

The coach's admin check

Your week, your parents' messages and your players' details in one place. Ten checks for any coach.

WHAT THIS IS

The team group is where the time change gets lost and the arguments start. These ten checks put the week, the notices and the players' details back in one place.

Ten checks on two pages. Tick the ones you already do. The first one you cannot tick is the place to start. Page 4 is a week on one page you can print and pin up. Page 5 is what to do next, if you want help.

Who it is for

A teacher who coaches

You run a school team after a full day in the classroom, and the parents are on your phone.

A club coach or manager

Several sides, practices and a match a week, and a squad that has to know where to be.

A coach on your own

Your own groups at one venue or a few, with parents who pay you and message you.

What is inside

Part 1, your week and your parents (checks 1 to 5): one plan, one notice per change, a group for notices and not for debates, set times for parents' questions, and attendance marked at the session.

Part 2, your players' details (checks 6 to 10): what the POPIA Act says when you hold children's and parents' details, in plain words, with the sections quoted.

Page 4: the week on one page. **Page 5:** next steps and the sources we used.

General information for coaches, not legal advice. If you coach for a school or a club, ask its information officer how players' details must be kept.

Your week and your parents

Much of a coach's admin is the week and the messages about it. Parents want "all the facts in one place that they can refer back to", as one coach put it. These five checks do that.

1

The week is written in one place

Every practice, match, gym session and change sits in one place the whole team can find. Not spread over three chats, a fridge and your memory.

Do this: write the week from Monday to Sunday in one place: day, time, place and what the session is for. Copy last week and change what changed.

☐ YES☐ NOT YET

2

One change, one notice

In a busy group, "the relevant gets lost", as a parent wrote about a school app. The time change sits under the chatter.

Do this: when something changes, send one short notice on its own: what changed, the new time and place, and what to bring. Do not answer it inside a long thread.

☐ YES☐ NOT YET

3

The group is for notices, not for debates

A rugby coach wrote that after a match the parents just do not stop, in the team group. Another coach has never had a useful talk with parents straight after a game.

Do this: set the team group so only admins can send messages (in the group info, under Group permissions or Group settings). Selection and complaints are talked about face to face, at a set time.

☐ YES☐ NOT YET

4

Parents know when you answer

One coach who answered every parent at once wrote: "I ran myself ragged". A parent may not need the answer at 22:00, only to know when it comes.

Do this: pick set times to read parents' messages, tell the parents what they are, and switch off the group's alerts in between.

☐ YES☐ NOT YET

5

Attendance is marked at the session

Present, absent, excused or injured, marked on the day. A term of attendance from memory is a guess, and parents may ask about it at selection time.

Do this: mark it before the players leave, and keep "excused" and "injured" apart from "absent". Ask parents to tell you by the evening before if a child cannot come.

☐ YES☐ NOT YET

Your players' details

Under POPIA a child is a person under 18 (section 1). Much of what a coach keeps is a child's details.

6

A parent says yes first

The Act starts from no for children's details. A parent's or guardian's yes, given beforehand, is one way it allows them.

Do this: get a parent's yes before a child's details go onto your list, and keep a written record of it.

Section 34: a responsible party "may, subject to section 35, not process personal information concerning a child." Section 35(1)(a): unless it is "carried out with the prior consent of a competent person".

☐ YES

☐ NOT YET

7

You keep only what you need

A coach needs a name, a team, a way to reach the parent and what keeps the child safe on the field.

Do this: for each thing on your list, ask: do I need this to coach this player? If not, stop asking for it.

Section 10: personal information may only be processed if it is "adequate, relevant and not excessive".

☐ YES

☐ NOT YET

8

Numbers are not on show

One Cape Town school makes its class WhatsApp groups opt-in. Its policy says phone numbers and photos need consent.

Do this: decide who may see the phone numbers and the injury notes, and keep the rest of the team out of them.

Section 19(1): take "appropriate, reasonable technical and organisational measures" to prevent "unlawful access to or processing of personal information".

