

EXAM CENTRE

KwaZulu-Natal
Durban North
T. (031) 573 2038

Westville
T. (031) 266 8400

Pietermaritzburg
T. (033) 386 2376

Gauteng
Sandton
T. (011) 784 6939

Waterfall
T. (010) 224 4300

Pretoria
T. (012) 348 2551

Western Cape
Cape Town
T. (021) 685 5021

Eastern Cape
Nelson Mandela Bay
T. (041) 363 4223

July 2025

Dear Student,

Welcome to The Independent Institute of Education's Varsity College. We are certain that joining us is one of the best educational decisions you will ever make, and trust that 2025 will bring you another step closer to your chosen future.

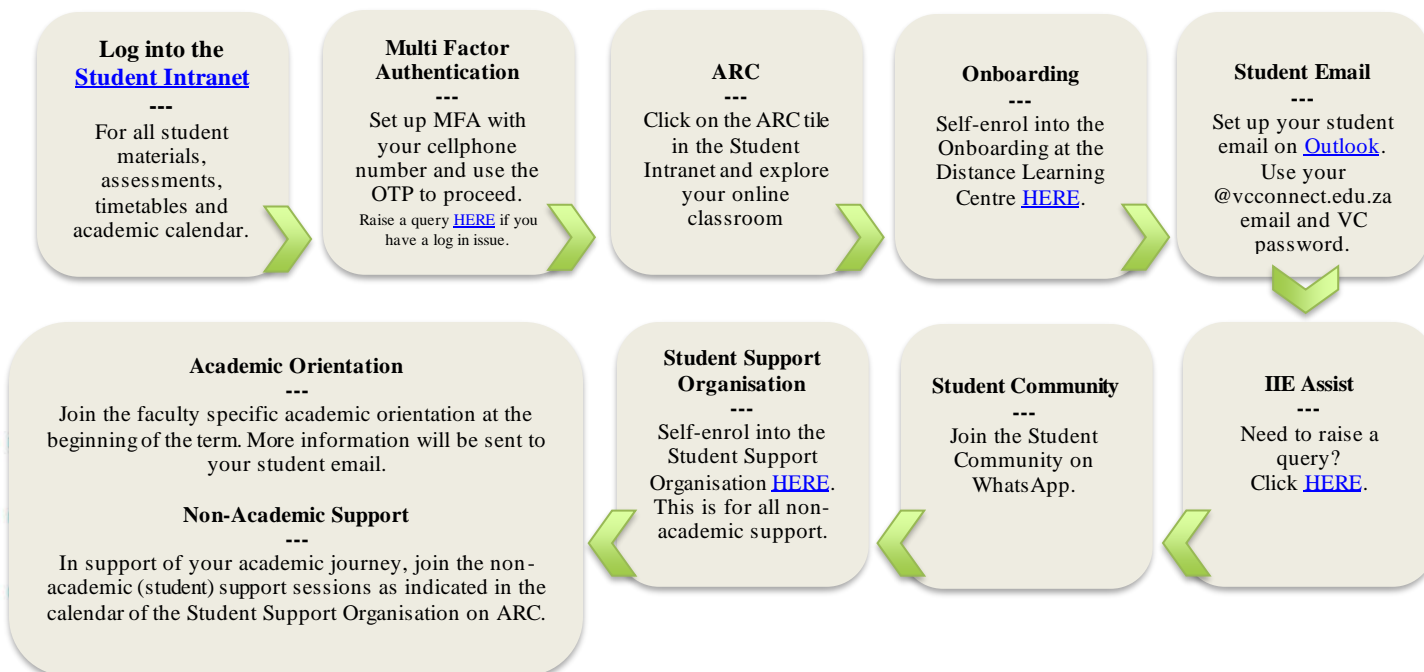
We are determined to provide you with the best level of support during your time studying with us, leading to many great achievements and success.

As we prepare for the upcoming second semester of the 2025 academic year, we would like to take this opportunity to inform you of the various aspects you need to be aware of before you commence your studies.

Onboarding

All new students, as well as students new to the distance mode, will need to engage in Onboarding, which is facilitated through a self-paced online module. Additional live sessions with our support team will also be available, should you require further support. During Onboarding, you will be introduced to the resources available and how to navigate through your academic journey successfully.

