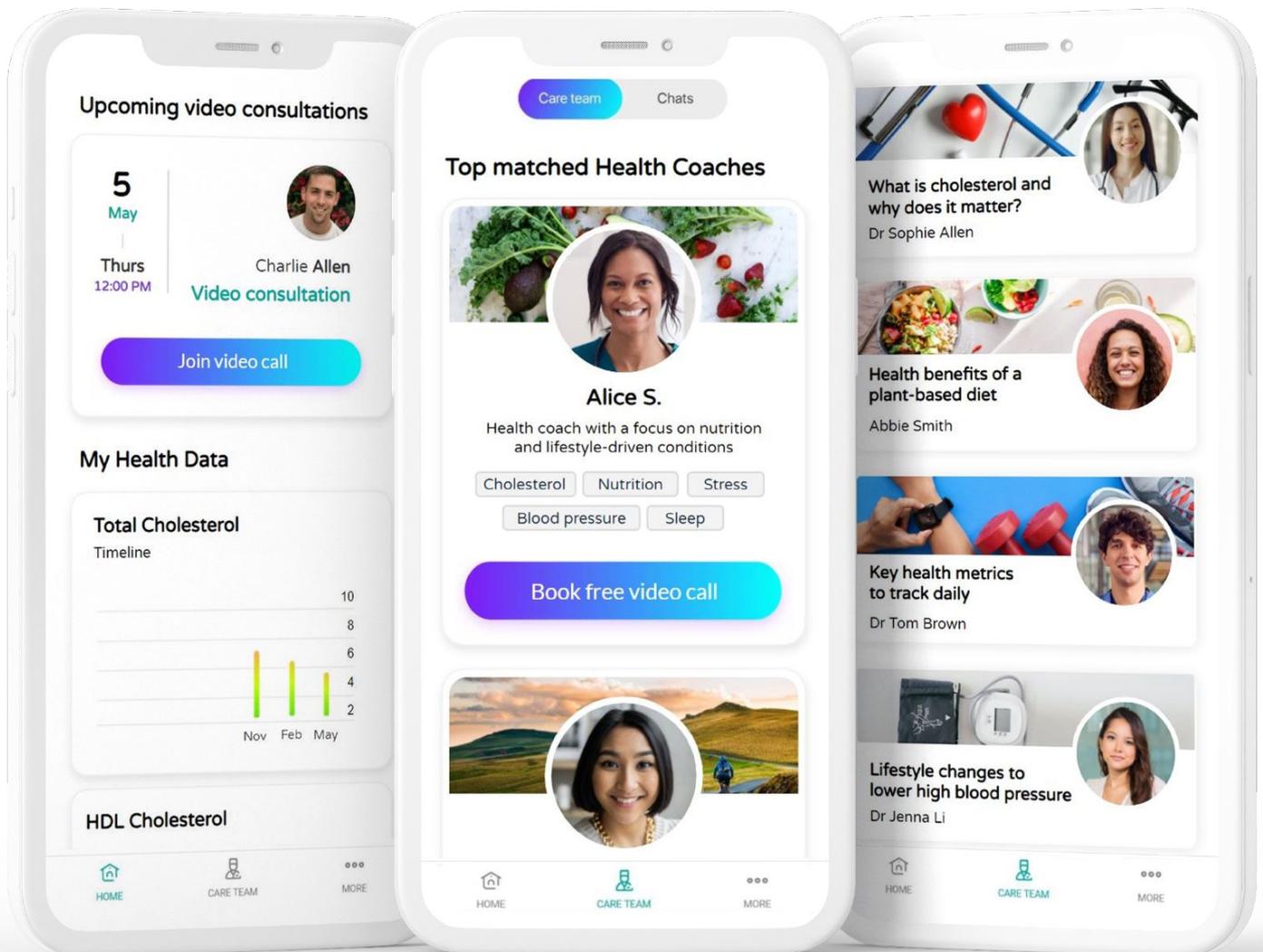




Health Coach Introductory Pack



Welcome to Vitala!

We'd love to invite you to be part of our Launch Team to help us to get more people engaging in healthy lifestyle behaviours, to lower health risks and reduce lifestyle-driven disease.

