MAP-IQ

MAPPING AESTHETIC PRACTICE TO INDUSTRY QUALIFICATIONS

Terms & Conditions

Updated 01/7/2026

The following terminology applies to these Terms and Conditions, Privacy Statement and Disclaimer Notice and any or all Agreements:

"Learner," "Practitioner," "Applicant," "You" and "Your" refers to you, the person accessing this website/ platform and accepting the company's terms and conditions.

"The Company," "Ourselves," "We" and "Us," refers to MAP-IQ, a limited company registered in England and Wales under company Number 13150663 and whose registered office is at Room 6& 7, Connies House. Rhymney River Bridge Road, Cardiff, South Glamorgan, CF23 9AF

"Party" and "Parties" refers to the Learner or Practitioner or Learner and us.

"All terms" refer to the offer, acceptance, and consideration of payment necessary to undertake the process of our assistance to the Learner in the most appropriate manner for the express purpose of meeting the Learners needs in respect of provision of the Company's stated services/products, in accordance with and subject to, prevailing English & Welsh Law.

These Terms and Conditions form part of the Agreement between the Learner wishing to register for a qualification and us. Your accessing of this website and/or completing and submitting an application for a programme of study and or qualification indicates your understanding, agreement to and acceptance of the full Terms and Conditions contained herein. Your statutory Consumer Rights are unaffected.

Background

MAP-IQ has developed software applications and platforms which it makes available to subscribers via the Website on a fee basis for the purpose of assessment qualification purposes

The Customer wishes to use MAP-IQ service.

MAP-IQ has agreed to provide, and the Learner has agreed to take and pay for MAP-IQ service subject to these terms and conditions.

Services

MAP-IQ shall, during the fee payment Term, provide the Services to the Learner on and subject to these terms.

MAP-IQ shall use commercially reasonable endeavours to make the Services available 24 hours a day, seven days a week, except for:

(a) planned maintenance carried out during any maintenance window; and

(b) unscheduled maintenance performed outside Normal Business Hours, provided that MAP-IQ has used reasonable endeavours to give the Learner at least 6 Normal Business Hours' notice in advance.

General

The laws of England and Wales govern these terms and conditions. By accessing this website and using our services you consent to these terms and conditions and to the exclusive jurisdiction of the English & Welsh courts in all disputes arising out of such access. If any of these terms are deemed invalid or unenforceable for any reason (including but not limited to the exclusions and limitations set out above), then the invalid or unenforceable provision will be severed from these terms, and the remaining terms will continue to apply. Failure of the Company to enforce any of the provisions set out in these Terms and Conditions and any Agreement, or failure to exercise any option to terminate, shall not be construed as waiver of such provisions and shall not affect the validity of these Terms and Conditions or of any Agreement or any part thereof, or the right thereafter to enforce each and every provision. These Terms and Conditions shall not be amended, modified, varied, or supplemented except in writing and signed by duly authorised representatives of the Company.

GDPR (General Data Protection Regulation) Privacy Statement

We are committed to protecting your privacy and is committed to protecting your personal data. Our Data Protection and Privacy Policy will notify you how we will manage your personal data when you visit our website (regardless of where you visit it from) and inform you about your privacy rights and your protection under law.

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws. For more information on individual rights please see the Information Commissioner's Office's website (ICO).

Confidentiality

We hold registration with the ICO under the Data Protection Act 1998. Learner records are regarded as confidential and therefore will not be divulged to any third party, other than if we are required to do so by law to respective Public Statutory Regulatory Bodies and other relevant regulators. Learners have the right to request sight of and receive copies of all personal records held by us with reasonable notice of such a request in writing. For the benefit of both parties and where appropriate, we shall issue Learners with appropriate written information, handouts, or copies of records as part of an agreed contract.

We will not sell, share, or rent your personal information to any third party or use your e-mail address for unsolicited mail. Any emails sent by this Company will only be in connection with the provision of established and agreed services and products.

