Your DMs	SOP →
Pauses	#admin-pauses	SOP →
Cancellations	#admin-cancellations	SOP →
Service changes	#admin-service-change	SOP →
Transformations	#transformations	SOP →

☐ **Joined Slack, notifications on**

No extra login for the Coach Hub or the Academy.

03 · TRAINING

YOUR FIRST WEEK

Day by day, for every new coach cohort. Angus reviews and ticks off each step. All times are Melbourne time.

MONDAY

Read & learn

Read the pack and go through the Academy

Read through this Coach Welcome Pack, then go through every Coach Academy module in the Coach Hub. Start your practicum (mock client) task. Your first client is usually assigned Monday or Tuesday.

WEDNESDAY

10am

Practicum submitted to Angus **DEADLINE**

Complete the practicum task and submit it to Angus for review.

BEFORE THURSDAY

Your feedback

Practicum feedback and grade

Angus sends you a Loom going through your practicum feedback. You're graded on it.

THURSDAY

Cohort call

Live call with Angus

Your onboarding cohort jumps on a call with Angus. One of you sets up a client live, and you all work through it together.

THURSDAY

After the call

Build your first client's plans **DEADLINE**

Build your first client's training and meal plans, then submit them to Angus.

FRIDAY

Welcome video

Record your welcome video **DEADLINE**

Record the welcome video walking your client through their plans and submit it to Angus.

SATURDAY

Final check

Re-record if needed

If Angus asks for changes, re-record. Otherwise it's all good to send to your client.

Then it's client time

Your first client's plans and welcome video go out by 10am Sunday at the latest (Coach Hub SOPs: your new client's first week).

What comes next

Weeks 2 to 4, and how Angus graduates you from review, are on page 6.

03 · TRAINING

YOUR FIRST 4 WEEKS

Every step is earned by hitting the standard, not by the calendar.

01 Foundations

Week 1 · first client

Explained day by day on the previous page (page 5): the Academy, your practicum, the cohort call and your first client.

02 First clients

Week 2 · supervised

Your first client starts. Keep everything going to Angus for review. Submit plans and welcome videos for any new clients for review.

03 Small batches

Week 3 · growing

New clients are added in small batches, and your first couple of check-ins go out.
Everything is still reviewed by Angus.

04 Graduation

Week 4

We graduate you to sending welcome videos and/or check-ins without review. Depending on how you're going, we may keep reviewing for an extended probation period.

Team calls are weekly. Join them, find out your designated team call time, and use them to bounce ideas off fellow coaches and bring your questions and client issues.

What we want to see

— Turnaround

Check-ins answered on time, every time

— Compliance

Clients hitting training, step and protein targets

— Early results

Measurable progress showing within 4–8 weeks

What to submit to Angus, and in what order

Angus graduates you through each level. He ticks you off, not the calendar.

1 Plans

Build the training and meal plans first. Angus reviews them before they go to the client, and before you make the welcome video.

2 Welcome video

Once plans are approved and ticked off, you make the welcome video. After you graduate from plan building, you submit only the welcome video walking through the plans.

3 Check-ins

Every check-in is submitted for review and sent out once Angus ticks it off. After you graduate from welcome video review, you submit check-ins only.

4 On your own

Once Angus graduates you from check-in review, you run your clients without sign-off.

04 · WHO TO GO TO

YOUR CONTACTS

WHO	ASK ABOUT	WHATSAPP
Angus Head Coach	Coaching Programming Client questions	+61 449 104 597
Jameela Admin Ops	Pauses Cancellations Billing Pricing & packages New leads Scheduling & admin	+63 965 049 8176
Mykael Tech & Systems	Tech 1fit & portal access Builds Sheets Scheduling & admin	+61 417 606 941
Brooke Marketing	Marketing Transformation content	+61 427 388 740
Ruby Influencers	Influencers UGC	+61 473 846 062
Daniel Founder	Anything else	+971 58 805 4491

Pause, cancellation, service-switch and refund requests go to Jameela through the Slack admin channels (Admin SOPs in the Coach Hub).

WELCOME ABOARD. LET'S GET TO WORK.

05 · YOU'VE MADE IT TO THE END

YOUR NEXT STEPS

Work through these in order. You're already in the Coach Hub, so everything below is a click away.

1

Look through the Coach Hub

Start here, the SOPs and Resources. Get to know where everything lives.

2

Go through the Academy modules

Every module, start to finish. Read through everything and pass each module quiz.

3

Watch Angus's client setup walkthrough

How to set up a client in 1fit. It's linked on the Practicum's What to do now page.

4

Do the practicum task

Set up your mock client, build their plans and record a practice welcome video.

5

Submit your practicum to Angus

Due **Wednesday 10am Melbourne time**.

6

Message Angus with any questions

Anything you're unsure of, at any point, just ask.