Sophicly
Master Your English

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Enrolment Agreement

Abdullah Williams

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INTRODUCTION

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This GCSE English Mastery Programme Enrolment Agreement ("Agreement") is entered into between Sophicly ("Sophicly", "we", "us", "our") and the undersigned parent/guardian and student (collectively, "Client", "you", "your") for Sophicly to provide its GCSE English Mastery Programme (the "Programme") to the Client in accordance with the following terms and conditions.

By signing this Agreement, you acknowledge that you are enrolling in a programme built on clear educational principles. Success is a collaborative effort requiring commitment, trust in the process, active participation, and an appreciation for the journey of learning itself from the student, parent(s)/guardian(s), and Sophicly.

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OUR GUIDING VALUES

OUR GUIDING VALUES

At Sophicly, our commitment to your child's education is driven by the following core values:

- **Unlock Potential in Every Student:** We believe every student possesses the capacity for academic excellence and are dedicated to unlocking that potential.
- **Drive for Excellence, Guided by Evidence:** We are committed to helping students not only achieve but exceed their academic goals through a rigorously developed, research-backed educational process.
- **Inspire a Lifelong Love of Learning:** Beyond exam success, we empower students with the critical skill of "learning how to learn," fostering an appreciation for education and equipping them for future endeavours.

- **Champion Student Agency and Active Engagement:** We cultivate an environment where students take ownership of their learning, actively participate in their educational journey, and develop crucial self-regulation skills.
- **Commitment to Continuous Growth – For Students and Ourselves:** We embrace an iterative process of learning, feedback, and refinement, ensuring both our students and our Programme are always evolving towards greater excellence.
- **Every Student, Our Priority:** We are deeply invested in each student's journey, offering unwavering support and going above and beyond to help them achieve their full potential.

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SECTION 1: PROGRAMME PHILOSOPHY

PROGRAMME PHILOSOPHY AND CORE PRINCIPLES

The Sophicly GCSE English Mastery Programme is designed to achieve educational excellence through an evidence-based learning system. Our approach is founded on the following core principles:

- **Evidence-Based Pedagogy:** Our Programme employs an evidence-based, blended learning methodology facilitated by our team of qualified teachers. "Evidence-based" signifies our approach is grounded in established educational, scientific, psychological, and cognitive science research, enabling us to identify and implement the most powerful teaching and learning techniques that are literally designed to work with how the human brain learns. Consequently, students who fully engage with the process can make significant progress in a relatively short amount of time. The Sophicly methodology focuses on activating students through carefully constructed exercises (primarily focused on improving writing skill), live support, and their active engagement with the learning materials and feedback processes, with every student receiving a minimum of three hours of live interaction and guidance weekly. We use a carefully constructed curriculum, aligned with national standards, but delivered through our unique evidence-based methodology—which includes a mastery-based progression that may differ from school timelines—distinguishing our Programme from typical school experiences. The Sophicly system strategically integrates:

- **Foundational skill development:** Such development encompasses not only core writing abilities but also crucial skills in organizing, planning, tracking work, and cultivating a growth mindset, all requiring active student participation in targeted exercises.

- Expert modeling of academic tasks and live instruction and support from qualified teachers, serving to guide and reinforce learning achieved through active student work.

- **Carefully structured scaffolding:** This approach builds competence, particularly in advanced writing skills, by breaking down complex tasks into manageable steps, encouraging active progression through exercises, and making the ascent towards mastery feel as easy as possible.

  - Carefully prepared, planned, and structured exercises designed for progressive student skill development through active engagement.

- **Dynamic iterative feedback cycles:** These cycles involve active student self-assessment, crucial input from our expert tutors on student-generated work, and our "Scribe" AI-driven insights, all designed to foster metacognitive skills (the student's ability to understand their own learning through active reflection on their work and the feedback received).

  - "Scribe", our unique, AI-driven learning tool trained by head tutor, Abdullah Williams that promotes active learning and provides detailed feedback on student efforts. This tool is far more advanced and reliable than other AI tools on the market because it has been developed in house and trained on 10 years of real teaching experience to help students understand precisely where they are gaining and losing marks in their writing according to the UK Key Stage 3 and GCSE English language and literature curriculums.

- **Scientifically validated exam preparation techniques** (such as active recall and distributed practice) that require active student effort and application.

- **Student Agency and Ownership:** We aim to cultivate essential "learning-to-learn" competen-

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cies, actively fostering student ownership, agency, and responsibility for their learning journey. Success is significantly driven by the student's willingness to take active steps as recommended and to be personally invested in their education, an investment that includes an appreciation for the learning journey itself and the acquisition of valuable skills. While Sophicly provides a proven framework and dedicated support, the student's proactive engagement with the exercises and feedback, coupled with their assumption of responsibility for their actions, are paramount in determining their outcomes.

