



Learner Induction Process

Vista Education is committed delivering a positive learning experience where learners achieve their goals and aspirations

This document sets out what you can expect from Vista Education while you are studying with us.

Information provided prior to enrolment

You can expect Vista Education to provide information on:

- all Vista Education programmes and services
- equivalent, exemptions and RPL arrangements that may apply
- entry requirements and final qualifications
- possible destinations of learners completing Active IQ awards
- fees and any other charges associated with your programme
- the facilities and support available for learners (including those with a disability)

Induction following registration/enrolment

You can expect Vista Education to:

- provide access to all vital centre policies and procedures such as the appeals, equality and diversity and complaints.
- confirm the unique identity of learners through the collection of photo identification
- provide accurate information about the teaching and learning timetable
- confirm the assessment arrangements for your course
- provide information on how your achievements and progress are recorded and communicated
- issue course resources
- provide information on reasonable adjustments and special considerations in line with Active IQ requirements (if studying an Active IQ qualification)
- provide a schedule of assignments at the beginning of the course

- provide information on opportunities to discuss your programme and for one to one support
- confirm the health and safety requirements including all venue specific arrangements and considerations
- provide details of how the assignments/assessments are marked and the type of feedback learners will receive
- provide information about what is expected for each unit and any relevant marking criteria
- advise of any additional fees and when they might apply

Vista Education undertakes to provide high-quality academic support and learning resources to learners. However, **success in learning depends on the efforts made by learners** as outlined below:.

Vista Education expects learners to:

- provide truthful and honest information to the best of their knowledge
- participate fully in the process
- inform us if there are any changes to their personal details
- Submit work on time, according to agreed deadlines
- Ensure they submit authentic work that is entirely their own (not copied from any other source). Please see our Plagiarism Policy for more details if you are unsure – or ask your tutor/assessor.
- Pay any fees on time

Policy Review: this policy will be reviewed annually as a minimum.

Responsible Person: Sue Ward

Created: October 2021

Date of next review: August 2026