

# **Terms of Service for Mentoring via Inclusive Outsource LTD**

**Effective Date: November 2024**

Thank you for choosing Inclusive Outsource LTD for your mentoring needs. The following Terms of Service outline the responsibilities, conditions, and policies governing the mentoring services we provide. By engaging in our services, you agree to adhere to these terms.

## **1. Responsibilities of Inclusive Outsource LTD, Parents/Guardians, and Mentees**

### **1.1 Inclusive Outsource LTD Responsibilities:**

- Provide Mentors who are thoughtfully matched to the mentee, ensuring that their unique needs, preferences, and strengths are taken into account to create a positive and supportive mentoring relationship.
- Facilitate mentoring sessions in person led manner, tailored to the mentee's individual needs and preferences. We ensure that sessions are delivered according to the agreed schedule and duration, while adapting to the mentee's needs and engagement levels.
- Maintain confidentiality and professionalism throughout the mentoring process, ensuring the privacy of the mentee and their family, except where legal disclosure is required to protect their safety or well-being.

### **1.2 Parent/Guardian Responsibilities:**

- Ensure that payments are made within **7 days** of receiving the invoice, as outlined in section 3 (Payment Terms).
- Support the participation of the mentee in scheduled sessions by helping them be available and prepared in a way that suits their individual needs. We understand that each mentee may require different levels of support, and parents/guardians are encouraged to work with us to ensure the environment is conducive to the mentee's comfort and readiness for engagement.
- Secure any necessary funding required to cover the cost of the mentoring services. This includes engaging with schools, local authorities (LA), or other funding bodies, where applicable.
- Communicate any changes, concerns, or feedback to Inclusive Outsource LTD in a timely and respectful manner. Your first point of contact should be your Mentor, however, if you are not satisfied then please contact  
**[Mel@inclusiveoutsource.co.uk](mailto:Mel@inclusiveoutsource.co.uk)**

### **1.3 Mentee Responsibilities:**

- Mentees are encouraged to attend sessions on time and engage in the mentoring process at a level that feels comfortable for them. We understand that each individual has unique ways of engaging, and our approach is flexible to accommodate these differences.

- We value open communication between mentees and mentors. Mentees are encouraged to share their progress, challenges, and goals at their own pace, in a way that feels most comfortable to them. Mentors are trained to listen and adapt to each mentee's communication style.
- We acknowledge that autistic mentees may encounter barriers that impact attendance or engagement. Inclusive Outsource LTD is committed to creating a supportive environment where these challenges are understood and respected.
- In the event that a mentee is unable to attend or may be delayed, we encourage early communication from the mentee or their parent/guardian. We will work collaboratively to make adjustments or reschedule as needed, ensuring that the mentoring process remains supportive and accommodating.

## 2. Mentoring Sessions

### 2.1 Session Duration:

- Mentoring sessions are offered in two formats:
  - **60-minute sessions**, with a minimum delivery time of **55 minutes**.
  - **30-minute sessions**, with a minimum delivery time of **28 minutes**.
- Sessions are structured to provide meaningful mentoring for the full duration, tailored to each mentee's unique needs. If a session starts late due to mentor delay, the mentor will make every effort to adjust and ensure that the mentee receives the full value of the session, while remaining mindful of the mentee's energy levels and comfort.

### 2.2 Session Content:

- Each session will be carefully designed around the individual strengths, preferences, and goals of the mentee. We take the time to understand what works best for the mentee, ensuring their voice is heard and respected. This process is shaped through ongoing, collaborative conversations with the mentee, their parent/guardian, or school (if applicable), allowing flexibility to meet the mentee's evolving needs.

## 3. Payment Terms

### 3.1 Payment Rates:

- The cost per session is as follows:
  - **£44** for a 60-minute session.
  - **£22** for a 30-minute session.

### 3.2 Payment Schedule:

- Invoices are issued at the end of each calendar month for the mentoring services to be provided in the following month. Payment is due within **7 days** of the invoice date.
- Failure to pay within the specified timeframe may result in the suspension of services until payment is made.

### **3.3 Schools and Local Authorities (LA) Payment Arrangements:**

- Schools or local authorities seeking mentoring services for their students should contact Inclusive Outsource LTD to request a quote. We aim to provide flexible solutions that meet the needs of educational institutions.

## **4. Funding Responsibilities**

- It is the responsibility of the parent/guardian to secure any necessary funding for the mentoring services, either through personal means or external sources such as schools, local authorities, or charities.
- Inclusive Outsource LTD is not responsible for securing or arranging funding, although we can provide documentation to support funding applications if requested.

