



Termination & Resignation Procedure

Department: Human Resources / Operations

Applies To: UAC HQ, Franchise Owners, Centre Managers, and All UAC Staff

Purpose: To ensure all employee terminations and resignations are handled professionally, lawfully, and respectfully, in alignment with Fair Work Australia standards and UAC policies.

This SOP defines consistent steps for:

- Employee resignation notice and offboarding
- Employer-initiated termination
- Exit documentation, access removal, and communication procedures

Scope

This policy applies to:

- All UAC employees, coaches, and contractors, both full-time and part-time.
- Franchisee staff employed under UAC-aligned contracts.
- Probationary employees and permanent staff.

Notice Periods

Employment Type	Minimum Notice Required	Details
Full-Time / Part-Time Staff	4 Weeks	As per contract; written notice required.
Probationary Period (First 6 Months)	1 Week	Either party may terminate with one week's notice.
Casual Staff	N/A	No formal notice required unless otherwise stated.

Note: UAC may choose to pay out notice in lieu where appropriate.

Roles and Responsibilities

- Employee / Coach: Submit formal written resignation, complete notice period, return company property.
- Centre Manager / Franchise Owner: Acknowledge resignation, initiate offboarding checklist, manage transition.
- Franchise Support Officer (FSO): Review termination documentation and ensure compliance with franchise policy.
- UAC HQ HR Team: Record and archive termination files, deactivate system access, finalize final pay.

Employee Resignation Procedure

Step	Action	Responsible
1. Submission of Notice	Employee submits written resignation via email or HR form. Must include effective last day.	Employee
2. Acknowledgment	Manager acknowledges receipt in writing within 48 hours and confirms final working day.	Centre Manager
3. Transition Planning	Assign replacement coverage or redistribute responsibilities.	Manager / FSO
4. Handover	Employee completes handover document outlining key tasks, contacts, and project updates.	Employee / Manager
5. Exit Interview	Conducted by Manager or FSO to gather feedback.	Manager / FSO
6. Offboarding Checklist	Return of uniform, access fobs, keys, iPad, GymMaster credentials, and company property.	Manager / HR
7. Final Payroll	Calculate remaining entitlements (annual leave, unpaid wages). Process final pay within 7 days of final day.	HR / Payroll
8. Exit Confirmation	Employee receives exit confirmation letter and reference (if applicable).	HR / Manager

Employer-Initiated Termination Procedure

Grounds for Termination

- Performance concerns (after formal performance review)
- Breach of company policy or safety regulations
- Misconduct, dishonesty, or harassment
- Repeated absenteeism or negligence

Termination Process

Step	Action	Responsible
1. Documented Warnings	Provide written warnings outlining performance or behavioral issues.	Manager
2. Final Review Meeting	Conduct a formal meeting with HR/FSO and employee.	Manager / FSO
3. Termination Decision	Determine final outcome and provide written notice of termination.	Franchise Owner / HR
4. Notice Period	Observe 4-week notice or pay in lieu as per contract.	HR / Payroll
5. Property Collection	Retrieve all company property, including uniforms, keys, and access devices.	Manager
6. Access Termination	Disable system access (GymMaster, email, drive, app permissions).	IT / HR
7. Exit Record	Complete Termination Checklist and store in HR file.	Manager / HR

All termination decisions must be approved by UAC HQ or FSO before communication to the employee.

Probationary Employees

During the probationary period (typically 3–6 months):

- Either party may terminate employment with 1 week's notice.
- No redundancy or performance review requirements apply.
- Manager must complete Probation Evaluation Form prior to decision.
- HR to issue Termination Letter (Probation Period) if applicable.

Offboarding & Exit Checklist

All resignations and terminations must complete the UAC Offboarding Checklist, including:

1. Access Removal:

- GymMaster / CRM / Email / Shared Drive

2. Equipment Return:

- Access Fob / iPad / Uniform / Laptop

3. Administrative:

- Exit interview completed
- Payroll notified and final pay processed
- Personal details removed from communication groups

4. Documentation:

- File resignation or termination letter
- Store checklist in HR shared folder

Communication & Confidentiality

- All discussions related to termination or resignation are confidential.
- Managers must communicate decisions privately and respectfully.
- Staff and members are not to be informed until the process is finalized.

Exit Interviews

The Exit Interview provides feedback for continuous improvement.

Sample Questions:

1. What influenced your decision to leave?
2. How would you describe your experience at UAC?
3. Were you provided adequate support and training?
4. What improvements would you suggest for the club or leadership?

Responses should be logged in the Exit Interview Form and submitted to HQ HR for quarterly review.

Documentation Required

- Resignation Letter / Termination Letter
- Final Payroll Calculation Form
- Offboarding Checklist
- Exit Interview Form
- Handover Summary

All documents must be uploaded to the Club HR Drive and retained for minimum 2 years.

Review & Audit

- HR and FSO will review all terminations quarterly for compliance and documentation.
- Any dismissals made outside of SOP guidelines may trigger an HR compliance audit.

Summary Table

Scenario	Notice Period	Responsible for Action	Form Required
Employee Resignation	4 Weeks	Employee / Manager	Resignation Letter
Employer Termination	4 Weeks / Pay in lieu	Manager / HR / FSO	Termination Form
Probation Termination	1 Week	Manager / HR	Probation Termination Form
Contractor End of Agreement	2 Weeks (recommended)	Franchise Owner / HR	Contract End Notice
Exit Interview	Final Week	Manager / FSO	Exit Interview Form

Templates Provided by UAC HR

- Resignation Letter Template (Staff)
- Termination Letter Template (Employer)
- Offboarding Checklist
- Probation Evaluation Form
- Exit Interview Form

Review & Updates

This SOP is reviewed annually by UAC HQ HR & Franchise Operations, or when employment law changes.