Charges and Payment Terms

Education, Training, Assessment and IQA Qualifications

The applicable qualification fees are set out below (Inc VAT) and can be viewed on the website/ platform for each qualification.

L3 Award - Education and Training..... £495.00

L3 Certificate - Assessing Vocational Achievement..... £495.00

L4 Certificate in Education and Training £595.00

L4 Award - Internal Quality Assurance..... £595.00

L7 Diploma in Clinical Aesthetic Treatment (VTCT FULL RPEL route) £2495.00

L7 Diploma in Clinical Aesthetic Treatment (VTCT RPL accelerated route) £1995.00

Continued Professional Development (CPD) Courses……..……from £99.00

With the exception of the Level 7 Diploma in Clinical Aesthetics, all qualification and course payments must be received in full prior to accessing and viewing any of the online learning, assessment and qualification programmes and platforms.

Once registration payment has been received you will receive a confirmation email with a username and password to access your account and progress to the learning platform.

Cosmetic Practice Qualifications

L7 Diploma in Clinical Aesthetic Injectable Treatments (FULL RPEL Route)

MAP.IQ offers full payment and instalment options for the level 7 Diploma in Clinical Aesthetics only. Instalment payment are as follows.

Payment Choice 1 – Full Payment:
The cost for the Level 7 Diploma in Clinical Aesthetics when paid in full is **£2,495.00 (including VAT)**

Payment choice 2- Finance option- Payment by Instalments:
Finance options are offered by independent third party namely PAYL8R. Individuals opting for this payment method must refer to the specific terms and conditions set out under PAYL8R's finance options and policy. It is essential to fully understand these terms before proceeding with the purchase. For any questions regarding financing, please contact our support team or visit PAYL8R's website for more information.

MAP-IQ maintains the right to enforce the following sanctions should learners' default on the instalment and payment agreement.

- Suspend any arrangements for learner assessment.

- Suspend any application for internal and external certification

L7 Diploma in Non-Surgical Cosmetic Injectable treatments (Accelerated RPL Route)

Payment Choice 1 – Full Payment:
The cost for the Level 7 Diploma in Clinical Aesthetics when paid in full is £1995.00

Payment choice 2- Finance Options- Payment by Instalments:
Finance options are offered by independent third party namely PAYL8R. Individuals opting for this payment method must refer to the specific terms and conditions set out under PAYL8R's finance options and policy. It is essential to fully understand these terms before proceeding with the purchase. For any questions regarding financing, please contact our support team or visit PAYL8R's website for more information.

All fees must be paid in full prior to undertaking any VTCT or MAP-IQ summative examination and or assessments. MAP-IQ maintains the right to enforce the following sanctions should learners' default on the 2-month instalment and payment agreement.

- Suspend any arrangements for learner to undertake any VTCT summative examinations or MAP-IQ summative assessments.
- Suspend any application for internal and external certification

Continued Professional Development Courses

The Continued Professional Development (CPD) courses are individually priced. To find the specific costs for each course, please visit **the** MAP-IQ website.

Payment Choice 1 – Full Payment on Enrolment

Payment choice 2- Finance Options- Payment by Instalments:
Finance options are offered by an independent third-party finance company, namely PAYL8R. Individuals opting for this payment method must refer to the specific terms and conditions set out under PAYL8R's finance options and policy. It is essential to fully understand these terms before proceeding with the purchase. For any questions regarding financing, please contact our support team or visit PAYL8R's website for more information.

All Qualifications and Courses.

MAP-IQ shall be entitled to increase the fees for new learners at any time without prior notice but must provide no less than 28 days' prior notice and these terms and conditions shall be deemed to have been amended accordingly.

All amounts and fees referred to in these terms and conditions: (a) are non-cancellable and non-refundable; (b) unless stated the fees are exclusive of any applicable Value Added Tax (VAT), which shall be added to MAP-IQ invoice(s) where required.