## **5. Attendance and Cancellation Policy**

### **5.1 Attendance:**

- Regular attendance is important for the success of the mentoring process, and parents/guardians are responsible for supporting mentees in attending scheduled sessions on time. However, we understand that our autistic mentees may face barriers or challenges that can affect their ability to attend. Inclusive Outsource LTD is committed to working collaboratively with families to accommodate individual needs and ensure the best possible outcomes for each mentee.

### **5.2 Cancellation Policy:**

- A minimum of **24 hours' notice** is required to cancel or reschedule a mentoring session without incurring a charge. Cancellations must be communicated directly to the mentor or to Inclusive Outsource LTD at [info@inclusiveoutsource.co.uk](mailto:info@inclusiveoutsource.co.uk).
- Failure to provide 24 hours' notice will result in the full session fee being charged, except in exceptional circumstances (e.g., medical emergencies), which will be considered on a case-by-case basis.

### **5.3 Mentor Cancellations:**

- In the event that a mentor needs to cancel or reschedule a session, Inclusive Outsource LTD will provide as much notice as possible. Where possible, an alternative time will be arranged to ensure continuity.

## **6. Termination of Services**

### **6.1 Termination by Parents/Guardians:**

- Parents/guardians/Mentees may terminate the mentoring services at any time by providing **30 days' written notice** to both the mentor and Inclusive Outsource LTD. The notice period is required to ensure a smooth transition and to finalise any outstanding matters.

## **6.2 Termination by Inclusive Outsource LTD:**

- Inclusive Outsource LTD reserves the right to terminate services if:
  - Payments are not made within the stipulated time frame.
  - There are breaches of this agreement that cannot be resolved through mutual communication.

## **7. Changing Mentors**

- Inclusive Outsource LTD is committed to ensuring that mentees are matched with mentors who best suit their unique needs and goals. However, we understand that not all mentor-mentee relationships are a perfect fit.
- If a mentee or parent/guardian wishes to request a change of mentor, they should contact Inclusive Outsource LTD at [info@inclusiveoutsource.co.uk](mailto:info@inclusiveoutsource.co.uk) to discuss the reasons and preferences for a new mentor. We will do our best to accommodate such requests, subject to availability.

## **8. Reports**

- Progress reports detailing the mentee's development, achievements, and goals can be provided upon request.
- Each report is charged at a rate of **£44**. Please allow adequate time for the mentor to prepare the report, which will be sent within a reasonable timeframe after the request is made. Please give 2 weeks notice where possible if a report is required.

## **9. Data Protection and Privacy (GDPR)**

### **9.1 Data Collection and Use:**

- Inclusive Outsource LTD is committed to protecting the privacy and personal data of mentees, parents/guardians, and any other individuals involved in the mentoring process. We collect only the necessary personal data required to provide mentoring services, such as contact details, mentee information, and any specific needs relevant to the mentoring process.
- The personal data collected is used solely for the purpose of delivering our services, communicating with you, and meeting our contractual obligations, in compliance with the General Data Protection Regulation (GDPR).

### **9.2 Data Storage:**

- Personal data is stored securely and only accessible by authorised personnel. We take appropriate technical and organisational measures to protect your data from loss, unauthorised access, or disclosure.

### **9.3 Data Sharing:**

- Inclusive Outsource LTD will not share personal data with any third parties unless required by law or where explicit consent has been provided by the individual (or their

parent/guardian). In instances where disclosure is necessary for legal or safeguarding reasons, we will inform you, where appropriate.

#### **9.4 Your Rights:**

- Under the GDPR, you have the right to access the personal data we hold about you or your child, request corrections, and ask for the deletion of data in certain circumstances. You may also request restrictions on the processing of your data or object to specific types of data processing.
- To exercise any of these rights, or if you have any concerns about how your data is being processed, please contact us at [info@inclusiveoutsource.co.uk](mailto:info@inclusiveoutsource.co.uk).

#### **9.5 Data Retention:**

- Personal data will be retained only for as long as necessary to fulfil the purpose for which it was collected, or as required by applicable laws. Once no longer needed, data will be securely deleted or anonymised.

#### **9.6 Consent:**

- By engaging with Inclusive Outsource LTD's services, you consent to the collection, processing, and storage of personal data as outlined in this policy. Consent can be withdrawn at any time by contacting us directly, although this may affect the provision of mentoring services.

By engaging with our services, you acknowledge that you have read, understood, and agree to abide by these Terms of Service. Should you have any questions or require clarification on any aspect of these terms, please contact us directly at [info@inclusiveoutsource.co.uk](mailto:info@inclusiveoutsource.co.uk).