



STUDENT AGREEMENT / TERMS AND CONDITIONS

SERVICES PROVIDED

1. The services provided to the student will be in the area identified by the description of the service at point of sale, but will be personalised to each student depending on their needs. The Tutors reserve the right to amend session content, therefore what your sessions include may not be the same as what other students receive.
2. The first meeting between student and Tutor shall begin with a discussion of the student's requirements and aims, in order that the Tutor can provide the best guidance possible and plan future sessions.
3. Face-to-face tutoring sessions will be held on Microsoft Teams and students will receive the meeting link shortly before the meeting is due to begin, to the email address used at checkout.
4. The Tutor may agree to undertake further work outside of these face-to-face sessions, such as proofreading essays. This is to be organised between the Tutor and the student, with relevant/required background information (such as module handbooks, assignment briefs, marking rubrics) shared via email and an upper limit on time/cost set. This further work must be booked by the student on Wix to ensure that time and payment are allocated appropriately. Information regarding Data Protection can be found in the Data Protection policy; further details available on request.

SCHEDULE AND AVAILABILITY

5. The calendar of availability on the website is absolute. Students may book any session with any Tutor as is available on the website.
6. Should the student need to rearrange or cancel a session, a minimum 24 hours notice is required. Cancellations after this time will be liable for the full payment. Sessions cancelled with 24-72 hours' notice may be rearranged, but not refunded. Sessions cancelled with more than 72 hours' notice may be refunded to the payment method used at time of booking.

PAYMENT

7. Payment is due in full at the time of booking via the website.
8. Where the Tutor is undertaking work for the student which is not face-to-face, such as essay proofreading, the Tutor and student should agree a maximum time/cost prior to this work being undertaken. *The Confident Paramedic* will invoice the student on completion of the work, prior to its release back to the student. Invoices must be paid within seven working days of receipt and prior to the release of the work undertaken by the Tutor.

TERMS

9. While Tutors will strive to provide accurate information and high-quality teaching to all students on all topics, they will not produce work for submission to Higher Education

Institutions or registering bodies on behalf of the student. While we aim to support paramedics at all stages of their career, we will not support or abide cheating or plagiarism in any form. This includes the use of generative AI (unless the module or assessment specifically calls for its use).

10. The student is therefore required to engage with Tutors and work hard to ensure they get the best from each session. Intrinsic motivation and self-direction are vital. Note-taking is recommended to get the maximum value from our Tutors and their experience and knowledge.
11. Similarly, we advise that you contact us in good time, as we cannot guarantee support for essays, interviews, or portfolios with a short turn-around time. Furthermore, even if we are able to meet your timescale and provide feedback, if changes are required, you will need time to implement this feedback. Do not leave things until the last minute!
12. While we strive for high quality, the requirement for collaboration means we cannot be held responsible for any adverse outcomes. Therefore *The Confident Paramedic* and its Tutors take no personal or professional responsibility for:
 - a. University marks or grades on essays on which we consulted or supported students
 - b. Non-university marks or grades for work on which we consulted or supported students/paramedics/clinicians
 - c. Outcomes of HCPC CPD audits on which we consulted or supported paramedics
 - d. Outcomes of interviews or job applications on which we consulted or supported applicants
 - e. Any other perceived or actual negative outcomes following support provided
13. Similarly, no refunds are available should an outcome be adverse. The services were provided in good faith, and payment is not related to student success.

FEEDBACK

14. We will, in most cases, request a review of the services and/or Tutor from students. If you do not receive a request, you may volunteer a review.
15. Reviews are not compulsory, but will support us in bettering our service in future.
16. We may publish your review or a section of your review (depending on its length) on our website. If we do so, it will be alongside your first name only. You may opt out of this, in writing, at the time of submitting your review.