We accept all major debit and credit cards as acceptable methods of payment.

Credit Agreements

MAP-IQ has does not offer instalment plans and or credit agreements. See finance options.

Code of Conduct

All Learners must abide by the MAP-IQ Code of Conduct. This can be found in MAP-IQ Learner Handbook which can be accessed on the induction section following registration. We reserve the right to cancel the Learners training and assessment processes if the Learner fails to abide by MAP-IQs Code of Conduct. Should a Learner be found to be in breach of MAP-IQs Code of Conduct no refund in part or full will be offered or made.

Training and Assessment

Right of access to all training programmes provided by MAP-IQ is given to the person whose details were entered on the application documents when submitting the application. You accept responsibility for all activities that occur under the application in your name. The minimum age of the applicant is 21 years of age.

The following policies apply to all MAP-IQ training and assessment activities and services unless otherwise noted in the corresponding materials and should be accepted in addition to the terms outlined in this document. You are advised to read any information delivered to you in writing or by electronic means.

QUALIFICATONS

L7 Diploma in Clinical Aesthetics (RPL Accelerated Route)

This RPL assessment route has been developed in accordance the Vocational Training Charitable Trust (VTCT) qualification specification and aligned to Joint Council of Cosmetic Practitioners (JCCP) education and training standards, JCCP practitioner competency framework and the Cosmetic Practice Standards Authority (CPSA). We have made every effort to ensure our Learners are trained, assessed and graduate with a current industry-based qualification. However, in the event of future professional guidance and or legislation changes to standards and/or qualification specification we cannot be held responsible. However, we will make every effort to inform Learners on updates and or changes as soon as we become aware of them.

Entry Requirements: By agreeing to these terms and conditions, Learners confirm that they meet the following qualification entry criteria.

- A regulated medical or healthcare practitioner with no conditions attached to practice and whose regulatory body does not restrict clinical aesthetic practice as out of scope of their professional practice.
- Certificated foundation training in botulinum toxin and soft tissue fillers for cosmetic purposes with a minimum of 3 years injectable experience.
- Able to evidence completion of 40 botulinum toxin and 40 dermal filler treatments performed steadily over the past three past years and completion of self-declaration assessment.
- Provide a peer reference from a regulated medical or Healthcare professional whose modality qualification and or experience is equal or greater than that of the Learner.
- Full indemnity insurance to cover botulinum toxin and soft tissue fillers.

- English language level of IELTS (International English Language Testing Systems) 6.0 or equivalent if English is not your first language.

Learners are not required to be independent prescribers, but they must be supervised for their practice-based skills assessment (OSCE (Objective Structured Clinical Examination)) by a prescribing supervisor who is appropriately qualified and experienced in aesthetic practice.

International registrations are accepted providing they are a Doctor, Dentist or Nurse and can evidence professional registration with no restrictions on registration.

Following submission of the application and payment, MAP-IQ will provide full access to the eLearning platform and qualification units. MAP-IQ will conduct internal and external checks within 3 working days to ensure the Learners application is a true account of personal and professional details to verify that the entry criteria has been met in full. MAP-IQ may contact you to clarify and rectify any genuine errors and or discrepancies in personal and or professional application information.

MAP-IQ reserve the right to process a non-refundable termination from the qualification programme with immediate effect, if it is established that Learner has knowingly provided misleading, inaccurate information and or falsified documents to gain authorised entry and or access to a qualification. In the event that the learner may have genuinely mis-understood the entry requirements, MAP-IQ reserves the right to refund fees paid, minus an administration charge of £195.00.

Learners participating in MAP-IQ training and or assessment programmes must maintain professional registration with their respective public statutory regulatory body throughout their studies. Compliance to professional and regulatory codes of conduct, standards and guidance must be maintained by registrants at all times. Any change in restrictions to practice must be reported to us within 48 hours. Failure to declare any restrictions to your professional registration for review within this time will result in non-refundable termination of the access to the qualification and platform.

