



## The Guaranteed Success Program - Terms of Services (ToS)

### **Offered by:**

CareerHigher Ltd, a UK-registered limited company, which will be referred to as “CareerHigher” hereinafter.

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

### **Offered to:**

Selected candidates who fulfill the criteria of the program based on CareerHigher’s discretion. A selected candidate will be referred to as a “Client” hereinafter.

### **Type of Services:**

B2C Job Search Optimization 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. 300 mins of career clarity coaching sessions including job search research, analysis, and recommendations followed by ad hoc sessions as required throughout the program.

**-Purpose:** Enabling the Client to identify feasible target roles and related job search campaigns aligned with their strengths and needs. Also, refining target jobs as required throughout the program.

### Phase 2

**-Services:** Resume writing, cover letter writing, LinkedIn profile optimization, pitch development, vacancy identification, job application submission, email/LinkedIn outreach campaigns, communication management, and interview scheduling.

**-Purpose:** Landing relevant job interview opportunities for the Client based on the agreed target jobs. Also, managing the entire job search process on behalf of the client.

### Phase 3

**-Service:** Approx 300 mins of interview preparation and salary negotiation coaching sessions followed by ad hoc sessions as required.

**-Purpose:** Preparing the Client to convert job interviews to a suitable job offer based on their needs as agreed. In addition, enabling the client to negotiate their compensation effectively.

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

## **Project Timelines:**

Up to 26 weeks from the date of the program kick-off meeting or up to the point where the client receives a suitable job offer, whichever comes first.

## **Success Metrics:**

### **Job interviews:**

The Client will receive interviews for 10 or more relevant opportunities throughout the course of the program.

### **Job offer(s):**

The Client will receive one or more job offer(s) for a suitable job throughout the course of the program.

## **Relevant Interview Definition:**

A relevant interview is defined as an interview for a role comparable to the target jobs agreed upon 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 an offer for a role comparable to the target jobs agreed upon between CareerHigher and the Client.

## **Goals:**

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

## **Offer Management:**

CareerHigher will help the Client negotiate, evaluate, and accept the most relevant job offer based on their needs. The Client will not decline relevant job offers that are in line with the target jobs.

## **Program Price:**

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

-No results = No payment

-10+ relevant interviews: 5,990 USD / 4,790 GBP / 5,390 EUR

-Suitable job offer(s): 5,990 USD / 4,790 GBP / 5,390 EUR + 5% of current or most recent salary

## **Payment Process:**

Deposit paid up front, payment finalized upon successful delivery

- 1)Trustap, our escrow partner, generates an online invoice for 5,990 USD / 4,790 GBP / 5,390 EUR
- 2)Client settles the payment via debit card, credit card or bank transfer before the GSP kick off
- 3)Trustap holds the client's funds securely throughout the GSP delivery
- 4)CareerHigher delivers the GSP
- 5)If the 10+ relevant interview success metric is met while the GSP is ongoing, TrustAp will release the funds to CareerHigher
- 6)If the suitable job offer success metric is met during the duration of the GSP, CareerHigher will generate an additional online invoice through Stripe for 5% of the client's current or most recent salary
- 7)The client will settle the payment via debit card, credit card or bank transfer before accepting the job offer
- 8)If a success metric is not achieved, the client will not be required to pay the respective amount. If the client has already paid through their deposit, they are entitled to a refund.

## Buy now pay later

- 1) CareerHigher works with Trustap, our escrow partner, and Affirm, our BNPL partner, to initiate the process
- 2) Client selects their preferred payment plan and checks out using Affirm covering the total potential cost of the GSP, which is 5,990 USD / 4,790 GBP / 5,390 EUR + 5% of the client's current or most recent salary
- 3) CareerHigher delivers the project
- 4) Client settles the payment based on their agreement with Affirm
- 5) Trustap holds the client's funds securely throughout the GSP delivery
- 6) If the 10+ relevant interview success metric is met while the GSP is ongoing, TrustAp will release the respective funds to CareerHigher
- 7) If the suitable job offer success metric is met during the duration of the GSP, TrustAp will release the respective funds to CareerHigher
- 8) If a success metric is not achieved, the client will not be required to pay the respective amount. If the client has already paid, they are entitled to a refund for the respective amount.

## Scenarios Analysis:

### 10+ relevant interviews:

The Client receives 10+ relevant interviews for opportunities in line with the set target jobs. CareerHigher gets paid 5,990 USD / 4,790 GBP / 5,390 EUR.

### Direct job offer:

The Client receives a job offer in line with the target jobs. The job offer is a byproduct of an interview generated directly through a job application or outreach by CareerHigher.

CareerHigher gets paid 5,990 USD / 4,790 GBP / 5,390 EUR + 5% of the client's current or most recent salary regardless of the volume of interviews generated.

### Indirect job offer:

The Client receives a job offer in line with the target jobs. The job offer is a byproduct of an interview generated directly through the Client's network, i.e. a referral. CareerHigher gets paid 5,990 USD / 4,790 GBP / 5,390 EUR + 2.5% of the client's current or most recent salary regardless of the volume of interviews generated.

## Limited interviews, no offer:

The Client receives less than 10 relevant interviews and no suitable job offer in line with the target jobs throughout the program. 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 program at any time. All job search efforts will be collaborative and go through CareerHigher throughout the duration of the program.

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 to make the job search effortless for them. However, Clients are sometimes required to put effort into their job search as well to enable successful delivery of the program.

The effort typically required by Clients includes but may not be limited to:

Phase 1: Sharing information about their needs, profile, and goals. This may require offline research and analysis and coaching and consulting calls. Once ready, Clients will use CareerHigher recommendations to make an informed decision on jobs to target throughout the program.

Phase 2: Providing information and feedback to enable the CareerHigher team to draft job search documents, set up job search campaigns, and manage the client's job search on an ongoing basis. This may require offline and online review and update of content and documentation based on the CareerHigher process.

Phase 3: Preparing for interviews and compensation negotiations using the CareerHigher process. This may require a combination of offline practice, coaching and consulting calls, and mock interviews. Also, coordinating with the CareerHigher team to schedule, attend, and follow up on interviews as required based on the process.

## **Availability:**

Clients will be reasonably available for key activities, such as job interviews. Clients can take a break from the GSP for up to 3 weeks throughout the program based on their needs. Clients will try to use breaks in a way that doesn't impact the job search negatively. Breaks will be added to the program timelines, extending the end date as required.

Also, Clients may be unavailable at certain times of workdays based on their commitments. However, Clients will block a minimum of 2 hours per workday as a placeholder for any job search activities that may be required.

## **Timelines:**

Clients will work as needed with CareerHigher to allow CareerHigher to build momentum that enables timely and successful project completion. Apart from exceptions, the GSP project plan has been created based on a 48-hour turnaround time for required tasks and activities as a rule of thumb. However, low-effort tasks may have a 24-hour turnaround while activities that require more time may have a longer timeline.

## **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. Also, Clients will follow the CareerHigher job search process to maximize their results.

## **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 actions on their behalf to make this program successful.

## **Data Protection**

CareerHigher will collect and process the 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 program at any time by requesting the termination in writing via email. If the Client terminates the program before its completion, they will pay CareerHigher a fair and reasonable portion of the full program 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 program: 15% of total cost

Phase 2 of the program: 70% of total cost

Phase 3 of the program: 15% of total cost

The total cost is calculated on the basis that the GSP would be successful in meeting all success metrics, so it is 5,990 USD / 4,790 GBP / 5,390 EUR + 5% of the client's current or most recent salary.

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