

## **ProTalent Career Advisory**

### Terms of Service and Service Agreement

These Terms of Service and Service Agreement apply to all paid career advisory services provided by ProTalent.

By booking, purchasing or using any ProTalent Career Advisory service, you agree to these terms.

#### 1. About ProTalent Career Advisory

ProTalent Career Advisory provides separate, optional career support services for accountancy practice professionals. These services may include career coaching, career strategy support, CV guidance, LinkedIn guidance, interview preparation, accountability support and related advisory services.

#### 2. Services covered by these terms

These terms apply to the following services, as updated from time to time:

Career Clarity Session

Career Strategy Intensive

CV & LinkedIn Positioning Review

Career Accelerator Package

Career Momentum Programme

Career Progression Programme

Additional coaching sessions and any optional add-on support

The current services, pricing and inclusions are set out in the relevant service schedule, proposal, booking confirmation or invoice.

#### 3. Important distinction from recruitment services

ProTalent does not charge candidates for recruitment or job-finding services.

Career Advisory services are separate, optional advisory services. They are not a work-finding service, introduction service, representation service or paid access to vacancies. Purchasing Career Advisory services does not affect access to vacancies, introductions

to employers, representation for roles or treatment within ProTalent's recruitment services.

#### 4. Booking and contract formation

A contract is formed when ProTalent confirms acceptance of a booking in writing, whether by email, invoice confirmation, booking confirmation or signed proposal.

The contract will consist of:

these Terms of Service and Service Agreement

the relevant service description, proposal, booking confirmation or invoice

any agreed written add-ons or special terms

If there is any conflict, the booking confirmation or proposal will take priority over the general service schedule, and these terms will apply except where expressly varied in writing.

#### 5. Fees and payment

Fees for Career Advisory services are set out in the current price list, proposal, booking page or invoice.

Unless otherwise agreed in writing:

one-off sessions and reviews must be paid in advance

packages may be paid in full in advance unless ProTalent agrees an instalment arrangement

ongoing programmes are billed monthly in advance

no session or service will be delivered until payment has been received

All prices are stated in pounds sterling.

#### 6. Consumer cancellation rights

If you are purchasing as an individual consumer and you book online, by email, by phone or otherwise without meeting face to face, you may have a legal right to cancel within 14 days of entering into the contract.

If you would like the service to begin during that 14-day period, you must expressly request this.

If you request early performance and then cancel after the service has started, ProTalent may retain an amount proportionate to the services already supplied up to the point of cancellation, as permitted by law.

If the service has been fully performed during the cancellation period with your express consent and acknowledgement, you may lose the right to cancel.

#### 7. Rescheduling and cancellations

If you need to reschedule a booked session, at least 24 hours' notice should be given wherever possible.

Where less than 24 hours' notice is given, ProTalent reserves the right to treat the missed or late-cancelled session as used and non-refundable.

If ProTalent needs to reschedule a session, an alternative appointment will be offered as soon as reasonably possible.

Refunds are not available for:

completed sessions

partially used packages, except where required by law

missed sessions where insufficient notice was given

unused programme benefits that expire under the relevant programme terms

#### 8. Delivery of services

Services are usually delivered remotely by Teams or another agreed virtual platform, unless otherwise agreed.

ProTalent will use reasonable care and skill in delivering all services.

Session length, format and scope are as described in the relevant service description or booking confirmation.

Any materials, tools, templates or action plans provided are for personal career development use only unless otherwise agreed.

#### 9. Client responsibilities

The client is responsible for:

providing accurate and complete information

attending sessions on time

reviewing materials and completing agreed actions where relevant

ensuring any CV, LinkedIn, application or interview information shared is truthful and accurate

making their own decisions in relation to their career, applications, interviews and employment

ProTalent's advice is based on the information available at the time and on professional judgement, and it remains the client's responsibility to decide how to act on that advice.

#### 10. No guarantee of outcome

Career Advisory services are designed to support career clarity, confidence, preparation and professional positioning.

ProTalent does not guarantee:

a job offer

an interview outcome

a promotion

a salary increase

a particular career result

any specific response from employers, clients or recruiters

Advice and support are provided to improve preparation and decision-making, not to guarantee a particular result.

