Tutor Accountability Membership & Mentoring Support Service Agreement

This agreement outlines the terms for a Tutor Accountability Membership & Mentoring Support Monthly Membership service provided to [Client's Name]. Subsequent follow-up Coaching or other services will be governed by separate terms and payment.

Scope of Service:

- Access to a private Facebook group where you'll find a wealth of support from me and your peers.
- Access to Accountability Group Mentoring Calls each month.
- Weekly regular accountability check-ins to ensure you remain on track.

Levels of Membership:

There are 5 possible levels of membership that you can have:

- The default level, **Standard**, provides access to one meeting per week.
- **Basic** includes one meeting a month - suitable for those needing minimal support or with limited time for weekly meetings.
- **Standard Plus** is 2 meetings a week - This is for you if you currently need a little bit more support each week to get you through a challenging period.
- **Premium** is one meeting a week and one 121 mentoring call per month - Ideal if you already know that you would like regular 121 support, as this is the most cost-effective way to buy bespoke support.
- **Premium Plus** includes two meetings a week and a monthly 121 mentoring call - ideal for those seeking an extra boost and team support. You will be supported throughout the week and have monthly 121 support in the most cost-effective package.

Payment:

Your initial payment covers one month of Membership at your chosen level.
Your first month's payment has been made on the Jackpot Maths website. This grants you a one-month membership starting from today.
After attending two meetings for Standard or Premium memberships (or one for Basic), you'll receive details to set up automatic payments for this membership. Your subscription will automatically renew each month until you decide to cancel.

You can join the scheme at any time during the month; there's no need to wait for a specific start date.

You can change your membership level at any time. Simply contact me at judy@jackpotmaths.com and discuss what you would like to happen, and I will change your access and if this occurs mid-payment cycle, I will adjust your payment accordingly. You will also receive instructions on adjusting your automatic payments for subsequent months.

Structure of Group Calls:

These group calls are structured sessions, forming a Hive Mind for collaborative problem-solving and addressing dilemmas that have been holding each of us back.

Each call begins with a brief discussion to identify and prioritise the tasks requiring immediate attention. From there, we delve into tackling issues that impact members individually or collectively.

Initially, these 60-minute calls are scheduled on Google Meet, Mondays at 11:00 am and Thursdays at 10:00 am.

These times are tentative; if they become unsuitable for the majority of the cohort, we may need to change them. If you cannot attend the new times, your membership will be terminated, and you may receive a refund for the upcoming month, depending on your membership renewal date.

You have the choice to attend either of the weekly meetings on Monday or Thursday. While some flexibility is possible, for several reasons, it will be more useful if you choose a day and stick to it. Switching to the other cohort is no issue; just inform me in advance so I can anticipate your attendance and send reminder emails on the appropriate day.

Meetings are held on Monday and Thursday mornings during term time, as well as selected school holiday weeks, via Google Meet.

Video call link: https://meet.google.com/ocv-arcb-aaj

I might use the Facebook Event feature for reminders about upcoming calls. However, since the meetings are on Google Meet, you will receive Google Calendar reminders, including the above recurring link.

Membership Questionnaire:

Now that you have bought your first month, you need to follow this link to the Membership Questionnaire. Take your time completing this questionnaire before your first Accountability Group Mentoring Call.

This questionnaire is an integral part of the whole process.

- It helps me to have a great deal of background information already at my fingertips.
- I will also conduct background research, equipping myself with additional details and a deeper understanding of who you are and your activities.
- From an outsider's viewpoint, I can see how your business presents to potential clients, which can help me ask the best questions in the calls.
- It helps me understand your motivations, why you do what you do and what drives you to want to improve.
- For you, it's an opportunity to reflect on the inner workings of your mind and business.

This information will better enable me to understand your needs and expectations. As a result, we can maximise our discussions by focusing on specific concerns and potential solutions rather than on initial fact-finding.
https://forms.gle/63uHrEbfkTR4wb5g7

Please complete this on a laptop or PC, not on a mobile device. You will receive an email with your responses after submission. You can retake the questionnaire if you later think of additional information to add. I will merge your responses to gain a more comprehensive understanding.

Mid-week Support:

Access our private Facebook group, where you'll find a wealth of support from me and your peers.
Please click this link and request to join the private group.

https://www.facebook.com/groups/jackpotmathstutoraccountabilitymembership

After each Group Mentoring Call I, I will post a summary including the following:

- the dilemmas we each were facing,
- any wins they felt by the end of the call
- what goals they have committed to try and achieve before the next meeting

I will tag you in the threads that mention you.

