

Bradley Brown Consulting

HELPS ENTREPRENEURS BUILD AN ETHICAL, SOCIALLY RESPONSIBLE AND MORE SUSTAINABLE BUSINESS

Code of Conduct – Mentoring

This policy applies to all site users and was last updated in February 2021.

Language: All communication is in English.

Code of Conduct

Mentoring is a professional relationship where the mentor shares their skills, knowledge, and experience to help you (the mentee) achieve any combination of the following services as agreed at the outset of the mentoring relationship:

- Enhance the chances of achieving your business aspirations
- Help you progress towards your business goals
- Help you improve your own performance
- Help you improve the performance of your team
- Help you improve the performance of your business
- Help you open your mind to new possibilities
- Help you define your business aspirations
- Help you clarify your direction
- Help you set goals
- Help boost your motivation
- Help you expand your business network
- Provide you with an alternative perspective of a situation
- Help you reflect on past and present experiences with a view to taking a different approach to achieve a better outcome
- Help you acknowledge and make sense of feedback
- Provide an opportunity to focus on your own development needs

The range of products and services available to you will depend on the Subscription you buy and the Pricing Plans offered by The Humankind Entrepreneurs Club which may vary from time to time:

- **Business Insights**
 - Business Insights contain must-have hints and tips about topics that matter most to you as an entrepreneur, carefully selected by us.
- **Masterclasses**
 - In addition to Business Insights, our Masterclasses delve deeper into the topics that matter most to you as an entrepreneur, providing even more examples and ideas for you to consider and/or implement as you desire.
- **Seminars** (coming soon)

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- Fast-track your progress with a Seminar and take a deeper dive into the key topics entrepreneurs need to know about or consider more thoroughly. Perfect for those who prefer the fast-track route or haven't got the time (or perhaps the patience) to work through up to 7 individual modules over a prolonged period of time.
- **Workshops** (coming soon)
 - Our workshops give you the opportunity to set aside the time and space you need to focus solely on your business. Together, we will work through each module to help you create your own strategic direction and action plan.
- **Discussion Forums**
 - As a valued member and subscriber of the Humankind Entrepreneurs Club, you get the opportunity to join one or more discussion forums where you can continue the conversation, ask each other questions, and be an active member of the community.
 - We may start or join the conversation from time to time, as and when we feel it is appropriate for us to do so.
 - Refer to Rules of Engagement for further information.
- **Mentoring Mastermind Group** (coming soon)
 - In addition to the above mentoring support, a Mentoring Mastermind Group offers subscribers the option to obtain even more focused support on a monthly basis.
 - Subscribers will join up to 12 dedicated Humankind Entrepreneurs for monthly mentoring sessions facilitated by one of our principal consultants.
 - At each meeting, subscribers will have the opportunity to share business experiences and find solutions to those all-consuming business issues.
 - Each meeting will be facilitated by one of our elite principal consultants to make sure everyone gets involved.
 - Mentoring support may be provided by one of our consultants and/or other members in your group.
 - Subscribers also get access to a private Discussion Forum to keep the conversation going after each meeting.
 - Mentoring Mastermind Groups are subject to availability and are limited to 12 members per group. Groups may run with less than 12 members.
 - We highly recommend signing up for a trial session to experience a Mentoring Mastermind Group for yourself before committing to a longer-term plan.

Your role as a mentee

Working with a mentor can be a valuable developmental relationship. As a mentee, the following terms and conditions are intended to ensure you get the most from your mentorship (the time during which you receive guidance from your mentor) throughout the contractual agreement period (mentorship programme).

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All subscribers

As a mentee (the recipient of the mentoring service) you agree to:

- Read the terms and conditions before your mentorship programme starts.
- Be honest, respectful and open to learning.
- Accept personal responsibility for and take an active role in, any and all development related to you, your staff and your business.
- Act both as mentee and co-mentor where required, as appropriate.
- Respect yours and other's right to privacy by discussing mentoring related matters within the specially assigned forums only.
- Identify your development needs with the help of your mentor within the assigned session(s) and limits of your subscription service.
- Create a plan to achieve your goals, setting measurable targets, with the help of your mentor within the assigned session(s) and limits of your subscription service.
- Devote and invest enough time to all and any development needs to achieve an effective outcome.
- Follow through on any reasonable commitments you make.
- Provide feedback to the mentor on your progress as required.
- Pay in advance in accordance with the Pricing Plan selected, prior to the start of the mentorship programme you agree to receive.
- Provide written notice to the service provider if you wish to cancel. Refer to the Cancellation Policy below for full details.
- Acknowledge and accept that both parties have the right to end the mentorship agreement early, by giving reasonable notice of at least 1 month in writing. This includes but is not limited to the following conditions:
 - it is evident that no progress is being made due to a mismatch.
 - it is evident that no progress is being made due to inactivity by you (the mentee).
 - it is not possible to fulfil the contract due to unforeseen circumstances or circumstances beyond the mentor or mentees control.
- Acknowledge and accept that cancellation fees may apply where reasonable notice of early termination is not given by you (the mentee).
- You (the mentee) will only be charged for services you have received where the service provider terminates early.

Mentoring Mastermind Group subscribers

In addition to the above, you also agree to:

- Prioritise and attend Mentoring Mastermind Group meetings every month for the full duration of the meeting, without exception within reasonable bounds, at the agreed date, time and location.

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- Acknowledge that Mentoring Groups provide the opportunity to create a close-knit community of trusted confidantes.
- Act with the utmost discretion, treating all mentoring meetings as confidential, keeping discussions within the group and dedicated discussion forum.

Payment, Cancellation, Early Termination and Refund Policy

Where a difference of terms arises herein, the Terms and Conditions applicable to the relevant service will take priority.