Assessment: Learners are required to undertake an online summative written examination, and a two clinical practice-based assessment as per awarding body (VTCT) qualification RRL assessment specification and as detailed in the MAP-IQ qualification prospectus. Learners must achieve a pass grade for the external written examination and clinical practice-based assessments for a claim to be made to the awarding organisation for certification and qualification.

Failure of the any assessment component will result in the learner having to retake the assessment process. Written examination and clinical practice-based skills assessment retakes will incur additional cost of £95.00 per assessment retake to cover administration, assessor, internal and external verification costs. Learners are entitled to three attempts at each exam and or assessment stage, after which learning and study for the qualification will be terminated.

The accelerated RPL route to qualification must be completed within 12 months. Failure to complete the qualification within the time specified will incur an additional cost of £50.00 per month for any extension.

L7 Diploma in Clinical Aesthetics (FULL RPEL- Recognised Prior Experiential Learning Route)

This RPEL assessment route has been developed in accordance the Vocational Training Charitable Trust (VTCT) qualification specification and aligned to Joint Council of Cosmetic Practitioners (JCCP) education and training standards, JCCP practitioner competency framework and the Cosmetic Practice Standards Authority (CPSA). We have made every effort to ensure our Learners are trained, assessed and graduate with a current industry-based qualification. However, in the event of future professional guidance and or legislation changes to standards and/or qualification specification we cannot be held responsible. However, we will make every effort to inform Learners on updates and or changes as soon as we become aware of them.

Entry Requirements: By agreeing to these terms and conditions, Learners confirm that they meet the following qualification entry criteria. Learners must provide photographic identification as evidence of their person and hold provisional registration on Part A of the JCCP Practitioner register.

OR must meet the following criteria:

- A regulated medical or healthcare practitioner with no conditions and whose regulatory body does not restrict clinical aesthetic practice as within scope of their professional registered practice.
- Certificated foundation training in botulinum toxin and soft tissue fillers for cosmetic purposes with a minimum of 3 years injectable experience.
- Able to evidence completion of 30 botulinum toxin and 30 dermal filler treatments performed steadily over the past two past years and completion of self-declaration assessment.
- Provide a peer reference from a regulated medical or Healthcare professional whose modality qualification and or experience is equal or greater than that of the Learner.
- Full indemnity insurance to cover botulinum toxin and soft tissue fillers.
- English language level of IELTS (International English Language Testing Systems) 6.0 or equivalent if English is not your first language.

Learners are not required to be independent prescribers, but they must be supervised for their practice-based skills assessment (OSCE (Objective Structured Clinical Examination)) by a prescribing supervisor who is appropriately qualified and experienced in aesthetic practice.

International registrations are accepted providing they are a Doctor, Dentist or Nurse and can evidence professional registration and or a license to practice with no restrictions on registration.

Following submission of the application and payment, MAP-IQ will provide full access to the eLearning platform and qualification units. MAP-IQ will conduct internal and external checks within 3 working days to ensure the Learners application is a true account of personal and professional details to verify that the entry criteria has been met in full. MAP-IQ may contact you to clarify and rectify any genuine errors and or discrepancies in personal and or professional application information.

MAP-IQ reserve the right to process a non-refundable termination from the qualification programme with immediate effect, if it is established that Learner has knowingly provided misleading, inaccurate information and or falsified documents to gain authorised entry and or access to a qualification. In the event that the learner may have genuinely mis-understood the entry requirements, MAP-IQ reserves the right to refund fees paid, minus an administration charge of £95.00.

Learners participating in MAP-IQ training and or assessment programmes must maintain professional registration with their respective public statutory regulatory body throughout their studies. Compliance to professional and regulatory codes of conduct, standards and guidance must be maintained by registrants at all times. Any change in restrictions to practice must be reported to us within 48 hours. Failure to declare any restrictions to your professional registration for review within this time will result in non-refundable termination of the access.

