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Learner Agreement

1. Introduction

- 1.1. This document outlines the terms and conditions governing the relationship between Veritas Mediation Academy (VMA) and you ("the learners").
- 1.2. By enrolling in an education programme at VMA, you enter into a contractual agreement that remains in effect throughout your period of study. This document, known as the 'Veritas Mediation Academy's Education Learners Agreement,' provides an overview of these terms. Before finalising your enrolment, it is essential to read and understand this agreement. If you require clarification, please contact the Admissions Team at info@veritasmediationacademy.com.
- 1.3. This agreement should be reviewed in conjunction with VMA's policies and procedures, all of which are available on VMA's website. These, along with the course documentation, form the contract between you and VMA.
- 1.4. VMA reserves the right to make reasonable amendments to these terms and conditions when necessary. Significant changes will be communicated to you in a timely manner.

2. Offers

- 2.1 Your acceptance to study at VMA is conditional upon fulfilling the requirements specified by VMA on their enrolment requirements. These may include academic qualifications, criminal background checks, etc.
- 2.2 All learners must meet the minimum English language proficiency and maths requirements as determined by VMA.
- 2.3 Certain programmes require applicants to undergo a Disclosure and Barring Service (DBS) check before and after enrolment. This will be notified to you before enrolment.
- 2.4 Upon receiving a place for enrolment, you have the right to withdraw within 14 days without providing a reason. To do so, you must submit a written request to VMA.

3. Course Adjustments Before Enrolment

- 3.1 VMA ensures that course details, locations, and fee structures are accurate at the time of publication.
- 3.2 VMA commits to providing high-quality education, contingent on your successful fulfilment of course requirements. You will receive specific course details before or upon enrolment.
- 3.3 While changes to course content, delivery methods, or locations are rare, VMA may make adjustments to enhance educational quality. Such changes are carefully considered with the learners' interests in mind.
- 3.4 Any course modifications will be communicated as soon as possible. If significant changes affect your chosen course, you may opt to transfer to another suitable programme at VMA.

Learner Agreement	LEA.001	Version 1.0
Prepared by: Dorian Ramirez	Approved by: Stuart Hanson	Page 2 of 4

- 3.5 If no suitable alternative course is available, you have the right to withdraw your application, and VMA will support your transition to another institution.
- 3.6 If you withdraw before the course begins due to these changes, any tuition fees already paid will be refunded in line with the VMA's Refund Policy.

4. Course Adjustments After Enrolment

- 4.1. VMA will strive to deliver courses as initially described. However, changes may occur due to enrolment numbers or other factors, potentially resulting in module cancellations or course closures. In such cases, VMA will assist with transfers or completion arrangements.
- 4.2. Adjustments may also be made to course content, delivery methods, schedules, or locations when necessary to maintain educational standards.
- 4.3. Any such changes will be communicated in advance. If you do not agree with a modification, VMA will work with you to find a resolution.
- 4.4. If an acceptable resolution is not reached, you may choose to withdraw, and VMA will help you find a suitable alternative programme.
- 4.5. If withdrawal occurs due to significant changes, a tuition fee refund request may be considered per the Refund Policy.

5. Enrolment Requirements

- 5.1 Enrolment is contingent on meeting VMA requirements and complying with VMA policies, including the Equality and Diversity Policy.
- 5.2 At enrolment, you may be asked to provide proof of tuition fee payment, qualifications (including English proficiency and Maths, if applicable), and identification.
- 5.3 If a DBS check is required, enrolment remains provisional until acceptable results are obtained. VMA reserves the right to revoke enrolment based on an unacceptable disclosure.
- 5.4 Obtaining a Learner ID is mandatory to complete enrolment. Failure to do so may lead to withdrawal from the programme.

6. Fees

- 6.1 By accepting enrolment, you agree to pay tuition fees and associated costs as per the agreed payment schedule.
- 6.2 Tuition fees listed on VMA website apply to the described course.
- 6.3 Further details on fees and payment terms can be found on the website.
- 6.4 VMA reviews tuition fees annually and may apply increases to reflect inflation. If this adversely impacts you, you may choose to withdraw.
- 6.5 Refund policies are outlined in the Refund Policy.
- 6.6 Additional expenses, such as DBS checks, observations, etc, may apply.

7. Data Protection

- 7.1 By enrolling on the course, you consent to VMA processing your personal data per its Data Protection Policy.

Learner Agreement	LEA.001	Version 1.0
Prepared by: Dorian Ramirez	Approved by: Stuart Hanson	Page 3 of 4

8. Liability

- 8.1 VMA is not responsible for personal property or data loss or damage. Learners are encouraged to obtain insurance.

9. IT Facilities

- 9.1. Use of VMA's IT resources must comply with VMA's policies on this subject.

10. Health and Safety

- 10.1 Learners must follow the VMA's Health and Safety policy on the website.
10.2 You are responsible for avoiding harm to yourself and others. If you have a medical condition that could be affected by VMA's activities, notify relevant staff.

11. Intellectual Property

- 11.1. Intellectual property created during your studies is owned by VMA.

12. Complaints

- 12.1. If you have a complaint, refer to the VMA's Complaints Policy.

13. Conduct and Engagement

- 13.1. Learners must adhere to all VMA's policies, including those regarding academic integrity, behaviour, and attendance.
13.2. Unauthorised absences may lead to warnings or exclusion. Notify the VMA's admin team in advance and discuss issues affecting attendance with relevant staff.

14. Engagement in Studies

- 14.1. Active participation in learning enhances learners' success.
14.2. Learners must attend all taught sessions.

15. General Provisions

- 15.1. If any part of this contract becomes invalid, the remainder remains in effect.
15.2. These terms override any previous agreements or communications.
15.3. This agreement is personal and cannot be transferred to a third party.
15.4. No third party has the right to enforce this contract.
15.5. Failure to enforce any provision does not constitute a waiver of rights.
15.6. References to laws include any subsequent amendments.
15.7. This agreement is governed by the laws of England and Wales, with disputes subject to the jurisdiction of its courts.

Learner Agreement	LEA.001	Version 1.0
Prepared by: Dorian Ramirez	Approved by: Stuart Hanson	Page 4 of 4