



## Service Agreement

NCLEX® Strategies for Success — Live Coaching Retake Cohort

Provider: The Nurse Speak

### 1. What You Are Enrolling In

The Retake Cohort is a six-week live group coaching program led by Damion K. Jenkins, MSN, RN. Your enrollment includes:

- **Six weekly live group sessions**, 90 minutes each
- A cohort capped at **six repeat test-takers**
- Full access to the online course — all strategy modules, assignments, and the resources section
- Complimentary practice questions with coached review
- Readiness validation before you sit for your exam
- Peer support from others who have been where you are

One-to-one tutoring is available as a separate paid add-on and is not included in cohort enrollment.

### 2. Who This Cohort Is For

**This cohort is for repeat test-takers only.** Every seat is held by someone who has sat for the NCLEX and did not pass.

That is deliberate. The strategy, the pacing, and the conversation are built for people who already know what the exam feels like. If you have not tested yet, the self-paced program is the right starting point.

**Eligibility.** This cohort is not open to students currently enrolled in a nursing program where Damion Jenkins serves as faculty. If that applies to you, your enrollment will be refunded in full and we will point you to other resources.

### 3. No Guarantee of Results

**This program does not guarantee that you will pass the NCLEX.** No coach, course, or cohort can guarantee a licensure examination result. Your outcome depends on your individual effort, your consistency, and your commitment to the process taught in this program. What is offered instead is described in Section 4.

This is a coaching and test-preparation service. It is not a nursing education program, it does not confer academic credit, and it is not affiliated with NCSBN, your state board of nursing, or any testing vendor. Registering for and scheduling your NCLEX examination remains your responsibility.

### 4. Continued Support Commitment

If you complete the cohort as outlined in Section 5 and do not pass your next NCLEX attempt, you will receive at no additional cost:

- **Enrollment in the next scheduled cohort**
- Continued access to the online course
- Ongoing guidance from Damion until you pass

One-to-one tutoring remains a paid add-on and is not included in this commitment. This commitment is a continuation of services and does not entitle you to a refund under any circumstance.

## 5. Your Participation Requirements

The continued support commitment described in Section 4 remains active as long as you:

- Attend the live group sessions
- Complete the online course modules
- Complete the assigned practice questions
- Follow the process as taught, including the commentary review method
- Keep communication open with Damion throughout the six weeks

If you stop submitting assigned work, disengage from the process, or become unreachable, the commitment in Section 4 no longer applies. Reach out before that happens — that is what the communication requirement is for.

## 6. Payment and Refunds

The cohort investment is \$479, due in full at the time of enrollment. Enrollment closes before each cohort begins, and seats are filled in the order they are paid for.

**No refunds will be issued** once the cohort begins, whether or not you attend. The only exception is the eligibility refund described in Section 2.

## 7. Attendance and Missed Sessions

This is a group program running on a fixed schedule. Sessions happen at the set time whether or not everyone is present.

**Missed sessions cannot be rescheduled or repeated one-to-one.** Six people are holding that time.

If you know you will miss a session, tell me in advance and I will make sure you are not lost when you return. Missing sessions without professional communication puts the Section 4 commitment at risk, because the commitment depends on your participation.

## 8. Your Seat

Your seat is reserved for you and is not transferable to another person. If something happens before your cohort begins and you cannot start, contact me and your seat may be moved once to a later cohort.

## 9. Cohort Confidentiality

This cohort works because people tell the truth about what happened to them. That only happens if the room is safe.

**What is shared in a cohort session stays in the cohort.** You agree not to repeat, post, or discuss outside the group anything another participant shares about their exam results, their program, their employer, or their personal circumstances.

You also agree not to record, screenshot, or livestream any portion of a group session.

These are conditions of your seat, not suggestions. A participant who breaks them may be removed under Section 11.

## 10. Communication and Consent

You will communicate with Damion via phone, email, text, direct message, or video chat if you have any questions or need help.

You give permission to receive emails, texts, calls, promotions, or advertisements from Damion and The Nurse Speak. We will **not** share your information with others. You may opt out of marketing communications at any time; program-related communications will continue for the duration of your cohort.

## 11. Conduct and Removal

A cohort is a shared space. Harassment, disruption, breaching Section 9, or sharing program materials may result in removal from the cohort without refund and without continuation of the Section 4 commitment.

## 12. Intellectual Property

All information, content, materials, format, layout, logo, videos, and processes used in this program are protected by copyright law and may not be redistributed, copied, recorded, shared, or sold by anyone without the written consent of Damion Jenkins or his appointee. Your enrollment grants you a personal, non-transferable license to use these materials for your own preparation only.

## 13. Ready to Work

You have sat for this exam before. This time you are not doing it alone. You are ready to get to work and develop strategies for NCLEX success.

### ACCEPTANCE

By checking the agreement box at checkout and completing payment, you confirm that you have read this Service Agreement in full and agree to its terms — including that no NCLEX pass result is guaranteed, that your enrollment is non-refundable, that you agree to the cohort confidentiality terms in Section 9, and that the continued support commitment in Section 4 depends on your meeting the participation requirements in Section 5.

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**Damion K. Jenkins, MSN, RN**

The Nurse Speak