

**Delivery Policy of Graduate Study Options Ltd trading as UK Study Options (registered in England and Wales under company number 06951809)**

## **1. Introduction**

At UK Study Options, we are committed to providing our clients with exceptional independent university and careers guidance. This delivery policy outlines how we deliver our services, including timelines, formats, and communication.

## **2. Service Provision**

- **Consultation Services:** We offer a range of personalised consulting services, including university and careers guidance, application preparation and fee status advice.
- **Delivery Methods:** Our services are provided through one-on-one online consultations via platforms like Teams or Zoom, telephone calls, personalised reports and email correspondence.

## **3. Timelines**

- **Discovery Call:** Prior to engaging our services, clients may be invited to a short call free of charge to discuss if our services are appropriate for them, to explain what they can expect from our services and agree on next steps.
- **Initial Consultation:** Upon engagement of our services, clients can expect their initial consultation to be scheduled within 5 business days (or at a later time if convenient to them). During the consultation, key dates, milestones and contact points will be discussed with the client so they are aware of the timeline relevant for the specific service, including completion date.
- **Onboarding Pack:** Clients will also receive a personalised Onboarding Pack, detailing this information.
- **Follow-Up Sessions:** Clients will have follow-up sessions throughout the service at key times as outlined in their initial consultation and Onboarding Pack, as appropriate for the specific service and according to the client's needs.

## **4. Communication**

- **Client Updates:** Clients will receive regular updates during their service, ensuring they are informed of all important and relevant developments.
- **Contact Points:** Each client will have a dedicated adviser, available for queries and support via email or phone.

## **5. Deliverables**

- **Documentation:** Documentation shared with the client may include personalised Fee Status Appraisal Reports, university application plans, Personal Statement critiques, relevant to the specific service.

- **Review Process:** Clients will be given the chance to review documentation before final submission for fee status or university application purposes, where relevant to the specific service. Feedback will be considered and integrated as per our agreement.

## **6. Online Resources**

- **Availability of Resources:** Clients will have access to a range of online resources, including webinars and blogs through the UK Study Options website.
- **Resource Delivery:** Online resources will be provided via email or through our website, accessible at any time.

## **7. Confidentiality**

We prioritize the confidentiality of our clients' personal information and documents. All data collected during the consultancy process is handled with strict confidentiality and in compliance with applicable data protection regulations.

## **8. Policy Changes**

We may update this delivery policy as necessary. Clients will be notified promptly of any significant changes.

## **9. Contact Information**

For any questions regarding our delivery policy, please contact us at [hello@ukstudyoptions.com](mailto:hello@ukstudyoptions.com).