We're on a mission to make Health Coaching accessible to all and accelerate the shift towards more proactive, personalised and preventative healthcare.

As part of our first launch of the Vitala Platform, we are working with a select group of top Health Coaches to start meeting and coaching Clients via the platform, to give us feedback and help shape the development.

Please find key information on how to get started on the Platform, start matching Clients and more in this document. Sign up and start building your profile via the Portal here:

[Vitala Coach Portal Link](#)

Any questions at all, please get in touch: info@getvitala.com. You can also join our Vitala [Discord Channel](#) to chat to the team directly.

Thanks and we look forward to working with you!

The Vitala Team

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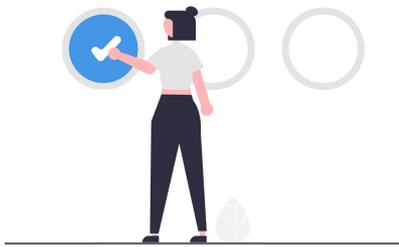
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Overview: For Clients

Easily accessible support for building healthier habits through matching to a Health Coach, meeting over an intro call and confirming their choice of Coach, all via an all-in-one App.



1: Download, sign up & complete a short survey



2: View all top Health Coach matches



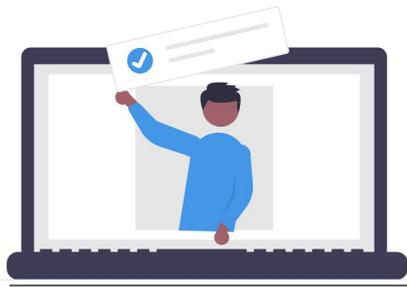
3: Schedule a free 20 minute intro video call



4: Confirm Coach & start optimising health!

Overview: For Coaches

A flexible, consistent stream of Clients, matched to you and your focus areas, with an all-in-one platform for scheduling, video call, chat and more. More 'Coaching Tools' also in development.



1: Build your profile & get listed on the platform



2: Get personalised Client matches & meet over intro call



3: Work with Clients via the all-in-one platform



+ Option to submit Content to Live Health News Feed



Structure of First Launch

Aims of the Launch:

1. 🧑‍🏫 Get Coaches and Clients live on the platform
2. 💬 Testing the sign up, subscribing and introductory call pathways
3. ★ Getting feedback from you and our users!

Structure of the Launch:

1. Clients are able to schedule a free **20 minute intro call** with you. You get an email notification when a Client books a session with more information found on your Coaching Portal.
2. Following the intro call, if you choose to accept the Client, they are able to subscribe to working with you on the Vitala Platform.
3. They subscribe to working with you on an ongoing basis via **£89 per month subscription for a one hour coaching session every two weeks**. As part of the initial launch, these earnings are commission-free. All calls are scheduled and taken on the Vitala platform.
4. In addition to the video sessions, Clients are also able to message you via async messaging. You can also share resources, PDFs, images and more via the Vitala chat.

We are keen for feedback regarding all aspects of the launch and the platform. We want to know what you found useful and also what didn't work so well, or where we need to improve.

Please get in touch at info@getvitala.com or via our Vitala [Discord Channel](#), we'd love to hear from you!

Code of Conduct

Communication

Good communication with the Vitala Team is essential as we work to develop the platform and make it the best we can for both Coaches and Clients. Please reach out to us promptly with any issues so we can work to resolve them as quickly as possible.

Professionalism

We expect the same level of professionalism you bring to your existing Coaching service. This involves not cancelling on clients last minute, maintaining a professional approach at all times and ensuring a responsive, reliable and high-quality service.

Integrity

We select the Coaches we work with carefully to ensure their values and approach align with ours. We trust you to work with Clients in the way you see fit within the structure outlined above.

You may not take Clients you match with off the Vitala Platform to work with them independently.

Full details of these conditions can be found in our [Terms & Conditions](#).

