Coaching Agreement

START UP Firefighter Performance

CA001 | Version 1.0 | Approved by Jack Burman on 6 October 2026

Effective date: 6 October 2026.

This Coaching Agreement explains the coaching service and the responsibilities of START UP Firefighter Performance and its clients. It applies to online strength and conditioning coaching for serving and aspiring UK firefighters.

1. The coaching relationship

Your coach and service provider is Jack Burman, trading as START UP Firefighter Performance, a UK sole trader. Contact: startup@firefighterperformance.co.uk. Correspondence address: 8 Lutley Drive, Stourbridge, DY9 0YQ, United Kingdom. Website: firefighterperformance.co.uk.

This agreement is for clients aged 18 or over who are based in the UK. The selected programme, goals, start date, training availability and practical delivery arrangements are recorded during onboarding and confirmed in writing.

This agreement is supplied alongside separate Terms and Conditions and the applicable Cancellation & Refund Policy. Those documents explain payment, renewal, contract formation, cooling-off rights, cancellation, refunds and other general contractual provisions. The exact titles and versions supplied must be identified in the client's onboarding and confirmation records before acceptance. This agreement does not incorporate an unfinished or unspecified document.

The Privacy Notice explains information handling. Health-data consent and optional permissions are collected separately. Acceptance of this agreement does not replace those choices.

2. Your programme

The Firefighter Fitness Preparation Course (FFPC) supports aspiring on-call and wholetime firefighters preparing for UK Fire and Rescue Service recruitment. It includes strength and conditioning, work capacity and preparation for the relevant recruitment fitness assessments.

The Firefighter Performance Conditioning Programme (FPCP) supports serving on-call and wholetime firefighters, including operational officers. It develops strength, aerobic fitness, anaerobic conditioning, repeated-effort capacity, movement quality and physical capability relevant to firefighter demands.

Both programmes currently cost £67.99 per month. Your selected programme and agreed price are confirmed before payment. Detailed billing and cancellation arrangements are set out in the separate contractual documents.

Programming follows the Build → Condition → Perform pathway where appropriate to the individual. Exercise selection and progression take account of your training history, goals, shift pattern, recovery, equipment, availability and relevant health restrictions. The precise content and pace of progression vary between clients.

3. What coaching includes

Individualised training programming delivered through FITR, with exercise instructions and relevant guidance on load, effort, volume, rest and progression.

Weekly check-ins, programme review, feedback, briefs and debriefs. Training is adjusted where appropriate in response to your performance, recovery, availability and relevant changes in circumstances.

Private coaching messages, technique feedback and relevant non-clinical fitness testing and test-week reports. Testing is selected according to your programme and stage of preparation.

An optional weekly video call of up to 40 minutes, arranged at a mutually agreed time. Unused calls do not automatically accumulate. General training, recovery and nutrition education is provided within the coach's competence.

Coaching is delivered remotely. Sessions are normally completed independently and do not include continuous live or face-to-face supervision. You need suitable equipment, training space, internet access and a compatible device.

4. Programming, check-ins and communication

Your training week, check-in timing and programme-delivery arrangements are agreed during onboarding. Check-ins are normally submitted at the end of your training week. The following week's programme is normally prepared during the preceding weekend, with alternative arrangements agreed where needed around your shifts and planned sessions.

Provide accurate session feedback and tell the coach about changes to your next week's availability or equipment in time for programming. If information is late or missing, progression may need to be delayed or affected training adjusted until the necessary information is available.

Current-client messaging availability is normally 08:00–20:00 every day, UK local time, subject to availability. We aim to respond within four hours during those hours. This is a target, not a guaranteed response time. Operational duties, prolonged incidents, rest, illness, leave or technical problems may delay a response.

Use private FITR messaging for routine coaching and business email if FITR is unavailable or to raise a concern. Messages are not monitored continuously. Planned material reductions in availability will be communicated where practicable.

Please give at least 15 minutes' notice to rearrange a call. A 15-minute lateness allowance applies. A late cancellation or non-attendance may result in the included appointment being lost, with exceptional circumstances considered fairly. No separate missed-call fee applies. Calls cancelled by the coach will normally be rearranged.

5. Our responsibilities

We will provide coaching with reasonable care and skill, work within our competence and professional scope, explain training instructions clearly and make reasonable adjustments where appropriate.