- **Trust the Process:** A cornerstone of success in this Programme is the willingness of both students and parents/guardians to trust the Sophicly process. Our evidence-based process, deeply rooted in educational research and cognitive science principles of how people learn most effectively, emphasizes active engagement and iterative improvement, and has been developed and refined over many years with hundreds of students, often leading to remarkable progress (e.g., students improving by multiple grades within a few months, such as from a Grade 2 to a Grade 8 in six months, or jumping three grades in as little as one to three months). Demonstrable progress typically requires consistent engagement for at least three months. Students are encouraged to focus on diligently following each step of the process, with the understanding that positive results will emerge from this consistent effort and trust. Initial progress does not necessarily equate to full exam readiness, which generally requires a more extended period of dedicated effort. However, for students with limited time leading up to exams, a more intensive process can be implemented.

- **Structured and Scaffolded Learning:** The Programme employs a carefully structured scaffolding process, overseen by our educators. It breaks down complex tasks into manageable steps to build confidence and competence progressively through active student work on a sequence of exercises. Progression through the Programme is mastery-based, ensuring foundational understanding before advancing. The Programme initially emphasizes core learning skills before students delve into specific texts or essay writing.

- **Iterative Improvement and Metacognitive Development:** A central tenet of our Programme is the cycle of student work on exercises, diagnostic assessment, feedback, and redrafting. Our tutors encourage students to view learning as a constructive, step-by-step process. Students actively produce initial drafts by completing Programme exercises and then actively engage with multi-faceted, dynamic, specific, and personal feedback on their work. Such feedback includes highly detailed reports from "Scribe" our in-house AI GCSE English tool, which identifies specific mistakes and areas for improvement (from minor to major). Students then actively identify key focus areas from this feedback and discuss them with tutors. This robust feedback loop, centered on the student's active output and their engagement with the analysis of their work, is designed to ensure every student deeply understands their own strengths, weaknesses, and how they gain or lose marks, thereby developing crucial metacognitive skills and the ability to self-correct and improve their work to the highest possible standard.

- **Expert Guidance and Support:** Our team consists of qualified and experienced educators who facilitate student learning and activate their engagement with the Programme's exercises and content. They provide expert modeling and offer dedicated support throughout the student's

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journey, primarily by guiding students through their active work and providing feedback for correction and improvement. Our methodology biases learning towards active student participation; any direct instruction is employed strategically and kept to a minimum, ensuring it serves to enhance, rather than replace, the student's active engagement in embedding knowledge.

- **Holistic Development:** While aiming for the strongest possible exam results, our holistic approach, guided by our teaching team, also aims to equip students for sustained academic success and lifelong learning. We encourage students to appreciate the journey of learning itself, enjoying the process of acquiring skills through active engagement, becoming better communicators, more insightful readers, and more knowledgeable and intelligent individuals. Ideally, the student will enjoy the process of learning while acquiring real-world skills and achieving success in their exams.

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SECTION 2: PROGRAMME STRUCTURE & CONTENT

PROGRAMME STRUCTURE AND CONTENT

The Programme commences with a mandatory On-boarding Session (approximately one hour). Before accessing any other lessons or exercises, students must attend this session. Here, they will receive access to all Programme resources, information on how to access live lessons (including links), guidance on booking Strategy Sessions, a quick overview of how the exercises on the Sophicly website work, and their initial learning targets. The Programme is designed to develop the student's skills, knowledge, and independence in GCSE English, facilitated through a blend of expert guidance, and a sequence of meticulously planned exercises and innovative resources designed to foster active student engagement and skill development. The Programme unfolds in distinct phases:

Phase 1: Grade 9 Core Foundational Skills (Initial Phase)

This initial, relatively short phase focuses on establishing the essential, often overlooked, foundational skills crucial for achieving top grades. Under the guidance of our qualified teachers, students will actively:

- **Develop a System for Tracking Work:** Implement a system to organize and actively track their progress. Such organization is vital for the core Programme principle of writing practice, feedback, and correction.
- **Learn Timetable Planning:** Understand how to plan their time effectively to ensure regular and consistent active practice.
- **Cultivate a Grade 9 Mindset:** Our educators will help students understand and actively adopt the thinking patterns and approaches characteristic of high-achieving students through reflective exercises and guidance.
- **Understand Learning as a Process:** Students will actively engage with exercises and guid-ance to understand learning not as a series of random exercises, but as a structured process of building skills. Emphasis is placed on caring about and actively engaging with this process, with the understanding that grades will follow once the process is mastered.
- **Grasp Basic Examiner Requirements:** Actively engage with materials and exercises to grasp basic examiner requirements.
- **Introduction to Writing Skills:** Begin actively developing fundamental writing techniques through targeted exercises.