What is next?



Our New Learner Management System ARC

As a student within the distance mode of study, the launch of our new Learner Management System (LMS) named ARC is of particular importance, as this is your virtual campus. ARC will be replacing VC Learn into 2025, and we are confident you will enjoy the student friendly interface, and other additions to your 2025 distance student home.

Campus Community WhatsApp Group

The IIE VC Distance Centre has a student community WhatsApp group that is used to communicate important information, reminders and updates within our student community. We highly recommend joining this group to stay up to date on matters relating to your student journey. **!!NOTE!!** that you only need to join one of the two groups.

Group 1: <https://chat.whatsapp.com/EKZ3lwLI6921px5pp95mwg>

Group 2: <https://chat.whatsapp.com/CP4XTO6CU45951RavWKSZt>

Student FAQ BOT

You can access important student-related information by accessing our student FAQ BOT. The BOT is situated on the bottom right-hand side of the student portal [HERE](#).

Synchronous Online Session Schedules

Your online live engagement with your Distance Learning Lecturer will take place on a timetabled basis. All sessions are also recorded allowing students to engage with these asynchronously should your schedule require.

Student Relations Specialists and IIE Assist

Timeous and respectful communication and engagement between our team and our students, is fundamental to your journey ahead. Your distance learning team provide holistic support and track your progress and engagement throughout your distance learning journey. From registration to graduation, your Student Relations Specialist is your “go to” person, focused on providing you with information, assisting with queries, steering you in the right direction, as well as providing affective support throughout your studies. Use the [Booking System](#) to connect with your Student Relations Specialist.

A key tool in supporting our students is [IIE Assist](#), our customer service management platform. The system ensures that your query is directed to the correct staff member, and we can track the matter and escalate it, where necessary. When raising a query via IIE Assist, please note there is a 2-business day turnaround time for first response to your query.

Student Systems, Communication and POPIA

During the first few weeks of the academic semester, we will provide you with onboarding around the various Student Information Systems. In addition to these systems, each IIE Varsity College student is issued with an institutional “vcconnect” email. Once you have received onboarding on how to access your vcconnect email address, the campus will no longer make use of your personal email address when sending out email communication.

We have shifted our communication protocols from including our parents/account payers, to include our students only and will thus engage exclusively with our students in relation to any academic or operational matters, including the release of academic results, which are only released on the student portal. This is consistent with the introduction of the Protection of Personal Information Act (POPIA) which has come into effect. Although this may seem at times to run contrary to the provision of quality service, significant precedent within higher education indicates the need for students to

develop their ability to navigate their own personal journey during their tertiary studies, whether it be academic, or service related. If not allowed the opportunity, this can later impact on a student's confidence in their ability to navigate the wider world independently.

Academic Material

The Wize Books Portal for the ordering of academic material will open on 23 June 2025. Now that you have submitted your registration request, await an email from Wize Books with your UNIQUE log-in link. Your prepopulated cart will be based on the modules you selected when you registered so, please ensure that the correct modules are selected. You will be required to log in using your new student number (starting with ST) and your ID number. We recommend that you do not order your books until you have received final confirmation of your registration from us to prevent a possible delay in the process. **DO NOT SHARE THE MAIL WITH ANYONE ELSE AS THIS IS UNIQUE TO YOU.** Without this UNIQUE link you will not be able to log in.

Student Cards

The issuing of 2025 student cards will be done via the Wize Books portal. When ordering your 2025 academic material, you will be required to upload a clear head and shoulders photo to be used on your student card. Your student card will then be delivered to you along with your academic material from Wize Books.

Access to your selected IIE exam centre biometrics is linked to your 2025 student card. Please ensure you have completed your registration for 2025 and ordered your academic material and student card at least one week before your course start dates.

Online Assessments and Exam Centre Access

We are in the phased process of rolling out our online assessment platform. As such, some of your modules may be assessed online, while others will remain as sit-down assessments at an IIE exam centre. In line with this, biometric access into IIE exam centres will only be activated during the summative assessment periods, allowing students to access sit-down assessments.

Thank you for engaging with this important information ahead of your start.

All the best for the July-2025 academic year.

The IIE's Varsity College Distance Learning Centre Team