Assessment: Learners are required to undertake a Short Answer Questions assignment, a literature review, an online written exam, and a clinical practice-based assessment as per awarding body (VTCT) qualification specification and as detailed in the MAP-IQ Prospectus. Learners must achieve a pass grade for all assessments and meet awarding body cut-off score for the external written examination to be awarded the qualification.

Failure of the any assessment component will result in the Learner having to retake the assessment process. Assessment and exam retakes will incur additional cost of £150.00 per assessment retake to cover enrolment, administration, assessor, internal and external verification costs. Learners are entitled to three attempts at each of the four-assessment stages after which learning and study for the qualification will be terminated.

The RPL route to qualification must be completed within 12 months. Failure to complete the qualification within the time specified will incur an additional cost of £50.00 per month for any extension.

L2 Award in Infection Prevention for Clinical Aesthetics

This L2 award in infection control award has been developed in accordance the Vocational Training Charitable Trust (VTCT) qualification specification and best practice industry guidance is accessible to all medical and healthcare practitioners. By agreeing to these terms and conditions, Learners confirm that they meet they the following the qualification entry criteria.

Entry Requirements: There are no formal prerequisite qualifications that Learners must have prior to undertaking this qualification.

Assessment: Learners are required to undertake an online exam as per awarding body (VTCT) qualification specification and as detailed in the MAP-IQ course prospectus and achieve a grade of 70% or above to successfully be awarded the qualification.

Failure of the exam will result in the Learner having to retake the exam. Assessment retakes will incur additional cost of £50.00 for the exam retake to cover administration and examination costs. Learners are permitted three attempts at the exam before learning and study for the qualification will be terminated.

L3 Award in Education and training

This L3 award in education and training has been developed in accordance the Vocational Training Charitable Trust (VTCT) qualification specification and best practice industry guidance. By agreeing to these terms and conditions, Learners confirm that they meet they the following the qualification entry criteria.

Entry Requirements: There are no formal prerequisite qualifications that Learners must have prior to undertaking this qualification.

Assessment: The assessment process, consisting of two assessment tasks in total. Assessment information is available on the MAP-IQ learner platform and in the qualification prospectus and which can be downloaded from the website. Learner must achieve a pass grade for both assessment tasks to achieve the 12 credits and be awarded the qualification.

Assessment retakes following a failure decision will incur additional cost of £50.00 for per assessment to cover administration and assessment costs.

The qualification must be completed within 12 months. Failure to complete the qualification within the time specified will incur an additional cost of £50.00 per month for any extension. Failure to pay the additional costs will result in the assessment process being postponed until payment is UpToDate.

As part of the learning and assessment process and for quality and audit purposes, learners must complete the MAP-IQ course feedback form. Submission of the learner feedback form will form the basis of course completion. Learner certificates will only be applied for and or distributed to learners on full completion of the course.

L3 Certificate in Assessing Vocational Achievement

This L3 award in assessing vocational achievement has been developed in accordance the Vocational Training Charitable Trust (VTCT) qualification specification and best practice industry guidance. By agreeing to these terms and conditions, Learners confirm that they meet they the following the qualification entry criteria.

Entry Requirements: There are no formal prerequisite qualifications that Learners must have prior to undertaking this qualification.

Assessment: The assessment process, consisting of five assessment tasks in total. Assessment information is available on the MAP-IQ learner platform and in the qualification prospectus and which can be downloaded from the website. Learner must achieve a pass grade for all 5 assessment tasks to achieve the 15 credits and be awarded the qualification.

Assessment retakes will incur additional cost of £50.00 for per assessment to cover administration and assessment costs.