Phase 2: Text/Topic-Specific Learning, Initial Assessment, and Feedback Engagement

Once foundational skills are in place, students, supported by their teachers, transition to focusing on specific texts (e.g., novels, plays, poetry anthologies) or topics (e.g., specific sections of the language papers) through active learning tasks:

- **Text Engagement:** Students will actively read the assigned text. If it's a play, they will watch a performance and engage with related analytical tasks.
- **Understanding Mark Schemes:** Students will learn to read the actual mark schemes from the relevant exam boards for the texts/topics they are studying. They will actively engage with exercises, including writing tasks and quizzes, to build a practical understanding of how mark schemes are applied, before using these principles in their own writing. Our tutors will reinforce this understanding on a regular basis through feedback and guidance on student work.
- **Learning Grade 9 Writing Principles:** Students will actively learn and apply Grade 9 writing principles through structured exercises and practice. They will then actively engage with dynamic, specific, and personal feedback from our qualified tutors and "Scribe" marking tools to under-

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stand their performance, identify areas where they are gaining or losing marks, and refine their application of these principles. Such active engagement is crucial for developing metacognitive understanding.

- **First Diagnostic Assessment and Analysis:** After this preparatory work, students will attempt their first piece of writing, which serves as an initial diagnostic assessment. Students will then, with guidance from their tutor and insights from our detailed "Scribe" feedback tool, actively analyse this assessment to identify their own strengths and weaknesses, establishing a clear understanding of their starting point and areas for immediate focus.

Phase 3: Tutor-Guided Feedback Review, Redrafting, and Model Answer Creation

Following the initial diagnostic assessment and the student's active engagement with its feedback, this phase focuses on deepening understanding and refining skills:

- **Tutor-Guided Feedback Review:** Students work closely with their qualified tutor to actively discuss the feedback from the initial diagnostic assessment, ensuring they understand their performance in depth and, crucially, what specific steps to take next to improve.
- **Utilising Model Answers:** Sophicly provides high-quality model answers, which students actively deconstruct to further illustrate how to improve and what excellent work looks like.
- **Focused Redrafting:** The student then actively redrafts their initial assessment. This redrafting process is a critical learning opportunity, where they focus on implementing the feedback received, eliminating mistakes, and applying new understanding.
- **Strategic Planning for Excellence:** The Programme is designed to guide students, through

active engagement with planning exercises and feedback, on how to plan their writing to aim for 100%. Our educators support students through this process with dynamic and adaptive help, advice, and guidance as needed. These strategies include perfecting their work and actively eliminating even minor errors in spelling, punctuation, and grammar (SPAG).

- **Creating a Personal Model Answer:** The goal of this active redrafting process is for the student to produce a piece of writing that reaches a Grade 9 standard, effectively creating their own model answer.
- **Building a Portfolio:** As students repeat this cycle with different texts and tasks, they actively build a portfolio of their own high-quality model answers. This portfolio becomes an invaluable, personalized resource for revision.

Phase 4: Exam Practice

Timing: Intensive exam practice typically begins approximately three months before the official exams, requiring sustained active student preparation.

- **Utilising Portfolio and Resources:** Ideally, students will actively draw upon their portfolio of self-created model answers and Sophicly's library of model answers. They will also utilise exam-specific techniques and resources provided by Sophicly to actively create further model answers for comprehensive revision, adapting and applying their knowledge and skills to various exam-style questions under timed conditions, with ongoing support from their teachers.

Overall Programme Components (accessible according to selected package):

- Live Sessions with Qualified Teachers (designed for active student participation and feedback):
- Live Skills Practice Sessions
- Live Modelling Sessions

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- Live Strategy Sessions
- Strategic one-to-one assessment review sessions (Platinum Package only)
- Core Programme Content & Resources (requiring active engagement and application):
- Evidence-based study and productivity skills.
- Mastering examiner requirements, analytical and creative writing skills, and exam mastery through practice and feedback.
- Continuous evaluation and feedback through a dedicated marking team of qualified professionals on student work.
- Bonus Content (subject to package selection, designed to support active learning):
- Access to the Sophicly online learning platform with interactive exercises.
- Grade 9 Library (100+ model answers, notes, templates for active comparison and learning).
- "Scribe": Your AI tutor for interactive practice and instant feedback.
- Personal Support Channel (e.g., WhatsApp/Telegram) for seeking clarification.
- Unlimited Marking and Feedback on submitted work.
- Exam Boards Covered: We cover all major exam boards including AQA, Edexcel, Edexcel IGCSE, Eduqas, and OCR, with potential expansion to other exam boards in the future.