#### 11. Confidentiality

ProTalent will treat information shared in coaching or advisory sessions as confidential and will not knowingly disclose it to third parties except:

where disclosure is required by law

where necessary for payment processing, administration or professional support on a confidential basis

where the client has given consent

Clients should not share confidential third-party information unless they are entitled to do so.

#### 12. Data protection

ProTalent will process personal data in accordance with applicable UK data protection law and its privacy notice.

Personal data may be used for:

booking and administration

delivery of career advisory services

invoicing and payment

service improvement and record-keeping

Career Advisory data will be treated as separate from recruitment services where appropriate. Personal data will not be used to alter access to recruitment opportunities based on whether paid Career Advisory services have been purchased.

### 13. Intellectual property

Any materials, templates, guides, frameworks or written content supplied by ProTalent remain the intellectual property of ProTalent unless otherwise stated.

They are provided for the client's personal use only and must not be copied, sold, distributed, published or reused commercially without prior written permission.

### 14. Programme terms

The following terms apply to ongoing programmes such as the Career Momentum Programme and Career Progression Programme.

Unless otherwise stated in writing:

programme fees are payable monthly in advance

programmes renew monthly until cancelled

at least 14 days' notice before the next billing date is required to cancel

unused monthly or quarterly sessions do not roll over beyond the applicable programme period unless agreed in writing

support between sessions is limited to reasonable light-touch support by email and does not include unlimited access

ProTalent may amend programme features on reasonable notice, provided the core nature of the programme is maintained

For quarterly one-to-one sessions, the session should be booked and used within the relevant quarter.

For monthly one-to-one sessions, the session should be booked and used within the relevant month.

#### 15. Liability

Nothing in these terms excludes or limits liability where it cannot legally be excluded or limited.

Subject to that:

ProTalent will not be liable for indirect or consequential loss

ProTalent will not be liable for losses arising from inaccurate, incomplete or misleading information provided by the client

ProTalent's total liability in connection with any service will be limited to the amount paid by the client for that service

This clause does not affect statutory consumer rights.

#### 16. Complaints

If you are unhappy with any aspect of the service, please contact ProTalent in writing as soon as possible so that the issue can be reviewed and, where appropriate, resolved promptly and fairly.

#### 17. General

ProTalent may update these terms from time to time. The version in force at the date of booking will apply to that booking unless otherwise agreed.

These terms are governed by the law of England and Wales, and the courts of England and Wales will have jurisdiction, except where mandatory consumer law provides otherwise.

## Service Schedule

### Career Clarity Session — £149

A focused one-hour session for professionals who feel stuck, uncertain or ready to explore what comes next.

Includes:

60-minute Teams session

career direction review

strengths and marketability discussion

practical next-step guidance

clear action plan

### Career Strategy Intensive — £179

A deeper-dive session for bigger career decisions, promotion planning, interview preparation or strategic next steps.

Includes:

90-minute Teams session

in-depth consultation

exploration of goals, challenges and options

strategic recommendations

clear action plan

### CV & LinkedIn Positioning Review — £199

A specialist review designed to strengthen professional positioning and improve how experience is presented to the market.

Includes:

detailed CV review with written comments

LinkedIn profile review and improvement guidance

45-minute feedback call

recommended edits and messaging direction

advice on professional positioning and profile impact

Career Accelerator Package — £445

A more comprehensive support package for professionals who want tailored career advice and ongoing accountability over multiple sessions.

Includes:

3 x 60-minute one-to-one Teams sessions

tailored support based on individual goals

career coaching and progression advice

CV and LinkedIn guidance

interview preparation support

action planning between sessions

accountability and momentum

Talent Dynamics profiling

Career Momentum Programme — £49 per month

A light-touch ongoing support option for professionals who want regular accountability and expert guidance throughout the year.

Includes:

monthly career check-in survey

1 x 45-minute one-to-one session every quarter

access to practical career tools and templates

discounted rate on additional one-to-one sessions

ongoing support to help keep career plans on track

Career Progression Programme — £119 per month

A higher-touch support programme for professionals who want consistent one-to-one guidance, accountability and strategic support.

Includes:

1 x 45-minute one-to-one Teams session every month

monthly career check-in survey

rolling personal action plan and accountability review

priority email support between sessions

access to practical career tools and templates

discounted rate on additional support services

priority access to booking slots

Optional Add-Ons

Additional coaching session — £125

CV wording / refinement support — from £95