

Learner Terms of Service

Date: 19 August 2025

Jurisdiction: United Kingdom (UK GDPR + Data Protection Act 2018)

Overview

These Learner Terms of Service ("Terms") govern your access to and use of our comprehensive educational services, including online tutoring, face-to-face instruction, home-based learning, and company-based professional development. By registering, booking sessions, or otherwise using our Services, you agree to these Terms.

Service Scope and Delivery Methods

Online Services: Live video sessions, digital resources, virtual classrooms, and remote learning support across all academic and professional levels.

Face-to-Face Services: In-person instruction at approved locations, including educational institutions, community centers, and corporate facilities.

Home-based Services: Educational support delivered at the learner's residence, subject to enhanced safety protocols and risk assessments.

Company-based Services: Professional development, corporate training, and workplace learning delivered at client business premises or designated corporate facilities.

Eligibility & Account Management

General Eligibility: You must provide accurate information and maintain account security. Account sharing is prohibited.

Age-Specific Requirements:

- **Under 16:** Parent/guardian consent and supervision required for all services
- **16-17:** Parent/guardian consent required; increased independence permitted
- **18+:** Full account control with emergency contact provision
- **Corporate Learners:** May require employer authorization and compliance with corporate policies

Multi-Level Academic Coverage

- **GCSE (Ages 14-16):** Foundation learning with enhanced safeguarding
- **A-Level/BTEC (Ages 16-18):** Transition to independence with ongoing support
- **University (Ages 18+):** Independent learning with specialized academic support
- **Professional Development:** Career-focused learning for working adults
- **Corporate Training:** Business-aligned skill development and compliance training

Bookings, Payments & Cancellations

Booking Policies:

- Service availability varies by delivery method and educator availability
- Home-based services require 48-hour advance booking for risk assessment
- Corporate services may require additional lead time for security clearance

Payment Terms:

- Individual learners: Pay-as-you-go or subscription options
- Corporate clients: Monthly invoicing or annual contracts
- Pricing varies by service level, delivery method, and professional expertise required

Cancellation and Refund Policy:

- **24+ hours notice:** Full credit or refund
- **Less than 24 hours:** 50% charge applies
- **No-show:** Full session fee charged
- **Emergency cancellations:** Assessed case-by-case
- **Home-based services:** 48-hour cancellation required due to travel commitments

Acceptable Use Policies

Universal Standards: No harassment, discrimination, academic dishonesty, or sharing of inappropriate content. Professional conduct expected at all academic and professional levels.

Service-Specific Requirements:

Online Services:

- Stable internet connection and appropriate technology
- Professional appearance and behavior during video sessions
- Respect for digital platforms and community guidelines

Home-based Services:

- Safe and suitable learning environment
- Respect for educator safety and professional boundaries
- Compliance with household rules and local regulations

Company-based Services:

- Adherence to corporate policies and security requirements
- Professional conduct in workplace environments
- Confidentiality and business ethics compliance
- Respect for corporate property and resources

Level-Appropriate Conduct:

- **GCSE/A-Level:** Age-appropriate behavior and language
- **University:** Academic integrity and research ethics
- **Professional:** Business conduct and industry standards

Intellectual Property Rights

Our Content: Educational materials, curricula, and resources are protected by copyright. You receive a limited license for personal learning use only.

Your Work: You retain ownership of your original work while granting us limited rights to provide feedback, assessment, and educational support.

Corporate Content: Business-related materials and proprietary information remain confidential and subject to additional corporate agreements.

Shared Resources: Group learning materials and collaborative work are subject to collective usage rights with proper attribution requirements.

Privacy and Data Protection

Personal data handling is governed by our comprehensive Privacy Policy and Data Protection Agreement, which addresses:

- Service-specific data collection and processing
- Age-appropriate privacy protections
- Corporate data sharing requirements
- International transfer safeguards
- Individual rights and corporate compliance obligations

Safety and Safeguarding Commitments

Universal Safeguarding: All services operate under comprehensive safeguarding policies protecting learners of all ages and circumstances.

Service-Specific Safety Measures:

- **Online:** Digital safety protocols and content monitoring
- **Home-based:** Enhanced DBS checks and risk assessments
- **Company-based:** Workplace safety compliance and professional conduct standards

Age-Specific Protections:

- **Under 18:** Enhanced safeguarding with parental involvement
- **18-25:** Transition support with mental health awareness
- **Professional Learners:** Workplace safety and career development protections

Quality Assurance and Standards

Educational Standards: All services meet or exceed national educational standards and professional development benchmarks appropriate to the level of instruction.

Educator Qualifications:

- Subject expertise appropriate to academic/professional level
- Enhanced DBS clearance for all educators
- Specialized training for different age groups and service delivery methods

- Continuous professional development requirements

Service Quality Monitoring:

- Regular learner feedback collection
- Session quality assessments
- Outcome tracking and improvement initiatives
- External quality audits and accreditation maintenance

Disclaimers & Limitation of Liability

Service Provision: To the extent permitted by law, services are provided 'as is' with reasonable skill and care. We cannot guarantee specific academic outcomes or professional advancement results.

Liability Limitations: Our liability is limited to the value of services provided, except for death, personal injury, or gross negligence. Corporate clients may have additional liability provisions in separate contracts.

Force Majeure: Service disruptions due to circumstances beyond our control (including public health emergencies, natural disasters, or technical failures) may temporarily affect service delivery.

Termination and Suspension

Account Termination: Either party may terminate services with reasonable notice. Corporate contracts may have specific termination clauses.

Suspension Rights: We may suspend services for policy violations, safety concerns, or non-payment, with appropriate notice and opportunity for remedy.

Data Retention: Upon termination, personal data will be handled according to our Data Protection Agreement and legal retention requirements.

Governing Law and Disputes

These Terms are governed by English and Welsh law. Disputes will be resolved through:

1. Direct negotiation
2. Mediation services
3. UK courts (for individual learners)

4. Arbitration (for corporate clients, where contractually agreed)

Updates and Modifications

Terms may be updated periodically. Users will be notified of material changes with reasonable advance notice. Continued use constitutes acceptance of updated terms.

Contact Information

- **General Support:** support@yourdomain.example
- **Safeguarding:** safeguarding@yourdomain.example
- **Data Protection:** privacy@yourdomain.example
- **Corporate Services:** corporate@yourdomain.example

Business Address: Your Company, Address Line, City, Postcode, UK

Acceptance and Implementation

By clicking 'I Agree' during registration, booking services, or continuing to use our services, you accept these comprehensive Terms of Service. Corporate clients may execute these terms through separate service agreements.

Effective Date: These Terms are effective from 19 August 2025 and supersede all previous versions.

I agree to these Terms of Service:

Signature: _____ Date: _____

Name (Print): _____