



MARTIAL ARTS INDUSTRY ASSOCIATION
THE PEAK INDUSTRY BODY FOR MARTIAL ARTS IN AUSTRALIA



Taking your services online for virtual training? Here's what to consider.

An MAIA instructor/coach offering online virtual training should:

1. Provide a personal training service that is representative of the normal trainer-client relationship i.e – you spend the same face-to-face time with them it is just done via a virtual system rather than being in the same physical space.
2. Clearly, honestly, and accurately represent their services, products, terms and conditions.
3. Conduct pre-training screening, initial assessment, personalised programming, regular monitoring and review.
4. Communicate precise instructions, guidance and knowledge via the online platform.
5. In the absence of direct observation, identify when a client is not suitable for online exercise service delivery. This could be due to:
 - a. The ability of the client - e.g. has never exercised before and therefore needs more direct supervision of exercise technique.
 - b. The contraindications presented by the client - e.g. injuries/illness that require exercise adaptation and may need direct observation of the client's exercise technique and/or intensity etc.
6. Identify when to refer to one-to-one direct (face-to-face) supervision or to another exercise, health or allied health professional, when physical activities or risks fall outside their professional boundaries (Scope of Practice) or, they do not feel competent to deal with the client.
7. Respond to inquiries in a constructive, timely way.
8. Ensure clientele are aware of what encompasses a safe environment to exercise within, for example, ensure that the exercise area is clear and free from obstructions or other potential hazards or risks - e.g. coffee table, pets.
9. Maintain appropriate security policies and practices to safeguard sensitive and confidential information in privacy laws.

10. Hold the appropriate insurance coverage by ensuring that your policy covers online virtual training services within your scope of practice.
11. From an Insurance perspective, in respect of any coaching or instruction that is undertaken remotely, it is strongly recommended that the Insured should:
 - a. at the commencement of the session, advise participants:
 - i. that by participating they are doing so at their own risk;
 - ii. a suitable, non-slip floor space is required and any potential obstructions in the vicinity are removed before they participate;
 - iii. to avoid activities if they have, or suspect they may have any current health concerns, injuries, aches and pains;
 - iv. avoid the use of blades, weapons or sharp instruments of any description;
 - v. avoid physical contact with other participants and where appropriate, adhere to social distancing guidelines;
 - b. ensure that sessions are conducted for the benefit of existing members/participants/contacts only who have demonstrated sufficient suitability to participate;
 - c. continue to only instruct activities in which you are qualified to do so;
 - d. record the session. Retaining the recording for a period of up to thirty-six (36) months may assist in any claim made against you;
 - e. Be aware of the risk of putting a video on YouTube and someone around the world injures themselves and sues you because the instruction was incorrect, albeit it would likely be a spurious claim.

Please refer to your accreditation DVD. Folder Support - Risk Management-RMP Support Material for additional support materials and information.