Video 1: Client App Walkthrough

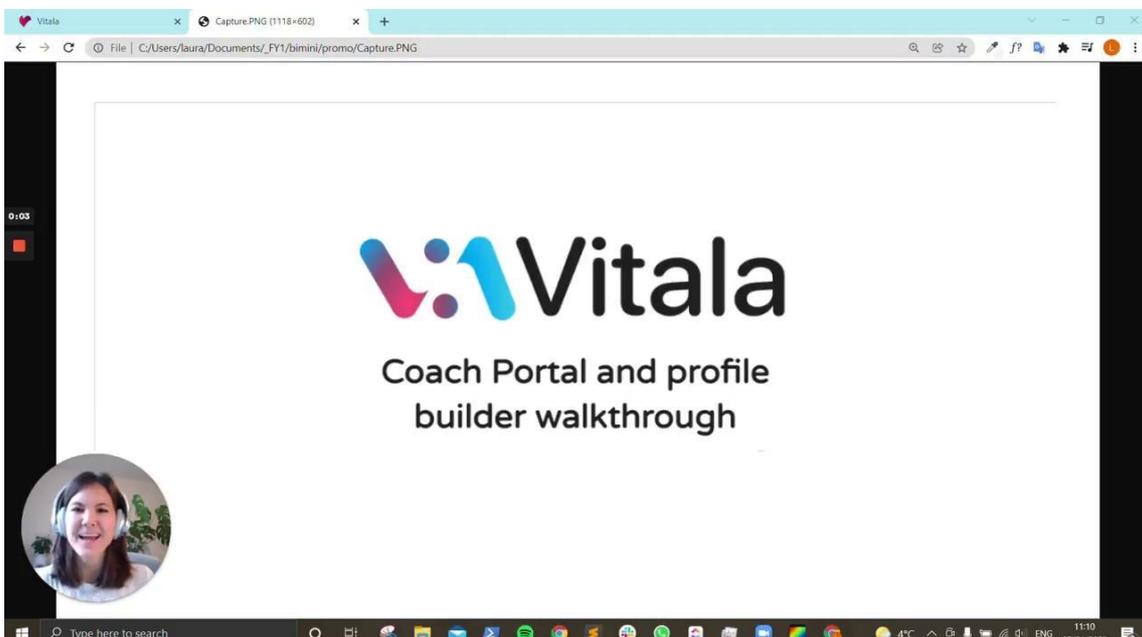
View a short demo of the Vitala Client App. See how your profile will look, how Clients will match with you and other features of the App.



[Click to play video](#)

Video 2: Client App Walkthrough

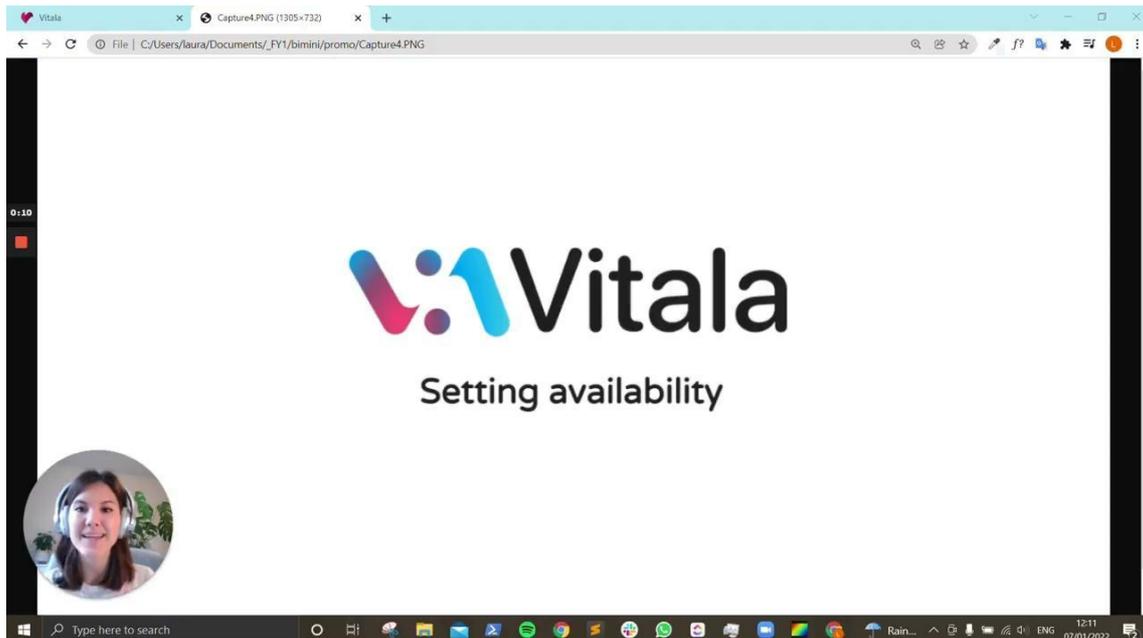
A step-by-step guide to signing up to Vitala and building your profile. Get top tips for what to include and info on how we use this to match you with Clients.



