



Terms and Conditions for the International Quality Assurance Programme (IQAP)

Data protection

QAA is fully responsible for the security of data on its website or otherwise within its possession or control and complies with all applicable laws and regulations, including, without limitation, the *Data Protection Act 2018* (or any statutory modification or re-enactment thereof for the time being in force) (the '2018 Act') and the guidance issued by the [UK Information Commissioner's Office](#). QAA complies with the applicable obligations, rules and guidelines issued by PayPal UK Ltd whose registered UK address is: Whittaker House, Whittaker Avenue, Richmond-Upon-Thames, Surrey, United Kingdom, TW9 1EH, company number 14741686. PayPal's Privacy Statement is available [here](#). To find out more about what to expect when QAA collects personal information, please refer to: www.qaa.ac.uk/privacy-and-cookies.

Application, payment and registration policy

Delegates' places at IQAP will be confirmed in writing by email by QAA after the completed online application form has been received by QAA. QAA reserves the right to accept or reject applications based on eligibility and availability of places. If your application is not accepted due to availability you may be given the option of being placed on a waiting list.

Once your application form has been accepted, any fees applicable must be paid in full to be officially registered for the event. Payments are to be made to QAA through PayPal. QAA accepts payment in Pounds Sterling by PayPal through the online registration process. You do not have to create a PayPal account to do this, you can pay as a guest. QAA complies with PayPal terms and conditions.

Please be advised that even if you have completed the application form and online registration process, your place will not be confirmed until QAA has received the full delegate fee. QAA will provide you with a reminder to complete the payment process but we cannot guarantee a place if payment is not received. Attendance at IQAP will not be permitted if payment has not been received at least three (3) weeks before the first day of the event.

QAA does not hold or retain any debit or credit card details or any cardholder information, other than that collected through the normal registration process.

QAA is not responsible for delegates' accommodation or travel. Delegates will need to be book their own travel and accommodation for IQAP. As the summer is a busy time in London, it is advisable to book early to secure suitable accommodation. If you wish to choose university accommodation over hotel accommodation please check that the university accommodation is not restricted to use by students.

Overseas delegates will need to satisfy UK entry requirements so please **apply early** for a UK visa if you require one. We recommend that you apply **as soon as possible after your application is accepted** and payment is received. Further guidance can be found

at: www.gov.uk/uk-border-control.

QAA recommends delegates consider travel insurance in case of any change to their travel plans.

Eligibility criteria

IQAP is primarily designed for professionals from outside the UK. Delegates are expected to:

- have at least five years' management experience within higher education quality assurance
- work in a management or leadership role with a responsibility for quality improvement
- are looking for an opportunity to develop their knowledge of quality improvement practice within the higher education sector.

The programme will be delivered entirely in English, so you must have a sufficient level of spoken and written English to benefit from the programme.

Cancellation, refund and non-attendance policy

If you wish to cancel your IQAP booking, please note the following cancellation conditions will apply to your booking:

- **eight weeks or more prior to the start of IQAP** - 100% refund of registration fees minus a booking fee of £100 and any PayPal transaction fees
- **between eight and four weeks prior to the start of IQAP** - 50% refund of registration fees minus any PayPal transaction fees
- **up to four weeks prior to IQAP** - no refund of registration fees.

To cancel your IQAP booking, please email the event organiser at IQAP@gaa.ac.uk **no later than four weeks before the event date**, allowing your place to be offered to another delegate.

Alternates/substitution policy

If you are unable to attend IQAP but would like to send an alternative (who has the required experience) in your place, you may do so by seeking permission from the event organiser at IQAP@gaa.ac.uk. QAA will also operate a waiting list and endeavour to find a substitute but cannot guarantee that a substitute delegate will be able to attend in your place.

Cancellation by QAA

QAA reserves the right to cancel IQAP at its own discretion but will only do so in exceptional circumstances. In the event of cancellation, QAA's liability shall be limited to a refund of 100% (one hundred percent) of any registration fees paid.

Changes to the programme, venue or date

While QAA aims to deliver the programme as it is published on the website and in delegate packs, it reserves the right to change in the event of unforeseen circumstances the content and timing of sessions and provide alternative speakers or facilitators while maintaining the quality and integrity of the programme.

In the unlikely event that a change in venue is necessary, QAA will provide as much notice

as possible; no refund of registration fees will be made in the case of a change in venue.

QAA reserves the right to change the date of the event in the event of a force majeure.

Announcement of any such change will be sent to the email address provided by each delegate no later than three days prior to the date of the Conference, though QAA will make every effort to give as much notification as possible. QAA's liability concerning such changes will be restricted to a refund of 100% (one hundred percent) of the delegate registration fee where applicable and if so requested.

Force majeure

In the event of any force majeure, QAA will not be obliged to refund any registration fees paid. In such circumstances, where possible, QAA will state in writing to the other party, as soon as is reasonably practicable, the reasons for being unable to fulfil its duties and obligations under this contract.

Photography

QAA events may be photographed with images published on the QAA website:
www.qaa.ac.uk.

Photographs are the copyright of QAA and may be used to publicise future QAA activities and events. If you feel uncomfortable about being photographed and do not consent, please let the QAA event organisers know on the day of the event.

Intellectual property

All Intellectual Property Rights arising out of, or in connection with, IQAP shall be owned by QAA.

Delegate list

QAA would like to include your name, institution, and country in the IQAP delegate list at the event and post-event (hard copy and electronic versions). This will only be made available to attendees of IQAP. QAA will use this information for delegate kits (e.g., name plates, place holders, and certificates), venue guest lists, and security, as well as for designing sessions based on this information.

Governing law and jurisdiction

The ruling law of this contract and of the relationship of the parties hereto arising out of it shall be the law of England and Wales. Both parties to the contract will be subject to the exclusive jurisdiction of the courts of England and Wales in respect of any matter arising out of or in connection with it.

Dispute resolution

In the event of a dispute arising out of or relating to the contract, including any question regarding its existence, validity or termination, the parties shall first seek to settle that dispute between themselves. In the event that the parties cannot settle the dispute between themselves, each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter or formation.

Liability

The delegate shall have personal liability for any loss, liability or costs (including reasonable legal costs) incurred by themselves in connection with the event.

Loss or damage

QAA accepts no responsibility or liability for the loss of, or damage to, personal belongings of IQAP delegates.

Note

Opinions of all speakers at the event are their own and are not necessarily representative of QAA. Any reliance you place on the information provided by any speaker is strictly at your own risk as QAA is not responsible for how such information is used, how it is interpreted, or what reliance is placed on it.

Delegates are expected to comply with these terms and conditions, as well as any rules stipulated by the venue and reasonable requests of the IQAP organisers. If delegates fail to comply with any of these, we may be forced to end your attendance at IQAP.

By registering to attend the event and booking your place, you have confirmed that you have read and understood these terms and conditions, which formulates a legally binding agreement between the two parties.

These terms are not intended to confer or purport to confer any benefit, or right to enforce any term of the contract on a third party which is not a party to this contract under the provision of the *Contracts (Rights of Third Parties) Act 1999*.

October 2024

© The Quality Assurance Agency for Higher Education 2023
Registered charity numbers 1062746 and SC037786
www.qaa.ac.uk