☐ YES

☐ NOT YET

9

Emergency details are with you, and only you

In a 2013 study, a teacher-coach said a hurt boy could not remember his address, so the coach gave their own, and found themselves "blootgestel", exposed.

Do this: keep each player's emergency contact and medical aid with you at the field, where only you and the school can see them. Ask your school how it wants them kept.

Section 26: health is special personal information, with stricter rules. Keep it with as few people as possible.

☐ YES

☐ NOT YET

10

You know who is responsible

A law firm's guide puts it like this: "A group the school itself runs as an official channel is the school's processing."

Do this: know who answers when a parent asks "what do you keep about my child, and who sees it?" At a school or a club, ask who the information officer is. On your own, get advice.

Section 1: the responsible party is whoever "determines the purpose of and means for processing personal information".

☐ YES

☐ NOT YET

The week on one page

Team or group: _____ Week of: _____

DAY	TIME	PLACE	WHAT THE SESSION IS FOR	BRING
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Who came

P present • A absent • E excused • I injured

PLAYER	SESSION 1	SESSION 2	SESSION 3	MATCH	NOTE

Notices sent this week

DAY	WHAT CHANGED	WHO STILL HAS TO SEE IT

Keep this sheet with the team's other papers, not in the car. It holds players' names (check 8).

If you want this in one app

Everything in this checklist works on paper. If you would rather have it on your phone, this is what we built. It is called Team Hub. This checklist is free. Team Hub is paid.

What Team Hub does

- The week for each team: sessions, drills, matches and the place.
- Notices to a team, with how many have read them. No reply-all under a notice.
- Attendance at the session: present, absent, excused or injured.
- Consent forms for tours and transport that parents answer yes or no.
- A summary every Friday: who came, who went quiet, next week.

What it keeps about players

- An account holds a name, a username and a position. No phone numbers, home addresses or ID numbers.
- It keeps the week, attendance, notices read and consent forms answered.
- For a child, a parent says yes in the app before team content opens, or the school records a signed form.
- A parent sees their own child only.
- Health check-ins (sleep, energy, soreness, stress, training load, injury notes) are kept only if the team switches them on, and only with a separate yes.
- If the Life programme is switched on, it keeps only which weeks are done, with its own yes.
- No photos of players. Drill videos are YouTube links.
- The school or club can download everything. The data sits on servers in the United States.

What Team Hub does not do: it does not take fees or bookings, and it does not hold emergency contacts or medical aid details (check 9 stays on paper). It is set up for a school or a club today. Coaching on your own? Message us anyway: we want to hear how your groups run.

Want to see it on a phone?

Message **COACH** on WhatsApp

082 902 9363, or email wynand@integrit.co.za with the word COACH. We reply and set up a short look at the app with you.

P.S. In a 2013 study of school rugby coaches, one of the people interviewed said it plainly: "Jy hoop nou maar net dit gebeur nie met jou nie", you just hope it does not happen to you. If you coach children, look at checks 6 and 9 early.

We use your number or email only to reply and to show you Team Hub. We send you more only if you say yes. Reply STOP at any time and we stop. This checklist is general information, not legal advice. Issued October 2026.

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Sources (read 16 October 2026)

1. Protection of Personal Information Act 4 of 2013, sections 1, 10, 19, 26, 34 and 35, popia.co.za.
2. MJ Kotze Inc, "WhatsApp groups and POPIA" and "Children's personal information: section 34 and its gateways", mjkinc.co.za/popia.
3. Michael Oak Waldorf School, Cape Town, parent WhatsApp guidelines, 2022 (class groups are opt-in).
4. Coaches and parents in their own words: 4x4 Community forum (2022); a d6 School Communicator review, App Store South Africa (2022); Soccer Coach Weekly, "5 tips for managing parent interaction"; the Heja coach blog (2023); A. Marx, North-West University MEd study of school rugby coaches (2013).