If I have made a mistake or misunderstood something, please either comment on your thread or message me privately at judy@jackpotmaths.com, and I will rectify the error.

Later in the week, I'll revisit your goals and request an update.

Before the next call, I'll create a new thread to enquire about any current tasks, dilemmas, or issues you're facing that are troubling you now and that you want to bring to the next call. I will ask each of you to leave a comment, allowing me to prepare for the call and research your specific issues to provide the best advice.

The group's collective energy will supply the motivation often needed to address overwhelming changes when faced alone.

Please celebrate and support your peers when they seek advice or reassurance. This should be a safe space where showing vulnerability and authenticity is encouraged. Being authentic in the calls and Facebook group will ensure the best experience for both you and others.

Frequency of Group Calls and Mentoring Calls:

Five months (Jan, Mar, June, Sept & Nov) will have a Group Call every week, which will total either 4 or 5 meetings. Some non-term-time weeks will still have a call.

Due to school holidays, October, Feb, April & May will have 1 less call.

Due to the school holidays, December, July & August will have 2 fewer calls.

This means rather than there being 52 weeks of calls; there will be 42 weeks (which is 5 more weeks than my 37-week tuition term)

Basic Membership - will have 12 x 1 = 12 calls

Standard and Premium Memberships - will have 42 x 1 = 42 calls

Standard Plus and Premium Plus Memberships - will have 42 x 2 = 84 calls

Premium Memberships Only - All months will still have 1 Mentoring Support Call.

Mentoring Reports:

Depending on the nature of the support required in the Premium or Premium Plus Membership Mentoring Support Calls, you may or may not receive a follow-up report. Any report will not be of the same length and depth that are included in the Standard Coaching Package or Discover Your Niche Coaching Programmes. The Mentoring Support Call fee covers 60 minutes of live Mentoring plus any short follow-up documentation that is relevant to the call. Most calls will not trigger a report.

Confidentiality Agreement:

1. Confidentiality in Group Settings:

As a participant in the Tutor Accountability Membership & Mentoring Support scheme, you have access to group calls and a private Facebook Group. 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, assure you that any information shared with me 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. Using another member's insights, strategies, or financial details for personal gain, whether financially, strategically, or ethically, is strictly prohibited. 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 membership scheme, you agree to uphold these confidentiality standards and respect all members' privacy and sensitive information. 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:

Payment for this service is required in advance initially through my website shop for the first month.
After that, you are expected to pay monthly in advance by automatic bank transfer set up as a Standing Order.
If you change your mind before any services have been supplied, just contact me with your query, and I will do my best to deal with the issue or give you your money back.

If payment is not received by automatic bank transfer for the next month, your membership will be cancelled, and you will not be able to access any future calls or Facebook support unless payment is made.

Attendance:

Attendance of the Group Calls is an integral part of the Membership scheme. It is the members' responsibility to attend at the regular times. Which will start in January 2024 on Mondays at 11:00 am and Thursdays at 10:00 am.

These times are tentative; if they become unsuitable for the majority of the cohort, we may need to change them. If you cannot attend the new times, your membership will be terminated, and you may receive a refund for the upcoming month, depending on your membership renewal date and the point in your billing cycle.

Refunds will not be given for missed sessions.

If your schedule means that you become unable to attend Group Calls on Monday, please change it to the Thursday session instead and vice versa. However, if you become unable to

attend either session, please notify me as soon as it becomes an issue, and I will look for a solution. An evening session may be possible in the future if it becomes necessary.

Cancellation:

Membership can be cancelled at any time; however, once you have paid for your next month and have taken part in either a Group Call within that cycle or a Mentoring Support Call or taken an active part in the accountability tasks in the Facebook group that will be taken that the services for that month have been delivered even if you have not made full use of them. Partial refunds will not be given as a matter of course.

Rejoining the membership:

If you were to cancel your membership and cancel automatic payments and more than 1-month lapse where neither a payment was made nor any attendance/engagement, you would be deemed to have “left the membership.”
The prices of the memberships for those paying under the Early Bird scheme are only guaranteed for the year if membership is continual. If you cancel and leave and then rejoin after a month or more lapse, the monthly membership fee restarts at the level for new members, not at your original rate. This is also the case for any other lapse in membership.

Terms of Agreement:

You acknowledge and accept these terms by participating in the first 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 the event of any misunderstandings or disputes, both parties commit to open communication to find a mutually agreeable solution.

Final Acknowledgement:

Please ensure you have read and understood all aspects of this agreement. Your engagement in the Membership 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
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