



FAQs and Key Information

Technical Requirements:

Supported Browsers

The Learning Management System (LMS) is a system called LearnUpon. It is a modern web app so if you can run sites such as Facebook or YouTube, then LearnUpon will be fine.

To ensure a seamless user experience, you will need to ensure you have the latest browser support for the interface:

- Current and last major release of Microsoft Edge / Internet Explorer
- Current and last major release of Google Chrome
- Current and last major release of Mozilla Firefox
- Current and last major release of Apple Safari
- Current and last major release of Opera
- Current and last major release of stock Android Browser

Following on from that, there are several browser related settings that are required for LearnUpon to work correctly across all browsers:

- Cookies should be enabled, for our logins to work
- Flash should be updated to the latest version where possible
- JavaScript should be enabled
- Popup blockers can cause problems on some browsers from time to time, so we advise that you add LearnUpon to your popup blocker exception list.

File Upload Limits (for Company's uploading to their LMS)

SCORM- Upload limit is 1.5Gb.

Video- Upload limit is 1.5Gb. This generally ties back to your own connection and what type of upload it can handle. We have found that uploads can time out with files that are greater than 800Mb. This will depend on the connection you are using but it something to note when uploading large videos.

Audio and video is in MP4 format.

Personal Data – GDPR

How are my details held on the LearnUpon LMS? Are they secure?

LearnUpon is a cloud based SaaS solution and the platform is built on Amazon Web Services (AWS) and hosted by a leading platform service provider, Engine Yard (www.engineyard.com). Additionally, LearnUpon has been fully pen-tested by an external security auditor to ensure it can't be hacked and therefore no one else other than Maiden Voyage and your Company (if applicable) can gain access to your user's data.

How do you store my personal details?

Your details are used for training purposes only: to create your user/learner account and to use on your certificate. We are also able to report on courses and if users pass or fail. If you are part of a company who has invested in the modules for you, they will also have access to this information. Maiden Voyage will not use your information for any marketing purposes, unless you opt in to do so.

How long do you keep my data?

Your data will be kept for the period of the contractual term, this is usually for a year. Your data will then be deleted from LearnUpon within three months of the end of the contract.

You can view the full Maiden Voyage Privacy Policy which is on the website www.maiden-voyage.com

If you have any questions about how we hold or process data, please contact us on +44 113 314 900 or email hello@maiden-voyage.com.

General FAQ's

I'm having problems accessing the courses?

The courses contain images, animations, video and sound to ensure a great user experience and to appeal to different learning styles. This means that a solid WiFi connection is essential. Please be patient when downloading the courses. Please also note the technical requirements.

Can I take the courses at any time?

All users have 30 days to complete the courses from the date of login, unless otherwise specified when you log in. We advise that you take the courses in close succession as they all complement each other in terms of key messages and information.

How can I take the courses?

They are all fully responsive which means you can take them on any smart device, laptop or PC. You will need a good WiFi connection and also take note of the technical requirements noted above.

Can I retake the course to improve my score?

Yes, absolutely you can. As standard, you have three attempts to complete the assessment. If you choose to redo the assessment, your previous score will be overwritten. To retake the assessment, simply log in to your account, move to completed courses and click the browse button.

How do I access my certificate?

To pass the assessment, you need to achieve a score of 80%. Your certificate will be emailed to the email address provided once completed. You can also download it through logging in to your account and clicking on the desired course.

What if I run out of time and can't complete the course?

The courses AutoSaves. If you need to end the course mid-way through, simply close the course down (via the Progress key if you are using the Maiden Voyage Learn Upon LMS which is on the top right hand side of the page). When you are ready, log back in and resume. Remember, you have 30 days (unless otherwise specified) to take courses from when you originally logged in and created your account.

I've forgotten my password – help!

That's fine and easily resolved. You simply need to click on this link https://maidenvoyage.learnupon.com/users/sign_in, input your email address and click forgotten password. You will then receive an email with details of what to do next. If your account has expired, you will be unable to login.

How up to date is the content?

The content has been written by industry and security experts and released in May 2017.

I'd like to speak to someone at Maiden Voyage

Great! We would love to hear from you! You can call us on 0113 314 9000 or email us at helloelearning@maiden-voyage.com. Our working hours are Monday-Friday 09:00-17:00 GMT and we will endeavour to respond to you within 24 working hours.