

Terms of Service

Welcome to Tradiematepro Program/s, brought to you by Tradiematepro. We commend you for taking this significant step towards the growth of your business.

As you embark on this journey, we understand that there will be a wealth of information to absorb. To make it easier for you, we have created this document as a central point of reference. Here, we will outline all the key information you need to know about the program/s and our services, so you have a clear understanding of what to expect and when to expect it.

We are thrilled to have you on board and are eager to work with you, supporting and guiding you throughout your business growth.

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Definitions:

- TMP means Tradiematepro
- Tradiematepro is a business unit owned by Project TK Pty Ltd.
- Student means Client.
- FBG means Facebook Group

The Company

Tradiematepro (TMP) is a company founded on principles of integrity and a clear vision: to elevate the construction industry with exceptional service and foster successful business owners. Our team comprises dedicated individuals who collaborate to offer comprehensive business advisory, support, and an accountable environment to business owners seeking positive outcomes for their business. We are committed to empowering you with the resources and expertise you need to thrive, contributing to a thriving and prosperous future for your business and the industry as a whole.

[Disclaimer](#)

The Program

“Information without action will achieve nothing.”

The Tradiematepro Program/s are designed to help you improve your business. With support from industry experts, you will receive the guidance you need to increase the chances of success. We start by building on a solid foundation where all areas of your business grow from.

Outline

Group Coaching Sessions

Depending on the program you have joined you may have access to coaching sessions. These will be dependent on coach availability and participant numbers. These sessions will be pre-scheduled and conducted via zoom or directly into the FBG for approximately. Sessions will be subject to change due to public holidays, leave or unavailability. Scheduling notifications will be via email, FBG or communities.

Step by Step Training Content

We deliver a step by step and systematic training program to ensure your business is built for performance, control and scalability. It is the intention of the program that you have a clear vision of where you want to head and how you are going to get there.

You will learn the areas of your business that are outlined in your chosen program and may include the following:

- How to set up your business
- Basic Administration
- Basic Finances
- Sales
- Marketing
- Quoting

Community

Depending on the program you have joined, you may be invited to join a private Facebook or other online community forum/portal. It will also be a place where you can connect with the Tradiematepro team to ask questions outside of any scheduled sessions.

Coach contact

The primary point of contact is via the FBG via post or online community forum/portal. Comment or pm if the question is personal in nature. If any questions are outside our ability to answer, we will endeavour to connect you with someone who can.

Six Basic Rules to Reduce Waste - Accountability

The team at Tradiematepro genuinely cares about the growth and development of every one of our students. We provide a collaborative approach to the support of each student. To this end we want to ensure that all communication and interactions are constructive and pointing towards a common goal; therefore we want to stick to the following 6 rules:

1. Speak with good purpose; if it does not serve, do not say it.
2. When you disagree, or do not understand, ask clarifying questions.
3. Make only agreements that you are willing and intend to keep.
4. If you cannot keep an agreement, communicate it as soon as practical to the appropriate person.
5. When something is not working, look to the process for correction and propose a process-based solution. (94% of all problems can be corrected by changing the process).
6. Communicate "Above the Line:"
 - Each individual needs to be responsible for continuously improving the process they are working.
 - Each person is responsible for taking the initiative to correct a "process" that is not working at its best.
 - Take the initiative to fix it. *No laying blame, justifying or shame*; laying blame, justifying or shame wastes time.

Coaching Program

1. The length of access will be dependent on the program you have joined. By subscribing to our service, you acknowledge that your access to content is granted, however subject to the terms and conditions set forth by the software and learning portal Thinkific. It is important to note that any modifications, alterations, or amendments to Thinkific's policies, pricing, or plans may impact your access to the program, and we shall not be held liable for any changes or cancellations that may arise as a result."
2. Payment is made prior to course delivery via Stripe or other nominated payment portal.
3. Expectations – we are committed to supporting you in building a successful business and will work with you to assist you in achieving your goals. As a TMP client you agree to:
 - a. Meet your commitments of course content which are outlined for you.
 - b. Adopt and continue to use strategies which are provided to you.
 - a. Communicate your needs and goals clearly.
 - b. Track & report results to measure progress and provide information in a timely manner.
 - c. You will be realistic about the time and effort which is required to make changes in your business.
 - d. **You are ready to change.**

4. We are committed to supporting you in your business – however, we understand the results you achieve are a combination of the new information you learn as well as your practical application of change in your business and therefore we cannot take any responsibility for the outcomes or results you achieve.