[Click to play video](#)

Video 3: Setting Availability

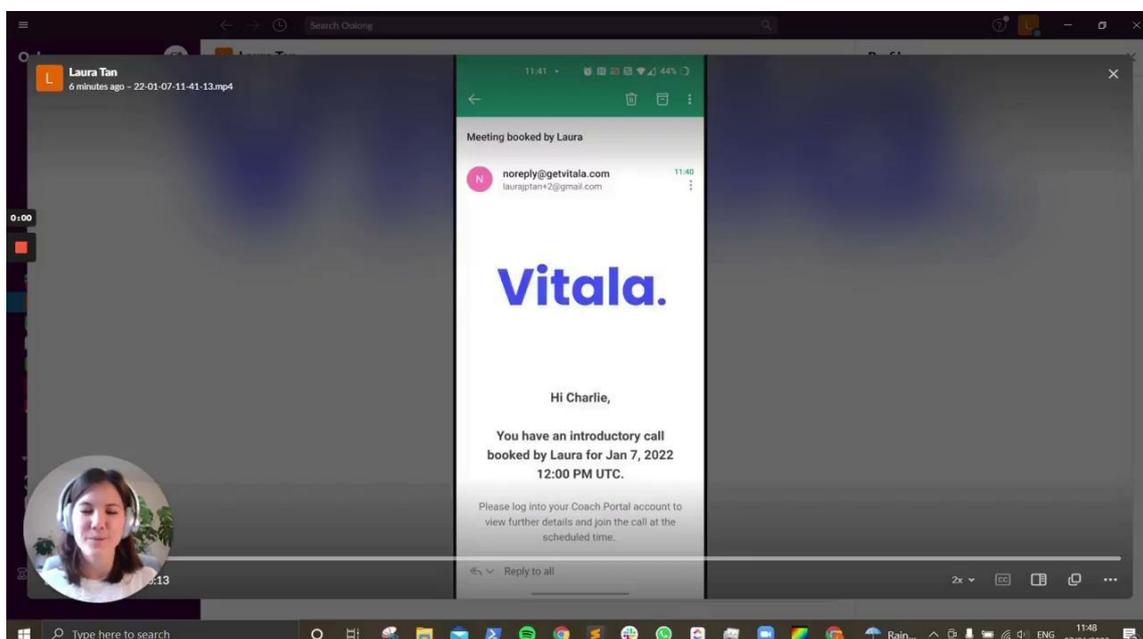
A short video that shows you how to link your Calendar so you can set your availability windows for intro calls and how to edit them whenever you need.



[Click to play video](#)

Video 4: Intro Calls & Payments

This video covers how you are notified about introductory calls, how to take them and what the next steps are to continue working with a Client.



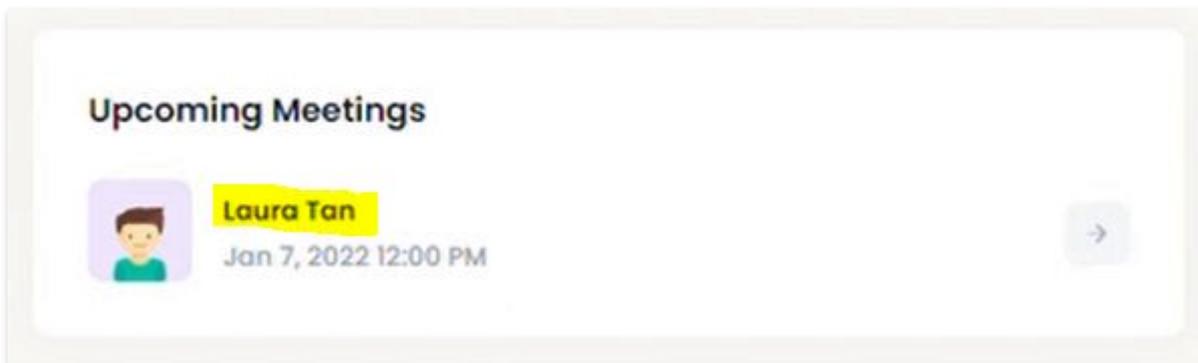
[Click to play video](#)