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SECTION 3: PACKAGE DETAILS & FEES

PROGRAMME DETAILS & FEES

We offer the following packages:

GOLD PACKAGE:
- Fee: £140 per month per child.
- Includes:
- One (1) two-hour Live Skills Practice Session per week with a qualified teacher.
- One (1) one-hour Live Modelling Session per week with an expert tutor.
- One (1) one-hour Live Strategy Session per week.
- Full access to Core Programme Content and all Bonus Content, including the online learning platform, Grade 9 Library, "Scribe" AI Tutor, Personal Support Channel, and Unlimited Marking and Feedback.

PLATINUM PACKAGE:
- Fee: £900 per child for 12 weeks.
- Includes:
- Two (2) two-hour Live Skills Practice Sessions per week with qualified teachers.
- One (1) one-hour Live Modelling Session per week with an expert tutor.
- One (1) one-hour Live Strategy Session per week.
- Three (3) one-hour one-to-one assessment review sessions with an experienced educator at strategic points during the 12 weeks.
- Full access to Core Programme Content and all Bonus Content, including the online learning platform, Grade 9 Library, "Scribe" AI Tutor, Personal Support Channel, and Unlimited Marking and Feedback by our team.
- This package also includes a final review session at the end of the 12 weeks to discuss overall progress and recommended next steps.

Payment Terms:
- Payments are due as per the selected package terms. Depending on the chosen package or offer, payments may be structured as an ongoing subscription, a limited payment instalment plan, or a one-off payment.
  - **Payment Account Setup:** When setting up payment, the details entered (name, email address, etc.) must be those of the paying parent/guardian. Student details will be collected separately. The parent/guardian is responsible for managing the payment account.
- Client must notify Sophicly of any changes to billing information at least two (2) business days prior to the payment due date.
- Client represents and warrants that billing information supplied is true, correct, and complete, and that Client is duly authorised to use such payment methods.
- All payments are final, non-refundable, and non-transferable. If Client does not comply with payment obligations, Sophicly may remove Client from the Programme.
- You agree to waive any/all rights to charge-back, dispute, or make claims against any payment made to Sophicly as being fraudulent, purchased in error, services not delivered, or any other dispute claiming unlawful payment, having fully consented to all charges.

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SECTION 4: CLIENT & STUDENT RESPONSIBILITIES

CLIENT & STUDENT RESPONSIBILITIES

Adherence to the following responsibilities by both the student and parent/guardian is crucial for the student's success in the Programme. While Sophicly provides a robust, evidence-based framework and dedicated support, the student's active engagement, consistent effort, and application of the Programme's principles are the primary drivers of their academic outcomes.

Student Responsibilities:

The student agrees to:

- **Active Engagement in Live Sessions:** Fully and consistently participate in all scheduled sessions with our qualified teachers. This involvement includes focusing on deliberate skills practice, actively contributing to discussions, asking questions to clarify understanding, and responding thoughtfully to tutors and their instructions.

- **Task Completion and Submission Protocol:** Diligently complete all assigned tasks, homework, and practice exercises as recommended by Sophicly tutors. This process involves understanding that submissions for marking and feedback occur at specific points within the Programme, only after a designated series of preceding exercises have been completed in the specified order, using the techniques and instructions provided on the website. Students must engage fully and actively in the redrafting process following feedback.

- **Post-Writing Session Submissions:** After each writing session, students are required to submit two items: their updated weekly targets (specifying the unit and lesson numbers they are working on and aiming to complete for the following week) and a voice note explaining the key concepts they learned in that session.

- **Primary Responsibility:** Adherence to and Trust in the Step-by-Step Programme: Understand and accept that their primary responsibility is to meticulously follow the Programme step-by-step as laid out on the Sophicly website and guided by our educators, and to trust this established process.

- **Programme Design & Trust:** Our Programme has been very carefully designed, based on years of experience and success with hundreds of students, to be interactive and to cover everything necessary for Grade 9 success. Units and lessons are clearly numbered; exercises are generally short, easy to consume, and designed for efficient progress. Each lesson builds upon the previous one, forming a chain of learning. Students must trust that following this proven process diligently will lead to improved results, typically noticeable within three months.

- **Following Instructions and Applying Techniques:** This responsibility requires listening attentively to teachers and tutors, carefully reading and following all instructions provided within lessons (whether video, text, writing exercises, quizzes, or reading tasks), and critically, applying the specific techniques and guidance given. Following instructions precisely is key to success in this Programme. If a particular technique is taught, the student is required to practice and apply that specific technique in their work. Failure to apply taught techniques or follow instructions is a significant impediment to progress.

- **Sequential Learning & Avoiding External Methods:** Students must progress through the Programme sequentially, lesson by lesson, and must not rush ahead or skip lessons, unless explicitly instructed to do so by a Sophicly teacher in exceptional circumstances. Focusing on the Sophicly process is crucial; students should avoid introducing external techniques or randomly completing past papers that may conflict with or dilute the effectiveness of our structured

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approach, unless such activities are specifically guided by a Sophicly tutor. The Programme is designed to be comprehensive.

