



Hiring & Onboarding New Staff (Including Franchise Clubs)

Department: Human Resources / Operations

Applies To: UAC Corporate & Franchise Clubs

Purpose: To ensure a consistent, compliant, and high-quality process for hiring, inducting, and onboarding all new UAC employees and franchise club staff.

This SOP ensures that new hires are properly screened, trained, and integrated into the UAC culture and operational systems.

Objectives:

- *Maintain recruitment consistency and fairness across all clubs.*
- *Ensure all new hires are qualified, compliant, and aligned with UAC values.*
- *Deliver a structured onboarding experience (shadowing, mentoring, solo readiness).*
- *Establish a clear, repeatable process that applies to both UAC HQ and Franchise Clubs.*

Responsibilities

- Centre Manager / Franchise Owner: Lead recruitment, coordinate onboarding, ensure compliance with UAC policies.
- HR / Operations Manager (HQ): Manage job templates, verify documentation, and provide onboarding materials.
- Shadow Manager / Mentor: Supervise and train the new hire during the shadowing period.
- Franchise Support Officer: Oversee franchise compliance, audit onboarding checklists, and assist with SEEK postings if needed..

Hiring & Screening Process

Step 1 — Job Creation & Approval

1. Identify position vacancy (due to expansion, resignation, or business need).
2. Centre Manager or Franchise Owner completes a New Hire Request Form and submits to HR or FSO.
3. Once approved, HR shares the UAC Job Description Template (includes role summary, qualifications, expectations).

Step 2 — Job Posting (SEEK / Social Media / Local)

1. Log in to SEEK.com.au or other approved platform.

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2. Use the UAC SEEK Job Template, ensuring brand-aligned layout and tone.

Include:

- UAC mission statement
- Role purpose & key duties
- Required certifications (CPR, insurance, etc.)
- Work location & hours
- Application email (club or HR contact)

3. Post job listing under the UAC or Franchise business name.

4. Share link on LinkedIn, Instagram, and Franchise Facebook Group (optional).

(HR/FSO can provide template wording and sample listings.)

Step 3 — Screening & Interview Process

1. Review applications within 48 hours of receipt.

2. Shortlist candidates who meet certification and experience requirements.

3. Conduct Stage 1 Phone Interview (10–15 minutes):

- Confirm availability, experience, and interest.
- Briefly discuss UAC brand, expectations, and role outline.

4. Conduct Stage 2 In-Person Interview:

- Use UAC Interview Template to evaluate candidate on:
 - Experience
 - Culture fit
 - Communication skills
 - Safety & professionalism

5. Optional Stage 3 Practical Assessment (for coaches/PTs):

- Observe coaching interaction or simulated session.

6. Complete Interview Evaluation Form and submit to HR/FSO for approval.

Step 4 — Offer & Pre-Employment Requirements

1. Send Offer Letter and Employment Contract (HR-approved template).

2. Request the following mandatory documents before start date:

3. Level 2 First Aid & CPR Certificate

4. Public Liability and Professional Indemnity Insurance

5. Signed Contract

6. Bank Details Form

7. Tax File Number Declaration (if applicable)

8. Confirm start date and schedule induction.

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Staff Onboarding & Induction Process

Day 1 — Induction Overview

1. Conduct welcome meeting with Manager or Franchise Owner.
2. Provide UAC Onboarding Pack (digital or printed):
 - Welcome letter
 - UAC mission, values, and culture overview
 - Code of Conduct & Dress Code
 - Health & Safety briefing (first aid, emergency exits, AED)
 - Uniform handover (UAC branded top)
3. Introduce team and tour facility.

Training and Shadowing Structure

Day	Activity	Description
Day 1-2 (Shadow Manager)	New staff shadows assigned Manager	Observe operations, learn systems, policies, and member interaction.
Day 3-4 (Vice Versa)	Manager shadows new staff	Staff takes lead while Manager observes, coaches, and provides feedback.
Day 5 (Solo)	Staff operates independently	Executes key responsibilities under supervision review checklist.

Franchise clubs must follow the same shadowing schedule and report completion to FSO within 7 days.

Systems Setup During Onboarding

1. GymMaster Access: Create staff login and assign role (Trainer / Admin / Manager).
2. Email Account: Setup UAC email (if applicable) or register under franchise email domain.
3. Payroll / Xero: Add new hire to payroll system with approved pay rate.
4. Trello / CRM Access: Add to relevant communication boards.
5. Emergency Contact Sheet: Ensure details are updated and stored securely.

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Performance Review & Confirmation

1. End of Week 1: Shadow Manager provides written feedback to Centre Manager.
2. End of Month 1: Conduct formal 30-Day Review to assess:
 - Skill competency
 - Culture fit
 - Attendance and punctuality
 - Member feedback
3. If successful → Confirm permanent role.
4. If gaps exist → Extend mentoring period or provide retraining plan.

Franchise Club Alignment

- Franchise Owners must follow the same recruitment and onboarding process.
- FSO to review:
 - Job posting and final hire documentation
 - Completion of 2-2-1 (shadowing) structure
 - Submission of UAC New Hire Checklist Form
- Franchisees must maintain staff documentation in Google Drive or Xero personnel folder.

Documentation Checklist

Document	Submitted by Staff	Verified by Manager
Employment Contract	<input type="checkbox"/>	<input type="checkbox"/>
CPR & First Aid Certificate	<input type="checkbox"/>	<input type="checkbox"/>
Insurance Documents	<input type="checkbox"/>	<input type="checkbox"/>
Bank Details	<input type="checkbox"/>	<input type="checkbox"/>
TFN Declaration	<input type="checkbox"/>	<input type="checkbox"/>
Onboarding Checklist	<input type="checkbox"/>	<input type="checkbox"/>
Shadowing Completion Log	<input type="checkbox"/>	<input type="checkbox"/>
30-Day Review Form	<input type="checkbox"/>	<input type="checkbox"/>

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Review & Compliance

- SOP reviewed annually or upon change in legal or operational requirements.
- Non-compliance (missing documentation or untrained staff on floor) is subject to audit warning from FSO.

Supporting Templates & Tools

📎 Available via UAC Franchise Resource Drive

- 1.UAC Job Description Template (Seek)
- 2.Interview Form Template
- 3.Offer Letter & Contract Template
- 4.New Hire Checklist (HR/Franchise)
- 5.Shadowing Evaluation Sheet
- 6.30-Day Review Form