

Edmonton Virtual Education Assistance (VEA)

Learning Support Specialist Membership Agreement & Terms of Service

Effective Date: The date of acceptance into the VEA Learning Support Specialist Membership.

By joining Edmonton Virtual Education Assistance (“Edmonton VEA”), you (“Member” or “Learning Support Specialist”) agree to the following terms and conditions.

1. Membership & Fees

- Membership is required to participate as a Learning Support Specialist on the Edmonton VEA platform.
- Pioneer members who join our network before October 1, 2026 will receive a **first-year fee waiver**, at Edmonton VEA’s discretion.
- The annual membership fee is **\$50 CAD**, applicable to all new members on or after October 1, 2026, payable:
 - in full, or
 - in two equal installments.
- **All membership fees are non-refundable**, including in cases of early cancellation.

2. Rates, Payments & Platform Fee

- All sessions are 30-minutes.
- Learning Support Specialists set their own rates, with a **minimum rate of \$15/session**.
- Edmonton VEA collects payment from clients and retains a **20% platform fee**.
- The remaining **80% is paid to the Learning Support Specialist** via scheduled payouts.
- Rates and platform fees may be reviewed and adjusted annually.

3. Session Expectations & Availability

- Learning Support Specialists are responsible for maintaining accurate availability within the platform.
- Learning Support Specialists must provide their own virtual meeting platform (e.g., Zoom, Google Meet).
- Edmonton VEA reserves the right to pause or remove profiles that remain inactive for an extended period.

4. Client No-Shows & Cancellations

- If a client does not attend a scheduled session:
 - Learning Support Specialists must wait **15 minutes** before ending the session.
 - The session will be considered complete, and **full payment will be issued**.
- Last-minute cancellations (less than 24 hours' notice) may result in penalties, up to and including **membership termination**.

5. Conduct & Professional Standards

Learning Support Specialists agree to maintain a professional, respectful, and safe learning environment at all times.

Required standards:

- Conduct sessions in a quiet, distraction-free space
- Maintain appropriate, business casual attire
- Use professional and appropriate language
- No background noise (children, pets, music, etc.)
- No other individuals visible or audible during sessions
- No eating during sessions
- No recording of sessions
- No inappropriate visuals, content, or behavior

Learning Support Specialists may be asked to provide a police check at any time.

6. Equipment Requirements

Learning Support Specialists must have:

- Reliable internet connection
- Computer with functioning camera and microphone
- (Preferred) document camera or equivalent (“demo-cam”)

7. Privacy & Confidentiality

Learning Support Specialists must not disclose personal or professional information, including but not limited to:

- phone number
- email address
- home address
- date of birth

- gender
- marital status
- religion
- race
- workplace or school affiliation

All client interactions must remain within the Edmonton VEA platform.

8. Non-Circumvention

- Learning Support Specialists may not engage in private or “side” work with clients introduced through Edmonton VEA.
- Any attempt to bypass the platform for direct payment or continued services is strictly prohibited and will result in immediate termination.

9. Ratings, Reviews & Performance

- Learning Support Specialists are subject to client ratings and reviews.
- Consistently low ratings may result in suspension or termination.

10. Incentives & Recognition

- Edmonton VEA may offer **monthly awards, bonuses, or incentives** based on performance, engagement, and client feedback.
- Criteria and rewards are subject to change.

11. Termination & Cancellation

- Membership may be terminated:
 - by the Learning Support Specialist at any time
 - by Edmonton VEA at any time, with or without cause
- No refunds will be issued upon cancellation or termination.

12. Modifications to Terms

- Edmonton VEA reserves the right to update or modify these terms at any time.
- Continued use of the platform constitutes acceptance of updated terms.

13. Independent Contractor Status

- Learning Support Specialists operate as independent contractors.

- Nothing in this agreement constitutes employment, partnership, or joint venture.

14. Acceptance of Terms

By joining Edmonton VEA and participating as a Learning Support Specialist, you acknowledge that you have read, understood, and agreed to these Terms of Service.

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