

Coaching Call Service Agreement

This agreement outlines the terms for a Coaching Call Service provided to [Client's Name]. Subsequent follow-up Coaching or other services will be governed by separate terms and payment.

| | |
|---|----------|
| Scope of Service: | 2 |
| Structure of Calls: | 2 |
| Welcome Pack: | 2 |
| Reports: | 2 |
| Confidentiality Agreement: | 3 |
| 1. Confidentiality in Group Settings: | 3 |
| 2. Personal Assurance from Jackpot Maths: | 3 |
| 3. Mutual Respect Among Members: | 3 |
| 4. Agreement to Confidentiality: | 3 |
| Payment and Cancellation Policy: | 4 |
| Payment: | 4 |
| Cancellation: | 4 |
| Terms of Agreement: | 4 |
| Final Acknowledgement: | 4 |

Coaching Call Service Agreement

Scope of Service:

- 1-hour Coaching Call
- Follow-up Advice Mini Report

Structure of Calls:

This structured session can take place on Google Meet or entirely within Pencil Spaces, including the video call component. The call will be recorded for your reference and to enable me to review it, ensuring that nothing is missed.

This 1-hour video call will include the use of an additional whiteboard from either Pencil Spaces or Miro to record discussion points.

Welcome Pack:

You will receive the Welcome Pack, which includes the booking link for the call.

Reports:

This Coaching Call package does **not** include a full set of reports like in the Standard Coaching Package.

However, it includes a 'Follow-up Advice Mini Report', provided it aligns with the format of the call and the scope needed for this additional coaching time. For some clients, this will not be necessary, as once we have discussed the issue within the call, you will be able to go away and implement the decision.

Additionally, you may receive a document titled 'Additional Information', which offers guidance on setting up systems such as Google Business Profiles, Link Menu Systems, Booking Apps, business names, and websites, but only if it suits your needs.

Confidentiality Agreement:

1. Confidentiality in Group Settings:

As part of any of the Coaching Packages, you may gain access to group calls and a private Facebook Group in the future. Understanding and respecting the confidential nature of any information shared within these settings is crucial. The details you divulge about your business, including financial information and strategic plans, are sensitive and potentially vulnerable to misuse. Whilst open discussions about hopes, plans, and vulnerabilities are encouraged for collective growth and support, members must adhere to strict confidentiality standards.

2. Personal Assurance from Jackpot Maths:

I, Judy Brice, guarantee that any information shared with me, whether in one-to-one consultations or group settings, will remain strictly confidential. I am committed to maintaining the highest level of integrity and will not utilise any information shared by you to modify my own tuition model or for any competitive advantage. My role is supporting and mentoring, not capitalising on your vulnerabilities or strategic insights.

3. Mutual Respect Among Members:

It is equally important for each member to exercise discretion and ethical judgement in handling information shared by others. It is strictly prohibited to use another member's insights, strategies, or financial details for personal gain, whether financially, strategically, or ethically. This policy is in place to foster a safe and trusting environment where all members can share and learn without fear of exploitation.

4. Agreement to Confidentiality:

By participating in this Coaching scheme, you are agreeing to uphold these confidentiality standards and to respect the privacy and sensitive information of all members. Breach of this confidentiality agreement may result in immediate termination of your membership and any further actions as deemed necessary.

Payment and Cancellation Policy:

Payment:

Your payment should be made through the Jackpot Maths website.

Cancellation:

You can only cancel this package before any calls have taken place or before any pre-call work is initiated. Partial refunds will not be given as a matter of course.

Terms of Agreement:

You acknowledge and accept these terms by participating in the scheduled call. If there are any concerns or disagreements with these terms, please contact me before the call for a discussion and possible refund.

In case of misunderstandings or disputes, both parties agree to engage in open communication to find a mutually agreeable solution.

Final Acknowledgement:

Please make sure that you have thoroughly read and understood all aspects of this agreement. Your engagement in the Coaching scheme signifies your acceptance of these terms and commitment to collaborate to support your business needs. I look forward to a fruitful and supportive engagement.

Judy Brice

Edu-Trainer

JMB Educational Services Ltd, also trading as Jackpot Maths

Empowering Educators to Support Neurodiverse Children More Effectively

 judy@jackpotmaths.com

 linktr.ee/jackpotmaths

 07976 649704

Specialist Maths Anxiety Tutor for Neurodiverse Children

 <https://linktr.ee/jmbeducationalservices>

 judy@jmbeducationalservices.co.uk