

## Grade Guarantee

- These terms are for students who are accepted onto the programme after a consultation.
- JumpAgrade has the right in its sole discretion to refuse or accept anyone to the programme as they see fit and are not obliged to offer the Grade Guarantee.
- The terms and specific target grade(s) of the Grade Guarantee are finalised as part of the consultation between jumpAgrade and a parent. This is confirmed at the point of payment, after which a confirmation document will be shared by jumpAgrade via email with the parent.
- Those who are accepted on to the Grade Guarantee programme who will be sitting state exams (Leaving Certificate or Junior Certificate) in that academic year (September to June) are entitled to a full (100%) refund of money spent with jumpAgrade throughout the that academic year if the target grade (as agreed between jumpAgrade and parent/student prior to this) is not achieved in the exams results.
- Students who are not sitting state exams within the academic year but still wish to avail of the Grade Guarantee can be accepted onto the programme but are entitled to a reduced refund amount of 50% of total costs within the academic year. This is to offset the greater uncertainty around end of year, 'in-house' exams that are set by individual teachers and do not have to adhere to State Exam Commission marking schemes.
- For those signing up during the academic year i.e. from September onwards, jumpAgrade has the option to reduce the refund amount depending on the time of year that someone signs up. This will be communicated in the consultation and will be outlined in the confirmation document.
- The maximum amount to be refund in the case the desired grade is not achieved is the money spent in the 12 months prior to the exam.
- Any money spent with jumpAgrade prior to entering into the Grade Guarantee agreement is not eligible for refund.
- The Grade Guarantee refund covers only the money paid from the parents bank account, i.e. any coupons or discounts that were applied prior to the transaction do not hold a cash equivalent and are non-refundable.
- In the case of multiple subjects, each subject grade is guaranteed independently so the refund is specific to one subject. Invoking the guarantee on one subject does not entitle you to a refund on any others if the desired grades were met in those cases.
- In the case of a refund where multiple subject Grade Guarantee agreements are in place and a discount is applied to additional subjects, and the refund is invoked on a subject, the amount refunded will be the average (mean) amount paid per subject.
- The Grade Guarantee is non-transferable amongst students and only repayable to the original card use to make the payment within 60 days after validating the official grade received and bank details have been confirmed.
- The reward streak that may be offered as part of the Premium Service and its associated terms are not in any way associated with the Grade Guarantee terms.
- No indemnity will be given for any costs outside of the direct costs paid to jumpAgrade i.e. no cover for any additional costs that may arise in the event of the grade not being achieved.
- Exam results to be validated through a submission of a copy of the official exam results certificate. jumpAgrade may request to review the original, which will be returned to the sender, if the copy is not of a high enough standard or any wrongdoing is suspected.
- To invoke the Grade Guarantee refund, parents must notify jumpAgrade within 30 days of receiving the official results by contacting [info@jumpagrade.com](mailto:info@jumpagrade.com) and including a phone number in the email to ensure that contact can be made to arrange the refund.
- The Grade Guarantee is subject to and conditional upon the student complying with jumpAgrade's privacy policy and terms and condition of use available at [<https://firebasestorage.googleapis.com/v0/b/jag-fire/o/legal%2FjumpAgrade%20Privacy%20Policy.pdf?alt=media&token=a5bb2db5-6c68-4dee-b9f7-68ba47ed6532>] and [<https://firebasestorage.googleapis.com/v0/b/jag-fire/o/legal%2FjumpAgrade%20T%26C's.pdf?alt=media&token=eb672d77-ea76-4b16-b0fb-e5fa2d2d440f>] which are subject to change from time to time in jumpAgrade's sole discretion.

- In order to receive the Grade Guarantee, the student must agree to commit to certain terms as set out by jumpAgrade that are required in order to see the improvement needed to reach target grades.

Terms are as follows:

- Students must submit their work with jumpAgrade on time each week. The current schedule is for worksheets to be made available for students on Wednesdays and the work is then due from the student by Sunday. This schedule is subject to change but any changes will be communicated with all parties in advance.
- This weekly schedule is in place throughout the school year. A two week Christmas break will run from Wednesday 19<sup>th</sup> December until Wednesday 2<sup>nd</sup> of January, where worksheets and feedback will not be provided. These dates are subject to change but any changes will be communicated in advance.
- To cater for unforeseen circumstances, students can avoid breaking the terms of the Grade Guarantee for not submitting on time in the following circumstances;
  - An allowance for 3 late submissions throughout the year in total.
  - A planned break/late submission as agreed at the point of agreement (e.g. due to a holiday/family event).
  - 4 week notice from the student (which will be confirmed with the parent) to jumpAgrade prior to a planned late submission will not count against the allowance of 3 late submissions.
  - A late submission is defined as a submission of work through the jumpAgrade online platform after the due date set out in the previous worksheet. When a student submits a worksheet online, they (and the parent) will receive an email confirmation stating that the work has been submitted.
  - If this email is not received, the student should contact the jumpAgrade team to discuss their submission issues. As long as contact is made prior to the submission date passing, the jumpAgrade team may make allowances in such a case.
  - Any requests or notifications in relation to late submissions or late submission allowance should be sent to [info@jumpagrade.com](mailto:info@jumpagrade.com)
- Failure by the jumpAgrade team to deliver the worksheet on time will result in no penalty for a submission being late on that week.
  - For each day that it is late, an allowance of that same amount is added as a 'grace period' for the submission, i.e. 1 day late results in 1 extra day to submit, 3 days late results in 3 extra days to submit, etc.
  - The schedule returns to normal as soon as a feedback has been provided to the student and a worksheet has been made available to them the first Wednesday following this.
  - If a student or parent feels that there was negligence on the part of jumpAgrade, they may submit their concerns to [info@jumpagrade.com](mailto:info@jumpagrade.com). The decision on the matter is at the jumpAgrade team's discretion.
- Students must submit work that is of a standard that the jumpAgrade team deems to be of reasonable effort.
  - This is in relation to the amount of work put in by the student. A student will never be penalised for struggling on a topic.
  - This is at the discretion of the jumpAgrade team and involves closely working with the jumpAgrade tutors.
  - A student will receive a warning if the tutor questions whether the level of work being put in is sufficient. The parent will also be contacted about this warning.
  - If the problem persists after the first warning, a second warning will be issued along with contact made with the parent to address the issue.
  - The third time where the effort is being called into question will result in the Grade Guarantee being revoked.
- Any indication that the students are not submitting their own work or are seeking to exploit the Grade Guarantee in any way outside of its intended purpose of improving grades will result in

an investigation by the jumpAgrade team, after which the guarantee may be suspended or revoked

- If the guarantee is suspended or revoked, jumpAgrade will contact the parent to see if they would like to continue paying for the service due to the fact that they are no longer entitled to a Grade Guarantee refund.