We will consider the information you provide, review your progress and respond to relevant safety concerns. Where a need falls outside our scope, we will explain the limitation and recommend appropriate professional input.

We will consider operational workload, shift patterns, fatigue and recovery when planning training. Where delivery is materially interrupted, we will discuss appropriate arrangements and apply the remedies in the separate Terms and Conditions and applicable law.

6. Your responsibilities

Complete onboarding and health screening accurately, provide information reasonably needed for safe coaching, and promptly report relevant changes. These include injury, illness, medication effects, surgery, pregnancy, medical restrictions and unusual recovery concerns.

Follow the agreed programme and instructions. Ask before attempting an exercise or test you do not understand. Do not add unagreed maximal testing, heavy load carriage, PPE, breathing apparatus, deliberate heat stress or other materially greater risks to a prescribed session.

Check that your training space and equipment are suitable and safe. Use appropriate local assistance or spotters where required. Follow employer rules and obtain any necessary permission before using workplace facilities or equipment.

Report training, fatigue, sleep, shift demands and results honestly. Avoid compressing missed demanding sessions into an unsafe sequence. Contact the coach about adaptations if operational duties or other commitments affect training.

Communicate respectfully, keep account credentials secure and use supplied materials for your own training. Detailed use and intellectual-property terms are covered by the separate Terms and Conditions.

7. Health, participation and professional boundaries

Exercise and testing involve risk, including fatigue, soreness, strains, falls and, less commonly, serious injury or a serious health event. Remote coaching limits the coach's ability to observe your environment and immediate condition. You may stop or decline an exercise or test and ask for a suitable alternative.

Stop training if you experience concerning symptoms, pain, dizziness, faintness, unusual breathlessness or another safety concern, and seek appropriate assistance. In an emergency call 999 rather than waiting for a coaching reply.

Coaching does not include medical diagnosis, treatment, physiotherapy, clinical rehabilitation, psychological treatment or clinical nutrition. General nutrition education does not include therapeutic diets or prescribed meal plans. We do not override medical restrictions or advise changes to medication.

Adapting training around a stable injury is subject to relevant restrictions and professional guidance; it is not treatment of the injury. You obtain and supply any required healthcare guidance or clearance. Affected training may be modified or paused while suitability is clarified.

Participation declarations do not waive our duty of care, excuse negligence or remove statutory rights.

8. Firefighter preparation and outcomes

Our aim is to improve physical preparation relevant to your recruitment or serving role. Results depend on factors including your starting point, consistency, recovery, health and work demands. We do not guarantee a recruitment pass, employment, a particular fitness result, freedom from injury or operational readiness certification.

UK Fire and Rescue Services may use different assessments and requirements. Confirm current instructions with your recruiting service or employer. Coaching tests and reports are not official recruitment, occupational-health, return-to-work or fitness-for-duty assessments.

START UP is an independent business. References to firefighter experience or service requirements do not imply endorsement by a Fire and Rescue Service, employer, the NFCC or another public body.

9. Privacy and separate consent

Explicit consent to relevant health-data processing is collected separately in the Onboarding Pack before the relevant health information is collected or processed. The Privacy Notice explains purposes, systems, retention, rights and how consent may be withdrawn.

If necessary health information can no longer be processed, affected coaching may need to be modified, paused or ended safely. Any payment consequences are addressed under the separate contractual documents and applicable rights.

Call recording or transcription, marketing and use of testimonials require their own relevant permissions. Optional recording may be declined without losing ordinary coaching; an unrecorded call remains available.

10. Acceptance through the Onboarding Pack

You accept this Coaching Agreement through the onboarding form after receiving the identified version and the separate contractual documents. A separate signature on this document is not required.

Your acceptance confirms that you have read and understood the coaching service and responsibilities, have had an opportunity to ask questions, and agree to work with the coach on that basis. The accepted document version and your response are retained with the onboarding record.

Contract formation and the commencement of paid coaching follow the separate Terms and Conditions. Any request to start coaching during the cooling-off period is recorded separately in the Onboarding Pack; accepting this agreement alone does not make that request.

Please raise questions about the agreement or your coaching through FITR or startup@firefighterperformance.co.uk.