The qualification must be completed within 12 months. Failure to complete the qualification within the time specified will incur an additional cost of £50.00 per month for any extension. Failure to pay the additional costs will result in the assessment process being postponed until payment is UpToDate.

As part of the learning and assessment process and for quality and audit purposes, learners must complete the MAP-IQ course feedback form. Submission of the learner feedback form will form the basis of course completion. Learner certificates will only be applied for and or distributed to learners on full completion of the course.

L4 Award in the Internal Quality Assurance of Assessment Processes and Practice.

This L4 award in internal quality assurance has been developed in accordance the Vocational Training Charitable Trust (VTCT) qualification specification and best practice industry guidance. By agreeing to these terms and conditions, Learners confirm that they meet they the following the qualification entry criteria.

Entry Requirements: There are no formal prerequisite qualifications that Learners must have prior to undertaking this qualification. However, MAP-IQ holds the right to apply internal entry requirements should they so wish.

Assessment: The assessment process, consisting of five assessment tasks in total. Assessment information is available on the MAP-IQ learner platform and in the qualification prospectus and which can be downloaded from the website. Learners must achieve a pass grade for all 5 assessment tasks to achieve the 12 credits to be awarded the qualification.

Assessment retakes will incur additional cost of £50.00 for per assessment to cover administration and assessment costs.

The qualification must be completed within 12 months. Failure to complete the qualification within the time specified will incur an additional cost of £50.00 per month for any extension. Failure to pay the additional costs will result in the assessment process being postponed until payment is UpToDate.

As part of the learning and assessment process and for quality and audit purposes, learners must complete the MAP-IQ course feedback form. Submission of the learner feedback form will form the basis of course completion. Learner certificates will only be applied for and or distributed to learners on full completion of the course.

Accreditation and Qualifications: Level 7 Diploma in Clinical Aesthetic injectable Treatments and the level 7 Diploma in Non-Surgical Cosmetic Injectable Treatments.

The current approval qualification pathway and standards for these qualifications have been designed and developed to adhere to the HEE, CPSA and JCCP current best practice standards, which have been verified through JCCP approval. The intention is for the current standards to be in alignment with any future enforceable education and training standard. Regardless of the government's position on the legality of training to these guidelines, it will always be considered best practice to be trained to these recommended standards. We have made every effort to ensure our students are trained and or assessed according to the new requirements; however, we cannot be held accountable, nor are we responsible if any of these standards change in the future with mandated education and training legislation. We will make every effort to inform our learners on updates regarding any statutory changes that are introduced by central government.

MAP-IQ will support previous and existing learners, as best we can, to meet any new standard that has not been met through the current standard of education and training. Where appropriate, this may incur additional fees.

Cancellation and Postponements of Summative Exams and Assessments.

Following a confirmed exam and/or assessment booking date and time, all requests for cancellations, postponements, or rebooking must be submitted in writing to MAP-IQ within 7 working days of the proposed exam date, learners should include a valid reason for cancellation and or postponement. Late or last-minute cancellations made after this period will incur an additional administrative fee of £95.00 for each exam and or assessment. MAP-IQ reserves the right to exercise discretion regarding fees in cases of mitigating circumstances.

Continued Professional Development (CPD) Courses

CPD courses are completed entirely online and are considered attendance only. CPD courses are not qualifications, neither should they be considered as substitute for primary or foundational qualifications. Continued Professional Development (CPD) courses are designed to enhance professionals' skills and knowledge to keep exiting qualifications current and updated. These courses promote career advancement by increasing credibility and meeting regulatory requirements for licensing. Engaging in CPD demonstrates a commitment to lifelong learning and professional growth.

Individuals should refer to the MAP-IQ website for further detailed information and cost for individual CPD courses. Our CPD courses are accredited by the CPD Standards Office.

Sanctions

Sanctions are the penalties which may be applied by MAP-IQ, if a Learner is suspected of or proven to have not complied with the terms of this agreement and any other company policy procedure or processes associated with the undertaking of a MAP-IQ programme of learning and or assessment. We recommend you read and understand our Sanctions Policy. This policy should be read in and conjunction with the Malpractice and Maladministration Policy.

