



Terms of Use – M-IFS Counselling and Optional Support Services

1. Overview

These Terms of Use apply to optional services offered alongside M-IFS, including faith-based counselling and Muslim awareness workshops. These services are not part of the accredited criteria assessed under the M-IFS Certification Mark and are offered independently by Invitise Ltd.

M-IFS is operated by Invitise Ltd under a documented Quality Management System aligned with ISO 9001:2015. Certification is in progress.

2. Nature of Counselling Services

M-IFS counselling is a confidential, supportive, and non-clinical service offered to organisations as part of a broader well-being and inclusivity initiative. It is not a medical, psychological, or diagnostic service and is not delivered by a licensed clinical psychologist. The service is faith-informed and values-based, tailored to workplace challenges, employee inclusion, and well-being.

These optional services are delivered by professionals or affiliates engaged by Invitise Ltd. While they support the M-IFS mission, they are not part of the accredited criteria under the M-IFS Certification Mark and are offered independently from the certification process.

3. Code of Practice and Conduct

M-IFS counselling follows the principles of the National Counselling and Psychotherapy Society (NCPS) Code of Ethical Practice as a voluntary standard. This includes a commitment to professionalism, boundaries, confidentiality, and the ongoing development of practitioners. Counsellors may be affiliated with NCPS or other recognised professional bodies.

M-IFS is administered under a Quality Management System aligned with ISO 9001:2015. Certification is in progress. Certification Mark registration pending with the UK IPO. All content is protected by copyright. © 2025 Invitise Ltd. M-IFS™ is a trademark of Invitise Ltd.



4. Booking and Cancellation

Sessions must be booked in advance via direct agreement or online form. Cancellations with at least 24 hours' notice incur no penalty. Sessions cancelled within 24 hours may be subject to a cancellation fee. No-shows are non-refundable.

5. Confidentiality and Safeguarding

All sessions are held in strict confidence in line with professional counselling practice. However, confidentiality may be broken if there is reason to believe there is a serious risk of harm to the client or others, or if required by law. Safeguarding principles will be followed in accordance with UK legislation.

6. Disclaimers

These services are not a substitute for formal psychotherapy or medical treatment. Participants with mental health concerns are advised to seek appropriate professional help. M-IFS counselling is not suitable for crisis intervention or emergency support.

7. Client Responsibilities

Participants are expected to be honest, respectful, and to attend sessions on time. Any form of abuse, discriminatory behaviour, or misuse of the service may result in suspension or termination of access.

8. Fees and Payment

Optional services are billed separately from accreditation and are payable according to the agreement at the time of booking. Invoices must be settled in accordance with our standard payment terms.



9. Data Protection

All data will be handled in accordance with UK GDPR and the M-IFS Privacy Policy. Notes from counselling sessions will be stored securely and retained only as long as necessary. Participants may request access to their records in line with their rights under data protection law.

9a. Data Retention

All participant records, recognition logs, and associated communications will be securely retained for the duration of your recognition term and for up to six (6) years following expiry, withdrawal, or removal. This ensures transparency, auditability, and compliance with ISO-aligned recordkeeping practices. Data will be handled in accordance with the M-IFS Privacy Policy.

10. Intellectual Property

All content, materials, frameworks, and documentation related to M-IFS are the intellectual property of Invitise Ltd.

All M-IFS content, branding, and documentation are protected by copyright. Registration is in progress.

'M-IFS' is a trademark of Invitise Ltd. Certification Mark registration is pending with the UK IPO.

Use or reproduction of any materials without written permission is strictly prohibited.

11. Non-Affiliation Statement

M-IFS is an independently developed framework. It is not associated with, nor does it endorse, any other inclusion pledges, awareness campaigns, or voluntary charters. This ensures the integrity and impartiality of the M-IFS certification model.

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12. Limitation of Liability

M-IFS and Invitise Ltd shall not be held liable for any direct or indirect outcomes related to the use of these optional services. Responsibility for decisions made following counselling remains with the individual and/or employer.

13. Termination

M-IFS reserves the right to withdraw services at its discretion, including due to breach of terms, non-payment, or misconduct.


14. Governing Law

These Terms are governed by the laws of England and Wales and subject to the exclusive jurisdiction of the English courts.

15. Contact

For any questions or concerns about these services or these terms, please contact:

 consult@m-ifs.org.uk

 www.m-ifs.org.uk