- **Demonstrating Understanding for Progression:** Students can only progress to new topics or modules once they have demonstrated an acceptable understanding and application of skills from the preceding ones. If a student demonstrates a fundamental weakness in acquiring or applying a required skill, or if their work clearly shows that instructions or taught techniques have not been followed, they may be required to redo exercises or tasks until satisfactory progress is evident. This mastery-based approach is not about achieving perfection in every exercise, but about ensuring foundational skills and instructed methods are grasped before moving forward, thus ensuring a solid foundation for subsequent learning. Furthermore, before a student changes the primary text or topic they are working on, they must first receive confirmation from a Sophicly tutor. Such confirmation will typically require the student to have submitted at least two pieces of writing on the current text/ topic (an initial draft and a redraft), with the redraft demonstrating clear progress and application of feedback.

- **Working With, Not Against, the Process:** Students and parents are asked to work collaboratively with the Sophicly system. While feedback is welcome through designated channels, constantly challenging the core methodology can be counterproductive to the student's learning journey.

- **Independent Work:** Outside of live lessons, students are expected to continue progressing through the online Programme by completing the exercises in a step-by-step manner.

- Marking Lessons Complete: The "Mark Complete" button on each lesson should only be used when the student has genuinely engaged with the material, attempted the tasks to the best of their ability, and feels they have grasped the lesson's concepts to the best of their current ability. Marking a lesson complete signifies that the student has not only grasped the concepts to the best of their ability but has also, in nearly all cases, produced the required work or output for that lesson (e.g., a writing exercise, quiz completion, tracker update). This creates a trail of work that can be reviewed.

- **Caring about Each Step and the Learning Journey:** Understand and actively care about the purpose of each step in the learning process, appreciating the journey of acquiring new skills and knowledge, and striving to become a more insightful, knowledgeable, and effective communicator, rather than focusing solely on the final grade.

- **Seeking Support When Stuck:** If a student encounters difficulties or is stuck on a lesson, they must proactively seek assistance. Support is always available through various channels, and students should think strategically about which to use: the Telegram support channel for quick queries or between-session help; the Live Modelling session for observing expert approaches; the Live Strategy session for broader guidance and problem-solving; or the Live Writing session for direct support during practice.

- **Onboarding and Initial Commitment:** This commitment to the Programme structure begins with the mandatory Onboarding Session (detailed in Section 2), where students receive access to all resources, understand how to access lessons and book sessions, get an overview of website exercises, and are given initial learning targets. Students are required to update these targets weekly and book a follow-up strategy session with our team to review their progress against

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initial targets and address any early challenges.

- **Commitment to Iterative Improvement and Metacognitive Development:** Embrace the feedback process by actively engaging with detailed "Scribe" and tutor feedback (from qualified teachers), using it to understand their own performance, identify where marks are gained or lost, and then diligently applying this understanding to redraft and improve their work. Such active engagement with feedback is crucial for developing metacognitive skills.
- **Attendance and Punctuality:** Attend all scheduled sessions with our teachers on time and without fail, unless a valid excuse is communicated in advance, to ensure maximum benefit from live active learning opportunities.
- **Communication and Accessing Resources:**
  - *Proactive Communication:* Communicate their needs, challenges, and questions proactively with tutors, through the support channel, and with parent(s)/guardian(s) in a timely manner.
  - *Monitoring Communications:* Regularly (ideally daily) check all communication channels used by Sophicly, including email and the Telegram support channel, for important updates, instructions, and resources.
  - *Acting on Communications:* Promptly read and act upon all communications. This involves following instructions, exploring provided links for further information or resources, and responding where necessary.
- **Accessing Course Materials:** Understand that core course materials and lessons are accessed via the Sophicly website on the courses page: https://www.sophicly.com/courses/.
- **Accessing Live Session Links:** Understand that links for live sessions will always be available in their dedicated Telegram support channel. Session reminders will also be sent via email. During the onboarding session, students are shown how to download and set up Telegram on their phone and main learning device (laptop, desktop, or tablet) and how to sync them for seamless access.
- **Ownership of Learning:** Take full responsibility for their learning, effort, and active engagement. Understand that their progress and success are directly linked to their willingness to actively apply themselves and follow the Programme's principles.
- **Respectful Conduct:** Participate in the Programme in a manner that does not disrupt or impair the Programme for other participants, instructors, or Sophicly staff. Treat information shared by other Programme participants as confidential.

Parent/Guardian Responsibilities:

The parent/guardian agrees to:

- **Active Involvement:** Be actively involved in the student's education by regularly (at least weekly) checking in on their progress, active engagement with the Programme and its educators, and well-being related to the Programme. A practical way to do this is by asking the student to show the work they have completed for their lessons and explain it. If there are uncertainties, parents should direct the student to Sophicly support.
- **Monitoring Progress and Engaging with Feedback/Reviews:**
  - Whenever a student submits a piece of work for feedback, parents/guardians will automatically receive a copy via email, enabling them to stay informed of the student's work.
  - Parents/guardians are encouraged to attend a Live Strategy session with their child. This provides an opportunity to discuss the student's work, understand the feedback provided, and gain insights into their pro-

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gress directly with a Sophicly tutor.