FAQ 1

Can I view Client details before the intro call?

Yes, we have now added a feature that lets you see all the Clients onboarding information ahead of the intro call. If you click on the Client's name when you are in your Portal, this will open up the Client bio.

We are adding more information fields to this with every update so let us know if there is any information in particular you would like us to be collecting beforehand for you.



Does this affect my existing independent practice or other work I am doing?

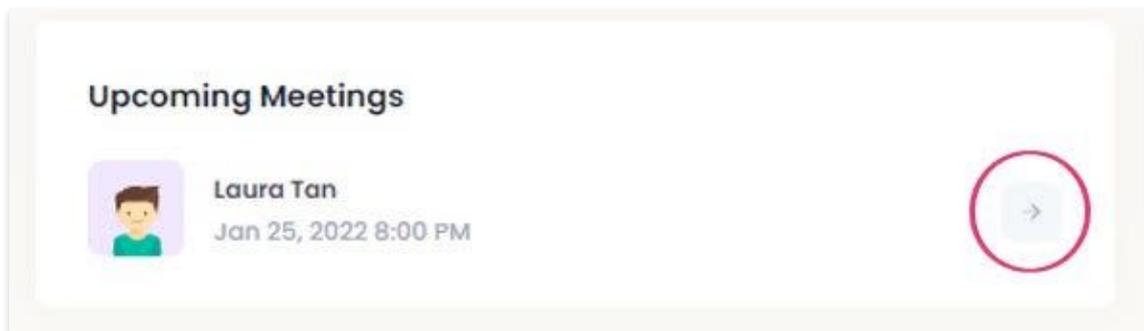
There is no impact on your current working and independent practice. We don't do exclusivity agreements and we want the Platform to fit in alongside existing portfolio careers. All we ask is that you do not take Clients you meet on the platform off the platform to work with them independently of Vitala.



FAQ 2

What happens when a call is booked?

1. Client signs up and books and intro call with you via the app
2. You get an email notification about the booking
3. Ahead of the Call, you can view the Client details in your Portal
4. **At the time of the scheduled call, go to your Portal and click this arrow to get taken to the video chat and meet with the Client**



5. Following the Call, if you would like to invite the Client to work with you, click 'Send invite' in the pop-up that appears when you hang up
6. The Client will receive an invite to accept you as their Coach for £89 a month, this covers x2 one hour sessions a month plus messaging with Vitala chat, plus any resources/content/etc. that you share
7. This subscription is on a rolling basis so they can continue to work with you as long as they like



FAQ 3

How will Clients be matched? How does the matching work? How can I get more matches?

Clients are currently matched predominantly on the focus areas they input (e.g. nutrition, fitness, mind, menopause, diabetes, etc.), we are working on making our matching algorithm more sophisticated with each update.

Clients are shown a list of approximately three potential Coaches to work with. They will then look at your Coach Profiles and decide which Coach they want to schedule an intro call with. Use your profile to highlight your areas of expertise to encourage Clients to book an intro call with you. In addition, the more availability you have the easier it will be for Clients to find a time to meet you. We are working on more profile features that you will be able to add soon.

