

Zen Pilates Training

Learner Induction Process

Zen Pilates Training are committed to all learners receiving an enhancing learning experience where you achieve your goals and aspirations. Therefore we value your induction process and this document sets out what you can expect from Zen Pilates Training while you are studying with us.

Information Provided Prior to Enrolment

You can expect Zen Pilates Training to provide information on:

- All Zen Pilates Training programmes and services.
- Equivalent, exemptions and required prior learning arrangements that may apply.
- Entry requirements and final qualifications.
- Possible destinations of learners completing Transcend awards.
- Fees and any other charges associated with your programme.
- The facilities and support available for learners with a disability.

Induction on Enrolment/First Day of Learning

You can expect Zen Pilates Training to:

- Outline the learner and centre's expectations (code of conduct/learning agreement or service level agreement).
- Provide a copy of and a level of understanding for vital policies and procedures such as the appeals, equality and diversity and complaints.
- Confirm the unique identity of learners through the collection of photo identification.
- Explain the purpose of the **Unique Learner Number (ULN)** and **Personal Learning Record (PLR)**, where applicable, and request the learner's ULN if required for registration with the awarding organisation.
- Provide accurate information about the teaching and learning format.
- Introduce learners to their allocated tutor, assessor and any other members of the workforce who will support them throughout their programme.
- Confirm the assessment arrangements.
- Explain how the qualification compares with other nationally recognised qualifications, including its level, learning outcomes, progression opportunities and industry recognition.
- Provide information on how your achievements and progress are recorded and Communicated.
- Issue and introduce course resources.
- Provide information on reasonable adjustments and special considerations in line with Transcend requirements.
- Provide a schedule of assignments for each unit at the beginning of the course.
- Provide information on opportunities to discuss your programme and for one to one support.
- 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, the marking criteria, and what formal supervision there will be.

- Advise of any additional fees and when they might apply.
- Identify learners preferred learning styles.
- Discuss the administration and support services available.
- Explain the quality assurance process, including Internal Quality Assurance (IQA), External Quality Assurance (EQA) where applicable, learner feedback activities and any planned quality assurance dates relevant to the programme.

Zen Pilates Training undertakes to provide high-quality academic support and learning resources to learners. However, success in learning depends critically on the efforts made by learners as outlined in the learner contract.

What Zen Pilates Training Expects From Learners at Induction

- Provide correct truthful and honest information to the best of their knowledge.
- Participate fully in the process.
- Inform Zen Pilates Training if there are any changes to their personal details.

Quality Assurance

Zen Pilates Training operates a quality assurance process to ensure all learners receive a fair, consistent and high-quality learning experience. This may include Internal Quality Assurance (IQA), learner feedback, standardisation activities and External Quality Assurance (EQA) visits from the awarding organisation where applicable. Learners will be informed if their work is selected as part of any quality assurance activity.

Thank you for your contribution and commitment to making our process work.