- For Platinum Package clients, parents/guardians are welcome to attend the three (3) scheduled one-hour one-to-one assessment review sessions with their child and the experienced educator.
- Platinum Package clients will also have a final review session at the end of the 12-week Programme to discuss overall progress and recommended next steps, which parents/guardians are encouraged to attend.
- **Resource Utilisation and Programme Adherence Monitoring:** Encourage and remind the student to consistently and effectively follow the structured, step-by-step Programme, trust the process, and actively use all the resources provided by Sophicly. This includes supporting the student in understanding the importance of completing all prerequisite exercises in the correct order before submission points, applying taught techniques, and understanding that progression is based on demonstrating mastery of current skills. Emphasize the importance of not skipping lessons and refraining from introducing external study methods that may conflict with the Programme's methodology.
- **Attendance and Punctuality Oversight:** Ensure the student attends all scheduled sessions with our teachers punctually and regularly, except in cases of valid, pre-communicated absences, to support their active learning.
- **Task Completion Oversight:** Check that the student is completing assigned tasks, homework, and the necessary series of exercises leading up to submission points, as required by the Programme and our educators, understanding these are designed for active skill development and sequential, mastery-based learning.
- **Communication Management and Account Oversight:**

- *Monitoring Communications:* Regularly check emails for communications from Sophicly, including important updates, information, and invoices.
- *Acting on Communications:* Promptly read and act upon all communications. This involves following instructions, exploring provided links, and ensuring timely attention to administrative matters such as invoices.
- **Payment Account Management:** Understand that the paying parent/guardian is responsible for the initial setup and ongoing management of the payment account. The details (name, email address, etc.) used for payment setup must be those of the paying parent/guardian, not the student.
- **Customer Dashboard Access:** Parents/guardians can access and manage their self-service payment account (Customer Dashboard) at any time via the link: https://www.sophicly.com/customer-dashboard/. It is crucial to use the same email address for logging into the Customer Dashboard as was used during the initial payment setup.
- **Self-Service Account Control:** Parents/guardians have full control over their Customer Dashboard to update personal details, email addresses, payment information, payments, and other account-related settings.
- **Facilitate Student Communication and Resource Access:** Check that the student is also monitoring and acting upon their communications from Sophicly and is aware of how to access session links (primarily via the Telegram support channel) and course materials on the Sophicly website. Communicate any broader needs or concerns to Sophicly Support in a timely manner.
- **Support Programme Principles:** Reinforce the Programme's principles at home, particularly

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the importance of student ownership, consist-
ent effort, active engagement with educators,
diligently following and trusting the structured,
step-by-step Programme, and embracing the
iterative learning process guided by qualified
teachers.

LOG IN TO PARENT DASHBOARD

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SECTION 5: PROGRAMME MATERIALS & INTELLECTUAL PROPERTY

PROGRAMME MATERIALS & INTELLECTUAL PROPERTY

- All materials, procedures, policies, standards, manuals, teaching aids, online content, "Scribe" AI tools, and other similar tools (oral or written) made available by Sophicly are for the enrolled student's individual use in or in conjunction with this Programme only, to support their active learning.
- Programme content and materials are for individual use only and may not be sold, tape-recorded, videotaped, shared, taught, given away, reproduced, distributed, or otherwise divulged without the express written consent of Sophicly.
- Client acknowledges Sophicly's ownership of all copyright, trademark, service mark, know-how, trade secrets, and other intellectual property rights in the Programme content and materials.
- A breach of agreements regarding Sophicly's intellectual property rights will cause irreparable damage. Sophicly shall be entitled to specific performance and injunctive relief in addition to any other remedy.

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SECTION 6: ACKNOWLEDGEMENTS & UNDERSTANDINGS

ACKNOWLEDGEMENTS & UNDERSTANDINGS

Client is solely responsible for the decision to implement any ideas, concepts, teachings, or the like, presented in the Programme, and for the level of active engagement they bring to these.

- **Disclaimer of Responsibility for Grades/Performance & Conditional Outlook:** Sophicly does not assume responsibility for the student's final GCSE results or academic performance. Our Programme is built on an evidence-based process, refined over years with proven success (including significant and rapid grade improvements as noted in Section 1, when students fully commit to the methodology).