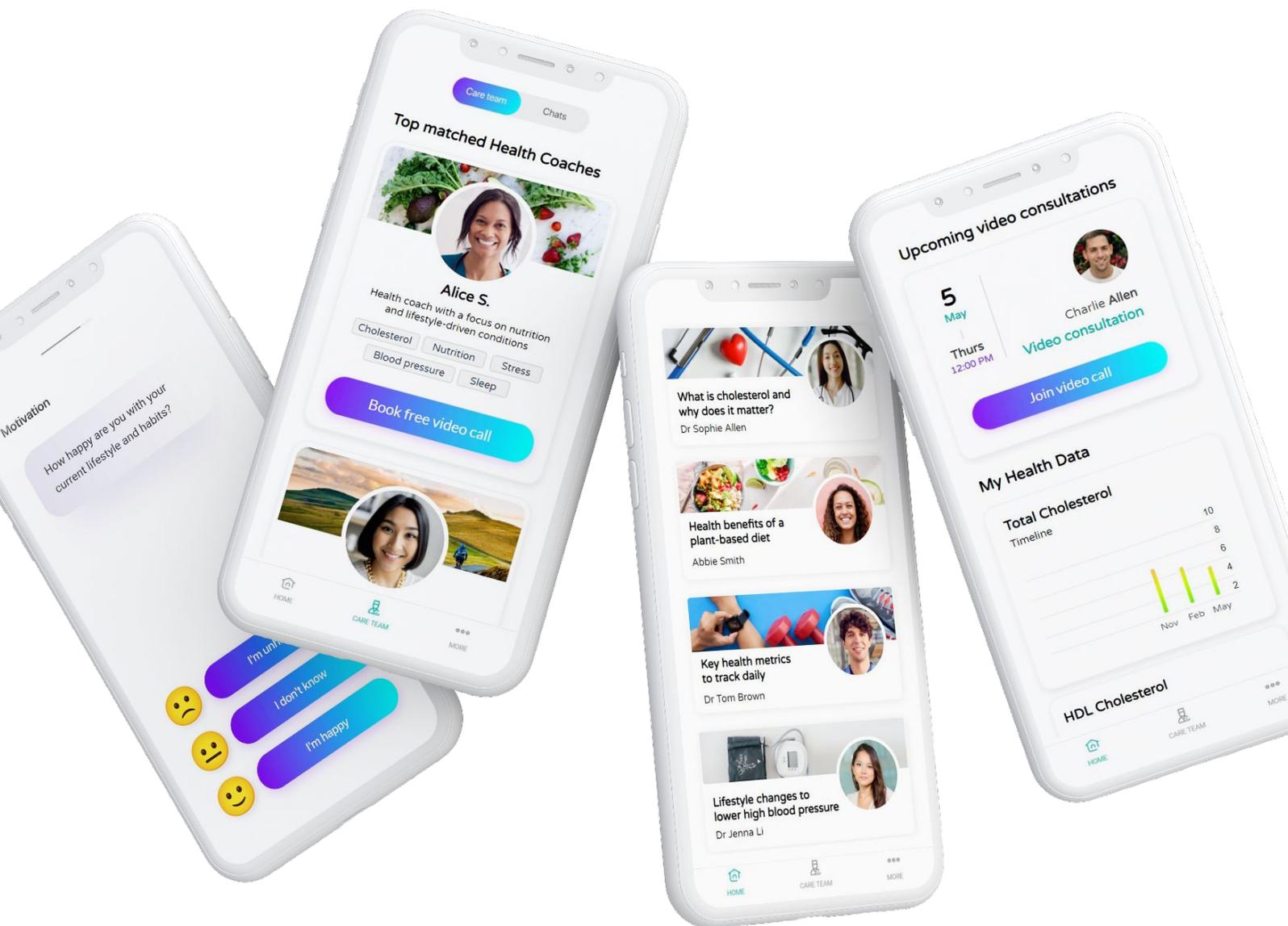
Can I introduce other Coaches to Vitala?

Yes, definitely! We are always keen to meet new Coaches to join our mission. Please ask them to email info@getvitala.com and we will get in touch.

Coaches should fulfil the standards set by the UKHCA but we are happy to discuss any specific cases. Thank you!

More Frequently Asked Questions and Answers
available at our [Coach Support Hub: Here](#)





Next Steps

Sign up and start and start building your profile now via the [Vitala Coach Portal!](#)

Contact Us

Any questions at all, please get in touch at info@getvitala.com. You can also join our Vitala [Discord Channel](#) to chat to the team directly.