Amendments, Cancellation and Money Back Guarantee

We understand that sometimes plans change and you may need to change your qualification timescales. Any request for change just be put in writing to admin@map-iq.org

MAP-IQ are committed to providing high-quality education, training and continued professional development courses that meet professional learning needs and customer satisfaction. To ensure your satisfaction and confidence in our programs, we offer the following Money-Back Guarantee:

- Individuals are eligible for a full refund if it is requested within 14 days of your purchase date. To qualify, you must not have accessed or logged into your online account, accessed or viewed any learning materials or resources (monitored by MAP-IQ).

The money-back guarantee does not apply to:

- Courses purchased at a discounted rate or through promotional offers.
- Any course materials that have been accessed, viewed or downloaded following the initial online registration.

Any cancelations of requests for refunds must be put in writing to admin@map-ig.org giving the reason for cancellation and or refund. MAP-IQ will respond within 21 working days.

MAP-IQ reserves the right to cancel individual access to the e- learning platform for any breaches in terms and conditions and or professional practice and status.

Any refund will only be paid to the Learner if it is found that the learner is not at fault in relation to the cancellation.

Refunds

Our refund policy complies with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 which relate to distance selling. In accordance with the above law there is a 14-day cooling-off period during which time you have the right to cancel your purchase prior to commencing. However, because of the nature of our online learning platform, it is not our policy to refund once the learner has been given a username and password and accessed the learning platform.

All-access to our systems is governed by a unique username and password. The username and password are part of a system that protects the security of the resource and enables us to monitor usage by any individual. When a refund request is received, we reserve the right to track the usage by an individual (through his/her username and password). No refund will be granted if MAP-IQ has reason to believe that an individual has accessed and or viewed any of the course content and material on the platform.

In extenuating circumstances, for example ill health, where a learner has paid the course fees, registered, and received a username and a password but NOT accessed any of the learning platform content or private forums, MAP-IQ holds the right to consider a refund less any administration, VTCT registration and assessment costs. Each refund application will be considered on an individual basis and based on the evidence provided by the learner

Online Accounts and passwords

When you enter these details which are registered with us, your right of access is personal to you, for as long as we choose to allow such access. Personal accounts may not be shared, and you are responsible for preventing unauthorised access to your account by third parties. You accept responsibility for all activities that occur under your account, username, or password.

Website and Platform

It is strictly prohibited to violate or attempt to violate the security of the Website and Platform, including, though not limited to, the following: (a) obtaining access to information which is not intended for that user or starting a session in a server or account the user is not authorised to access; or (b) attempting to probe, scan or test the vulnerability of a system or network or violate the security of authentication measures without adequate authorisation; or (c) obtaining access to or using the Website or any part of it without authorisation, in violation of these Terms of Use or the applicable laws.

You may not use any scraper, crawler, spider, robot, or other automated means of any kind to obtain access to or copy information on the Website or learning Platform, create specific hyperlinks to any characteristic or content on the Website, override our headers for the exclusion of robots or other measures which may be used to prevent or restrict access to the Website.

Any violations of the system or the security of the network may give rise to civil or criminal liability. MAP-IQ will investigate all incidents related to such violations and it may involve and cooperate with law enforcement authorities to act against those involved in such violations. You agree that you will not use any device, software, or routine to interfere with or attempt to interfere with the adequate functioning of this Website or any activity carried out on this Website.