- **We offer a conditional outlook:** if a student diligently follows the Sophicly Programme, actively engages with all its components, and demonstrably understands and applies examiner requirements with accuracy and precision, achieving one of the top grades is highly probable. The critical factor is this precise and accurate application, as an overestimation of understanding examiner requirements is a common pitfall.
    - Ultimately, while Sophicly provides a comprehensive framework of live support, exercises, resources, and guidance, the student's actions, effort, and precise application of the Programme's principles are the primary determinants of their success.
    - Active parental support in reinforcing these principles and encouraging the student is also crucial. Sophicly is committed to providing the tools and expert facilitation, but the responsibility for learning and application rests with the student.

Understanding Sophicly's Approach in Relation to School Curriculum and Assessments (Mocks):

- **Curriculum Alignment and Distinct Process:** While the Sophicly Programme is aligned with the National Curriculum and aims to consolidate and enhance school learning, our process is distinct. We employ a mastery-based approach where students progress by demonstrating understanding and skill acquisition (e.g., through foundational skills development, assessments, writing practice, and then exam practice). This approach differs from typical school schedules which are often time-based, with topics covered and assessments administered according to a fixed calendar, regardless of individual student mastery at each stage.

- **Focus on Final GCSE Examinations:** Consequently, Sophicly's primary focus is on preparing students for optimal performance in their actual GCSE examinations. Our internal assessments and timelines are geared towards this ultimate goal.

- **Role of School Mock Exams:** School mock exams are viewed within the Sophicly Programme primarily as useful practice opportunities for students to apply the skills and techniques learned with us. We encourage students to use mocks to gauge their application of these strategies.

- **Sophicly's Reliance on Internal Assessments:** It is important for parents and students to understand that Sophicly places far greater reliance on its own internal assessments than on school mock results. Our internal marking systems are designed for rigor and consistency, supported by our detailed, in-house "Scribe" AI feedback tool. This tool provides comprehensive reports on student performance, identifying specific mistakes (from minor to major) and areas where marks may be lost. Students then use these reports to identify key areas for focus, discuss these with their tutors, and receive tailored feedback. This process is fundamental to developing deep understanding and crucial metacognitive skills.

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- **Limitations of School Mock Exam Feedback:** In contrast, school mock exams are marked internally by teachers who may face time constraints for marking and feedback due to administrative workload. Such limitations can sometimes lead to shallower feedback (e.g., general comments like "improve vocabulary" or "use more quotes") and potential inconsistencies or biases in marking.

- **Mocks are Not Definitive Predictors:** Therefore, mock exam results are not definitive predictors of final GCSE grades. Our focus is not on "teaching to the mock" or tailoring our entire Programme around a school's mock exam schedule, as doing so can be counterproductive to the deeper, evidence-based learning process required for sustained success in the final exams. We have consistently seen students achieve significantly higher grades in their final GCSEs than in their mock exams (e.g., students progressing from a Grade 5 in mocks to a Grade 9, or from a Grade 2 to a Grade 7 or 8 in their final exams).

- **Trust in the Evidence-Based Process for Final Exams:** Parents and students are asked to trust that our evidence-based process, with its emphasis on robust internal assessment and detailed feedback for metacognitive development, is designed to build the comprehensive skills and deep understanding necessary for the best possible outcome in the actual GCSE examinations, which are the ultimate measure of success.

- Client agrees that Sophicly is not and will not be liable or responsible for any action or inaction or for any direct or indirect result of Client's use of the ideas, concepts, teachings, or materials provided, beyond the facilitation of the Programme itself.

- The Sophicly GCSE English Mastery Programme is a group coaching Programme, featuring live sessions with qualified teachers designed for active participation. While we strive to provide individual support and feedback during live sessions and through support channels, the core Programme is not a one-on-one tuition service, except for the specific one-to-one assessment reviews with an experienced educator included in the Platinum Package.

PARENTS

SECTION 7: ONLINE PROGRAMME NATURE, CONTINUOUS DEVELOPMENT, & CONTENT EXPANSION

ONLINE PROGRAMME NATURE

Digital Tools and Continuous Improvement: The Sophicly Programme is delivered primarily online using digital tools. This delivery method provides the significant advantage of allowing us to continuously improve and develop our Programme over time, informed by educational research, student performance data, and feedback. We frequently add new features, lessons, videos, quizzes, and other resources, often on a weekly basis, to enhance the learning experience.

- **Acceptance of Change and Adaptability:** By enrolling, Client accepts that our processes, platform, and content may change and evolve over time as we strive to improve our offering.
- Potential for Interruptions: While we aim for seamless delivery, the online nature of the Programme means there may occasionally be interruptions due to website maintenance, technical updates, or unforeseen issues. Sophicly will always do its best to keep any such interruptions to an absolute minimum and will prioritize ensuring that student learning is not significantly disrupted. Client acknowledges that such interruptions are sometimes inevitable.