Terms

Length of service

- There are no lock in contracts. You may discontinue and/or cancel your involvement and any subscriptions of your chosen Program/s whenever you wish. You may either cancel via the learning portal 'Thinkific' or contact us anytime via email, FBG or phone to confirm cancellation. Note, cancellations may take up to 7 days to process.
- Tradiematepro reserves the right to discontinue the supported services of this program at any time, should it be deemed necessary in accordance with our Company Policies and Procedures. This decision may also be taken if we determine that the program is no longer feasible or viable under the provisions intended to be carried out in the best interests of you, the student.
- While we strive to provide continuous and reliable services, unforeseen circumstances may require adjustments to ensure the overall effectiveness and value of the program. Should any such decisions be made, we will communicate them to you in a timely and transparent manner.

Training materials & other provided documentation

- The Tradiematepro Program/s Materials provided to you are considered confidential and proprietary. You are strictly prohibited from using, disclosing, or duplicating these materials except within your own company. Please be aware that these materials are unpublished works and are protected by copyright laws. Unauthorized copying, adaptation, distribution, storage, or display of the materials is strictly prohibited and may result in legal consequences. We appreciate your understanding and compliance with these terms to protect the integrity and exclusivity of the Program Materials.

Service delivery

- Course program content is subject to change without notice or where we are made aware of legislative changes and or updates made to advice.
- We reserve the right to remove any student from the Program, Community of FBG at any time where it is deemed that they are not suited under ethical, legal or moral grounds.
- We will help and support you through any decision-making processes with any ideas or strategies that we have found to be of value with the intention of overall management of your business and business improvements.
- Any services beyond the allocation of the contract agreed upon to be carried out by Tradiematepro or any of its team members will be charged to the client at a **pre-agreed** rate or project quote. Charges for these services will be invoiced separately either on a weekly basis or per the service quote specifications.

Indemnification and Sole Responsibility

- Our services provided by Tradiematepro (TMP) are advisory in nature. By utilizing these services in your business, you acknowledge and agree to bear sole responsibility for their use and implementation. You hereby agree to forever indemnify and hold harmless all staff and associates of TMP, including coach/s, from any loss, cost, or expense arising from your activities related to the subject matter in this document and in all coaching and programs offered and delivered by Tradiematepro.
- Please note that TMP and its associates assume no responsibility or liability for any outcomes resulting from the implementation of any strategies into your business. The final decision regarding the adoption of any advice or strategies lies solely with you.

Compliance

- If any Australian law imposes a change in the nature of a goods and services tax (GST), consumption tax, value-added tax, or any similar tax, which is to be assessed or payable on any of the moneys that the Client must pay Tradiematepro, then such tax shall be payable by the Client to Tradiematepro when it is due for payment.

Outcomes

- While Tradiematepro is dedicated to offering guidance, direction, and program materials, it is crucial to understand that our role is purely advisory. We will not be directly performing the activities on your behalf. As the Client, you bear primary accountability for producing the results during the Program. Our aim is to educate, train, and motivate you, to enhance your ability to run a successful business, making it a lifelong pursuit.

Privacy

Handling of Information

Protecting your privacy and handling your personal information in compliance with Australian legal requirements is of utmost importance to us. Rest assured that any personal content relating to your business will not be shared with any third parties. We treat your details with the strictest confidentiality.

All information collected during calls, written or verbal communications, will be handled in accordance with our Privacy Policy. You can find our detailed Privacy Policy on our website, which outlines how we collect, use, disclose, and store your personal data to ensure its proper protection and management.

[Privacy Policy](#)

Recordings

All meetings, coaching sessions and/or Webinars and in person events/training may be recorded for training purposes or for the express purpose of Tradiematepro. All Zoom call recordings are property of TMP and shared at the discretion of TMP.

Any recordings that include personal or company information will not be published or produced without your direct authority and all recordings that will be intended for publication will have

specific permission requests on an event by event basis at which time you must make it known if you wish to not be included in said recordings.

[Release Statement](#)