If access to the Website or part of it is restricted or requires a username and password ("Protected Areas"), you agree to obtain access to the Protected Areas using only the username and password which MAP-IQ provides you with. You agree to protect the confidentiality of your username and password, and to not share your username or password with or reveal them to any third party. You agree that you have sole responsibility for all activity which occurs under your username. MAP-IQ may revoke your access to the Website at any time and with or without a reason. You agree to defend, indemnify, and hold MAP-IQ harmless from any liability in regard of claims from third parties, damages, and expenses (including reasonable lawyers' fees) against or incurred by MAP-IQ because of your non-fulfilment of these Terms of Use or violation of the applicable laws, your use of the Website, or access by anyone who obtains access to the Website using your username and password.

You are solely responsible for evaluating the content.

The Company does not warrant that the service from this site will be uninterrupted, timely or error free, although it is provided to the best of our ability. By using this service, you thereby agree to indemnify this Company, its employees, agents and affiliates against any loss or damage, in whatever manner and howsoever caused.

Accuracy and integrity of the information: Although MAP-IQ attempts to ensure the integrity and accuracy of information contained on the Website, it gives no guarantees and makes no representations in that regard, and nor does it guarantee the accuracy or correctness of the Website and its content. It is possible that the Website may contain typographical errors, inaccuracies, or other errors, and that third parties may add, delete, or alter information on the Website. If an inaccuracy does arise, please inform MAP-IQ at admin@map-iq.org to enable us to review and correct where appropriate. The information contained on the Website may be changed or updated without prior notice. In addition, MAP-IQ shall not be responsible for the information or content placed on the Website by any third party not affiliated with us.

Links to this website: You may not create a link or share to any page of our website without our prior written consent. If you do create a link to a page of our website, you do so at your own risk and the exclusions and limitations set out above will apply to your use of this website by linking to it.

Links from this website: MAP-IQ makes absolutely no representation in regard of any other Internet website you may gain access to through this Website. When you obtain access to a website which is not the property of MAP-IQ, please understand that it is independent of MAP-IQ and that we do not have control over the content on that website. Links are provided for your convenience, and inclusion of any link does not imply endorsement or approval by us of the linked website. We do not monitor or review the content of other party's websites which are linked from this website. Opinions expressed or material appearing on such websites are not necessarily shared or endorsed by us and we should not be regarded as the publisher of such opinions or material. Please be aware that we are not responsible for the privacy practices, or content, of these sites. We encourage our users to be aware when they leave our site and to read the privacy statements of these sites. You should evaluate the security and trustworthiness of any other site connected to this site or accessed through this site yourself, before disclosing any personal information to them. The Company will not accept any responsibility for any loss or damage in whatever manner, howsoever caused, resulting from your

disclosure to third parties of personal information. It is your responsibility to take all due precautions to ensure that anything which you choose to download, or use is free from computer viruses, worms, Trojan horses, and other elements of a destructive nature. If you decide to access any of the websites of third parties linked to this Website, you do so at your own risk.

Termination

MAP-IQ can terminate your access if it transpires that you are in breach of the Terms & Conditions and fail to resolve the breach within 30 days from MAP-IQ notice to you thereof. MAP-IQ can terminate the website immediately as part of a general shut down of services.

Educational Enquiries and Appeals

MAP-IQ has processes in place for Learners to appeal against any assessment and examination decisions. We recommend you read and understand our Enquiries and Appeals Policy

Complaints

MAP-IQ has processes in place for any stakeholder to raise a concern or to make a formal complaint about company activities or personal. We recommend you read and understand our Complaints Policy and Procedures

Quality and Audit

As part of the learning and assessment process and for quality and audit purposes, learners must complete the MAP-IQ end of programme feedback form. Submission of the learner feedback form will form the basis of course completion. Learner certificates will only be applied for and or distributed to learners on full successful completion of the course. This applies to all MAP-IQ courses and qualifications.

Trademarks & Intellectual Property rights

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Nothing in this agreement is intended to or shall operate to create a partnership between the parties, or authorise either party to act as agent for the other, and neither party shall have the authority to act in the name or on behalf of or otherwise to bind the other in any way (including, but not limited to, the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

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This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

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Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).

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