



## The Job Search 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: CareerHigher, International House, 64 Nile Street, London, N1 7SR, United Kingdom

### **Offered to:**

Selected talents who fulfill the criteria of the program based on CareerHigher’s discretion. A selected talent 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. Also, approx. 300 mins of personal branding and professional networking coaching.

**-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 1 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 JSSP 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 Cost:

- > Baseline cost: 3,000 USD | 2,500 GBP
- > Extra cost if CareerHigher delivers 10+ relevant interviews: 3,000 USD | 2,500 GBP
- > Extra cost if CareerHigher delivers 1+ suitable job offer(s): 5% of current salary

## Scenarios Analysis:

### Less than 10 relevant interviews, no suitable offer:

CareerHigher gets paid 3,000 USD | 2,500 GBP and other funds are refunded to the client.

### 10+ relevant interviews:

The Client receives 10+ relevant interviews for opportunities in line with the set target jobs. CareerHigher gets paid 6,000 USD | 5,000 GBP in total.

### 1+ direct job offer(s):

The Client receives 1 or more job offer(s) 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 6,000 USD | 5,000 GBP + 5% of the client's current or most recent salary in total (regardless of the volume of interviews generated).

## 1+ indirect job offer(s):

The Client receives 1 or more job offer(s) 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 6,000 USD | 5,000 GBP + 3% of the client's current or most recent salary in total (regardless of the volume of interviews generated).

## Payment Process:

### a. Up-front arrangement for the total cost

#### 1/ One-off payment

- 1) Trustap, our escrow partner, generates an online invoice via Stripe for 6,000 USD | 5,000 GBP + 5% of current salary
- 2) Client settles the payment via debit card, credit card or bank transfer before the JSSP kick-off
- 3) Trustap holds the client's funds securely according to the JSSP ToS
- 4) CareerHigher delivers the JSSP
- 5) TrustAp releases the client's funds according to the JSSP ToS

#### 2/ Buy-now-pay-later

- 1) CareerHigher works with Trustap, our escrow partner, and Affirm/Klarna, our BNPL partners, to initiate the process
- 2) Client selects their preferred payment plan for 6,000 USD | 5,000 GBP + 5% of current salary and checks out using Affirm/Klarna
- 3) CareerHigher delivers the JSSP
- 4) Client settles the payment based on their agreement with Affirm/Klarna
- 5) Trustap holds the client's funds securely according to the JSSP ToS
- 6) TrustAp releases the client's funds according to the JSSP ToS

### b. 50% up-front & 50% upon delivery arrangement

#### 1/ One-off payment

- 1) Trustap, our escrow partner, generates an online invoice via Stripe for 50% x (6,000 USD | 5,000 GBP + 5% of current salary)
- 2) Client settles the payment via debit card, credit card or bank transfer before the JSSP kick-off
- 3) Trustap holds the client's funds securely according to the JSSP ToS

- 4) CareerHigher delivers the JSSP
- 5) TrustAp releases the client's funds according to the JSSP ToS
- 6) If/when CareerHigher delivers successfully in line with JSSP ToS, CareerHigher generates an additional online invoice via Stripe for the remaining 50% x (6,000 USD | 5,000 GBP + 5% of current salary)
- 7) Client settles the payment via debit card, credit card or bank transfer within 3 days. In the event the invoice is not settled accordingly, CareerHigher reserves the right to inform the employer and decline job offers generated for the client during the JSSP.

## 2/ Buy-now-pay-later

- 1) CareerHigher works with Trustap, our escrow partner, and Affirm/Klarna, our BNPL partners, to initiate the process
- 2) Client selects their preferred payment plan for 50% x (6,000 USD | 5,000 GBP + 5% of current salary) and checks out using Affirm/Klarna
- 3) CareerHigher delivers the JSSP
- 4) Client settles the payment based on their agreement with Affirm/Klarna
- 5) Trustap holds the client's funds securely according to the JSSP ToS
- 6) TrustAp releases the client's funds according to the JSSP ToS
- 7) If/when CareerHigher delivers successfully in line with JSSP ToS, CareerHigher generates an additional invoice via Stripe for the remaining 50% x (6,000 USD | 4,690 GBP + 5% of current salary)
- 8) Client settles the payment via debit card, credit card or bank transfer within 3 days. In the event the invoice is not settled accordingly, CareerHigher reserves the right to inform the employer and decline job offers generated for the client during the JSSP.

## **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 as well as weekly check-ins to refine the job search operations process. Also, professional networking and personal branding activity as advised by CareerHigher.

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 JSSP 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 JSSP 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 JSSP would be successful in meeting all success metrics, which is 6,000 USD | 5,000 GBP+ 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.