Payment

- Payment must be made in advance in accordance with the terms and conditions of the product or service you sign up for.
- Where products or services are purchased online, payment is made using the “pay now” button.
- Advanced payment is required because:
 - it avoids the need to run credit checks which may adversely affect your credit rating.
 - it limits the amount of personal data the service provider needs to collect about you, in accordance with GDPR regulations.
 - where applicable and in accordance with Financial Conduct Authority regulations the service provider is not authorised to offer credit.
- Mentoring fees are pre-determined before the service is provided where possible
 - Prices reflect the level of service offered.
- Additional charges may apply. If so, the type of charge will be clearly stated prior to purchase.
 - wherever possible, you will be notified of the amount payable prior to purchase.
 - where amounts payable cannot be reliably pre-determined:
 - wherever possible the service contract will be amended to remove the need for an additional charge.
 - alternatively, you may opt to pay a standard fee.
 - refunds will be only be issued where the fee exceeds the actual cost incurred by the service provider in relation to accommodation, travel, subsistence, and any others related costs incurred in providing the service contract.
- The mentorship programme you (the mentee) have agreed to receive will only commence following receipt of payments due.
- By signing up for our products or services, **you agree to waive** (give up) **your right to a 14-day cooling-off period** where products or services are available for immediate consumption or are delivered within 14 days.
- It is assumed that every contractual agreement will be formed as follows:

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- where booked individually, each order will form a separate contractual agreement
- where booked as a package deal, all sessions within the package will form one contractual agreement
- for each subsequent purchase of a package deal a separate contractual agreement will arise (i.e. on a monthly or annual basis as applicable)

Cancellation and Early Termination

- You may cancel a subscription at any time to prevent future payments from being taken. Refer to terms and conditions of purchase which may differ for each service.
- Once payment has been taken the relevant service(s) will be provided for the agreed period.
- You **MUST** give **WRITTEN** notice to the service provider in advance of non-attendance, cancellation or early termination, no less than 1 month prior where possible.
- Cancellation fees may apply:
 - where reasonable notice is not given by you (the mentee).
 - where reasonable notice of early termination is not given by you (the mentee).
 - cancellation is not notified in writing
- Cancellation fees may apply where you did not attend a session, or any part of a session, or a course of sessions:
 - where you did not give any notice and failed to attend in part or in full, or
 - where you did not give reasonable notice of non-attendance, or
 - where you gave unreasonably short notice and another customer could not be found to fill the void, or
 - where you terminated your mentorship agreement early without giving reasonable notice and another customer could not be found to fill the void
- Cancellation fees may apply where losses are incurred by the service provider due to your negligence.
- Where early termination is invoked by the service provider/mentor you will only be charged for the services you received and/or had access to for the period agreed, in line with your pricing plan.
- In addition to your minimum statutory rights, the service provider may decide to waive cancellation charges, i.e. disregard the cancellation charge policy due to unforeseen circumstances beyond your control.
- The standard [cancellation form](https://www.bradley-brown-consulting.com/cancellation-form) can be found on the website at this web address <https://www.bradley-brown-consulting.com/cancellation-form>

Refunds

- Once payment has been made, access to the products and services purchased will remain until the expiration date.

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Products and services are non-refundable except in the following circumstances:

- If it is not possible for the service provider to deliver the service agreed within a reasonable timescale and payment has already been made,
 - the service provider reserves the right to refund monies paid if the rescheduled service cannot be fulfilled, or is too far in advance to be considered reasonable
 - you may choose to reject the refund in preference of receiving the service you have paid for at an alternative time that is convenient for both parties, where this is possible
 - a refund will be given for services not provided unless otherwise expressly agreed with you in writing
- Where applicable, refunds will be made within 14 days wherever possible.
 - Where this is not possible due to circumstances beyond our control, we will provide refunds at our earliest opportunity.

Role of a mentor/co-mentor

Mentors/co-mentors agree to:

- Be honest and respectful
- Provide support based on their knowledge, skills and experience
- Perform agreed services with reasonable care and skill

As the service provider we agree to:

- Determine a price at the outset before providing the service(s).
- Confirm a timescale for performing the services you agreed to receive.
- Provide services at the times stated.
 - By signing up, you agree that the designated time is convenient for you.
- Provide the mentoring sessions you have paid for:
 - where payment has been made in advance in accordance with the agreed schedule.
 - unless it is not possible to fulfil the contract due to circumstances beyond our control or other unforeseen circumstances.
 - give reasonable prior notice of 1 month wherever possible if at any time there is a need to reschedule or cancel the session(s)
- Acknowledge and accept that both parties have the right to end the mentorship agreement early, by giving reasonable notice of at least 1 month in writing in accordance with applicable terms and conditions.

Variation of contract

- If at any point the need arises to significantly vary terms and conditions, you will be notified in advance wherever possible.

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- You have the right to cancel if you do not agree to the terms and conditions, as stated in the cancellation policy.
- Variations will come into effect immediately, unless otherwise stated or it is deemed impracticable to do so.
- It is your responsibility to adhere to this policy at all times. All variations will be posted on the website. You should therefore read any amendments when they are issued and regularly review this Policy.

In addition to legal obligations as a service provider, these terms and conditions are based on the Association of Chartered Certified Accountants (ACCA) official mentoring scheme and the UK Government Get Mentoring scheme of which the ACCA is a strategic partner. Further information can be found using the links below.

<http://getmentoring.org/partners/strategic-partners/>

<https://www.accaglobal.com/uk/>

<https://www.gov.uk/government/news/get-mentoring--3>

<https://www.fca.org.uk>

This policy is part of your contractual agreement with the Company. Read and familiarise yourself with all Terms and Conditions including Policies, Terms of Use and Codes of Conduct. By signing up for our services, you agree to comply with all of our terms and conditions.