- **Expanding Content (Texts and Exam Boards):** Sophicly covers a wide range of texts and exam boards and is committed to continually expanding this coverage. If a parent or student finds that a specific text or exam board variant is not currently available on our website, we are generally able to prepare and add these resources. Our typical timeframe for adding requested new texts or exam board materials is one to two weeks from the request, depending on complexity.
- **Interim Learning Tasks:** While new specific resources are being prepared, Sophicly will provide the student with other relevant and engaging learning tasks to ensure their progress continues uninterrupted.

PARENTS

LEGALITIES

SECTION 8: CONFIDENTIALITY AND PRIVACY
- Client agrees to treat information shared by other Programme participants as confidential.
- Client agrees to Sophicly's Privacy Policy and Terms of Service, which can be found on our website. Sophicly reserves the right to make modifications to these policies at its sole discretion.

SECTION 9: NON-SOLICITATION
During the Programme and for one (1) year after separation, Client will not, without Sophicly's prior written consent, directly or indirectly solicit any persons, clients, employees, companies, or institutions with whom Client had dealings through the Programme to compete with Sophicly, to leave Sophicly's employ, or to sell competing products/services.

SECTION 10: SUPPORT AVAILABILITY
The Sophicly support team is available from 9 am to 5 pm GMT/BST, Monday to Friday. The support team is not available during weekends and United Kingdom Bank Holidays.

SECTION 11: TERMINATION OF AGREEMENT
Sophicly reserves the right to terminate a Client's participation in the Programme for violation of the terms of this Agreement.

ACKNOWLEDGEMENT AND SIGNATURE
By submitting the agreement form, the Client (Parent/Guardian and Student) acknowledges that they have read, understood, and agree to be bound by all the terms and conditions of this Sophicly GCSE English Mastery Programme Enrolment Agreement. You acknowledge that the Programme, facilitated by qualified teachers and supported by comprehensive resources, requires significant commitment, active student engagement, trust in the established process, and an appreciation for the broader journey of learning, and adherence to the principles and responsibilities outlined herein for the student to achieve their potential.

PARENTS

PARENTS' WEEKLY CHECKLIST

WEEKLY CHECK-IN & PROGRESS REVIEW:

✅ **Talk to your child:** Ask them about their progress, what they've enjoyed, and any challenges they're facing in the Programme.

✅ **See the work:** Ask your child to show you the exercises they have completed for their lessons this week and explain them to you.

✅ **Check attendance:** Confirm that your child has attended all their live sessions punctually.

MONITORING & STAYING INFORMED:

✅ **Review submitted work:** Check your email for copies of your child's submitted writing and the feedback they receive.

✅ **Check for updates:** Look for any important communications, updates, or invoices from Sophicly in your email.

✅ **Consider attending a Strategy Session:** You are encouraged to join a Live Strategy session with your child to discuss their progress directly with a tutor. The link for the session will be made available to them once they attend an onboarding session.

ENCOURAGEMENT & SUPPORT:

✅ **Reinforce the process:** Encourage your child to trust the step-by-step method and consistently follow the instructions from their teachers.

✅ Promote ownership: Support the Programme's principles at home by reminding your child about the importance of their own effort, engagement, and ownership of their learning.

MONITOR YOUR ACCOUNT

✅ **Log in to your account:** Periodically log into your account and double-check that your details such as name, email address and card details are up to date.

You can log in via the following link: https://www.sophicly.com/customer-dashboard/

You must ensure that you log in with paying parent's email address that they used to sign up with on the payment page. If you log in and the account appears empty, it means you have logged in with the incorrect email address.

You will also receive an invoice via email which has a direct link to your account.

PARENTS

PROFILE OF A TOP-LEVEL STUDENT

PROFILE OF A TOP-LEVEL STUDENT ACCORDING TO THE UNIVERSAL DESIGN FOR LEARNING

✅ Expert learners know what they want to achieve and why it is crucial. The goals they are setting are clear to them.

✅ Expert learners possess high expectations and recognise that they can progress in achieving their goals.

✅ Expert learners know how to use relevant resources and adjust strategies and choices to reduce barriers to learning.

✅ Expert learners understand that learning takes effort and appreciate mastery-oriented feedback.

✅ Expert learners see challenges as opportunities to learn and expand their knowledge.

✅ Expert learners use introspection. They reflect on how resources have helped them overcome barriers to learning, why specific goals were not met, and how choices might be made more appropriately next time.

✅ Expert learners are focused on a goal, influenced by internal motives, they do not need to be told what to do. They have plans, solve problems, invent, and learn how to make new things.

✅ Expert learners are knowledgeable, but they want to know even more. They know how to find information and what information is valuable to them.

✅ Expert learners take great care of their learning. They invest their emotions and feel pleasure when learning new things. They do not wait for someone to help them. They manage frustration and maintain their motivation and involvement even if they fail sometimes. ficult and uncertain world.

PARENTS