



The Guaranteed Success programme - Terms of Services (ToS)

Offered by:

CareerHigher Ltd, which will be referred to as "CareerHigher" hereinafter

Registered address: International House, London, EC1A 2BN, United Kingdom

Offered to:

Selected candidates who fulfil the criteria of the programme based on CareerHigher's discretion. A selected candidate will be referred to as a "Client" hereinafter.

Type of Services:

B2C Job Search Optimisation services

Detailed Type of Services:

The CareerHigher team will provide the Client with a combination of the below services as required in line with the Scope of Work below.

- Coaching
- Consulting
- Writing
- Communications
- Marketing
- Project management
- Executive assistance

Scope of Work:

CareerHigher will manage the Client's job search

Detailed Scope of Work:

Phase 1

-Service: Approx. 3 x 60 mins career clarity coaching session

-Purpose: Enabling the Client to identify a feasible target role aligned with their strengths and needs

Phase 2

-Services: Resume writing, cover letter writing, LinkedIn profile optimisation, job vacancy identification, job application management, email/LinkedIn outreach campaigns

-Purpose: Landing relevant job interview opportunities for the Client based on the agreed target job

Phase 3

-Service: Approx 3 x 60 mins interview preparation and salary negotiation coaching sessions

-Purpose: Preparing the Client to convert job interviews to a suitable job offer based on their needs as agreed

CareerHigher may deliver services additional or different to the above mentioned if required for the successful completion of the project

Project timelines:

12 weeks from the date of the programme kick off meeting.

Success metric:

1)The Client will receive 15 or more relevant interviews for different opportunities within 12 weeks from the project kick-off meeting.

2)The Client will receive a suitable job offer within 12 weeks from the project kick-off meeting.

Relevant interview definition:

A relevant interview is defined as an interview for a role comparable to the target job agreed between CareerHigher and the Client. Interviews include recruiter screenings, hiring manager interviews, and any other interview type.

Suitable job offer definition:

A suitable job offer is defined as one comparable to the target job agreed between CareerHigher and the Client.

Goals:

Clients won't change their goals during the programme significantly, as the Guaranteed Success programme is feasible only for candidates selected based on their profile and goals.

Offer management:

The Client will not decline relevant job offers that are in line with target jobs.

Programme price:

Pricing is results-based so that you can always enjoy a great RoI

-15+ relevant interviews: \$2,990/£2,390 + 2% of existing or most recent salary

-Suitable job offer (incl relevant interviews): \$5,990/£4,990 + 2% of existing or most recent salary

-No results = No payment

Payment process:

- Client deposit \$5,990/£4,990 + 2% of existing or most recent salary to TrustAp, a top-rated 3rd party escrow provider
- CareerHigher deliver the Guaranteed Success Programme
- Upon delivery, TrustAp uses the program's Terms of Service to release the funds accordingly. Simple, secure, and clear!

Scenarios analysis:

15+ relevant interviews:

The Client receives 15+ relevant interviews for opportunities in line with the set target jobs within 12 weeks from the programme kick off. CareerHigher gets paid \$2,990/£2,390 + 2% of client's existing or most recent salary.

Direct job offer:

The Client receives a job offer in line with target jobs within 12 weeks from the programme kick off. The job offer is a byproduct of an interview generated directly through a job application or outreach by CareerHigher. CareerHigher gets paid \$5,990/£4,990 + 2% of client's existing or most recent salary

Indirect job offer:

The Client receives a job offer in line with target jobs within 12 weeks from the programme kick off. The job offer is a byproduct of an interview generated directly through the Client's network, i.e. a referral. CareerHigher gets paid \$4,490/£3,590 + 2% of client's existing or most recent salary

Late job offer:

The Client receives a job offer in line with target jobs later than 12 weeks from the programme kick off. The job offer is a byproduct of an interview generated directly through a job application or outreach by CareerHigher. If the Client selects to accept the offer, CareerHigher gets paid \$4,490/£3,590 + 2% of client's existing or most recent salary. If the Client selects to ignore the offer, they receive a refund based on their eligibility in line with other success metrics.

Limited interviews, no offer:

The Client receives less than 15 relevant interviews and no suitable job offer in line with target jobs throughout the programme. The Client is entitled to a full refund by CareerHigher.

Non-circumvention:

The Client will not use work done by CareerHigher to find work outside of this programme at any time. All job search efforts will be collaborative and go through CareerHigher throughout the duration of the programme.

Also, the Client will not apply for jobs and CareerHigher will manage the Client's job applications exclusively to avoid duplication of work. If the Client identifies any job opportunities, they will share these with CareerHigher, who will apply on their behalf.

Effort:

CareerHigher will manage most tasks and activities for Clients. However, Clients agree to put the required job search effort throughout the programme to enable successful delivery.

Availability:

Clients will be reasonably available for key activities, such as job interviews.

Timelines:

Clients will work as needed with CareerHigher to allow CareerHigher to build a momentum that enables timely and successful project completion.

Intention:

The Client will do their best to be successful in their job search process. The Client will not intentionally fail any interviews or other job search activities.

LinkedIn Usage:

The Client agrees to provide CareerHigher with access to their LinkedIn profile, as CareerHigher will use LinkedIn to apply for jobs or take other relevant job search actions on their behalf.

Email Usage:

The Client consents for CareerHigher to create an email address and use it to apply for jobs or take other relevant job search actions on their behalf.

Client Representation:

The Client consents for CareerHigher to represent them by applying for jobs or taking other relevant job search action on their behalf to make this programme successful.

Data protection

CareerHigher will collect and process Client's personal data to perform services set out in these ToS in accordance with the privacy notice which is on the CareerHigher website at: <https://www.careerhigher.co/privacy-policy/>.

Standard of care:

CareerHigher will use reasonable skill and care in the performance of services outlined in these ToS.

Termination

The Client can terminate the programme at any time by requesting the termination in writing via email. If the Client terminates the programme before its completion, they will pay CareerHigher a fair and reasonable portion of the full programme price commensurate with the services performed up to the date.

For clarity, the charges in case of termination will be as follows based on the Scope of Work:

Phase 1 of the programme: 20% of total cost

Phase 2 of the programme: 60% of total cost

Phase 3 of the programme: 20% of total cost

If a phase is in progress, it will be charged respectively based on its percentage of completion when the programme is terminated.

Right to refund

The Client's right to be refunded may be affected if the Client breaches the ToS outlined in this document.