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# **GBS Recruitment and Admissions Policy and Procedure**

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<b>Related policies</b>
<ul style="list-style-type: none"> <li>▪ GBS Data Protection Policy</li> <li>▪ GBS Equality and Diversity Policy</li> <li>▪ GBS Anti-Harassment and Anti-Bullying Policy</li> <li>▪ GBS Student Disciplinary Policy and Procedure</li> <li>▪ GBS Support to Study Policy</li> <li>▪ GBS Student Charter</li> <li>▪ GBS Student Code of Conduct</li> <li>▪ GBS Privacy Policy</li> <li>▪ GBS Extenuating Circumstances Policy</li> <li>▪ GBS Social Media Policy</li> <li>▪ GBS Student Protection Plan</li> <li>▪ GBS Tuition Fee Refund Policy</li> <li>▪ GBS Student Attendance Policy</li> <li>▪ GBS Assessment Regulations</li> <li>▪ GBS Work Placement Policy and Procedure</li> <li>▪ GBS ICT Policy</li> <li>▪ GBS Special Considerations and Reasonable Adjustment Policy</li> <li>▪ GBS Mental Health and Well-Being Policy</li> <li>▪ GBS Induction Policy</li> <li>▪ GBS Student Terms and Conditions</li> </ul>
<b>External Reference</b>
<ol style="list-style-type: none"> <li>1. Information Commissioner’s Office, Accessed online at: <a href="https://ico.org.uk/">https://ico.org.uk/</a></li> <li>2. UK Public General Acts, <i>Data Protection Act 2018</i>, Accessed online at: <a href="https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted">https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted</a></li> <li>3. UK Public General Acts, <i>Equality Act 2010</i>, Accessed online at: <a href="https://www.legislation.gov.uk/ukpga/2010/15/contents">https://www.legislation.gov.uk/ukpga/2010/15/contents</a></li> </ol>

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## **Global Banking School Recruitment and Admissions Policy and Procedure**

### **1. Policy Statement**

- 1.1. Global Banking School (referred to as “GBS” or “the School”) is committed to supporting diversity and ensuring equality of opportunity for all applicants regardless of age, disability, ethnicity (including race, colour and nationality), gender (including gender reassignment, marital status, pregnancy, or maternity), religion, belief, or sexual orientation (including civil partnership status), in accordance with the Equality Act 2010.
- 1.2. This Admissions Policy aims at setting out GBS’ principles and processes used to select and admit new students to its courses, and it is underpinned by our strategic priorities; in-keeping with the wider commitment to diversity, ethics, professionalism, and entrepreneurship, as detailed in *Our Values* (Please see Appendix 2).
- 1.3. One of GBS’ main objectives is to provide an outstanding higher education and learning experience to students, regardless of their backgrounds, and to generate graduates distinguished by their intellectual capabilities, employability, leadership qualities, and their ability and ambition to contribute to society, based on our mission of:  
*“Changing lives through education that makes a fundamental difference to living standards and access to learning”.*

### **2. Admissions Principles**

- 2.1 GBS will admit students to its courses in consonance with the following principles:
  - i. There is a reasonable expectation that the applicant will be able to fulfil the objectives of the course and achieve the standard required for the award.
  - ii. That all timely completed applications will be treated equally and where courses have reached capacity, qualified applicants are to be offered an alternative course or be invited to defer to the next intake.
  - iii. Through the course admissions the opportunities for progression, personal and professional development and lifelong learning are provided for all candidates who meet the required entry criteria.
  - iv. GBS will ensure equality of opportunity for all applicants and students as part of our commitment to creating an encouraging learning and working environment based on reciprocal respect and trust.

### **3. Purpose**

3.1 The purpose of this policy is to provide enquirers, applicants and advisors on recruitment, selection, and admissions at GBS. It is the policy standard for all staff who are engaged in or associated with recruitment, selection, and admissions throughout GBS.

#### **4. Scope**

4.1 This policy must cover applications for places on our undergraduate, postgraduate, and continuing professional development courses leading to the award of a degree, diploma, or certificate. Courses may be offered in one or more of the following study modes: full-time, day timings and full-time evening timings. Study modes available for each individual course will be detailed in each course description.

4.2 Recruitment, selection and admission policies, practices and procedures for validated programmes run by partner institutions are the responsibility of the partner institution and are not covered by this policy. All partner institutions are required to have appropriate and up to date policies, procedures, and practices in place.

#### **5. Responsibilities for Recruitment, Admissions and Widening Participation Activities**

5.1 GBS is committed to providing a professional recruitment and admissions service to all our applicants. Recruitment and admissions activities are carried out in partnership between different departments within the school, in accordance with this Policy. As such, responsibility for different aspects of recruitment and admissions are shared amongst the Admissions Team, Business Development Team, the Customer Relation Team, and the Student Referral Team.

5.2 **The Admissions Team (AT)** responsibilities include:

- Academic decisions and making offers to individual applicants, recording justifications for decisions and providing feedback as appropriate.
- Ensuring admissions procedures are fair, consistently applied and compliant with GBS and our partner admissions policy.
- Inducting new staff into recruitment and admissions roles, providing appropriate instruction and support.
- Providing information on international qualification equivalencies ensuring fairness and consistency of interpretation.
- Providing training on key topics and sharing best practices to ensure front-line staff can fulfil their role competently and, in a manner, consistent with this policy.

**5.2.1 Admissions Officer / Senior Admissions Officer** responsibilities include:

- Verify academic history, capability to complete the course and intension of studies.
- Conduct interview and assess candidates` level of English and motivation.
- Assure Admissions Checklist is completed on Zoho.
- Recommend the progression of application or decline it.
- Submit all the documents for verification and approval.

**5.2.2 Enrolment Officer** responsibilities include:

- Confirm documentation and ensure that the consultative process is finalised.
- Update contact details of students regularly.
- Enrol students onto GBS Moodle and GBS Amperea.
- Prepare Induction Packs: Issue GBS Unique Learner Number, Student Handbook, Timetable, GBS Declaration form

**5.3 Shared Responsibility**

5.4 The Admissions Team (AT), together with the Business Development Team (BDT) and the Customer Relations Team (CRT), share responsibilities over:

- Coordinating an applicant enquiry management process that meets the information needs of prospective students and other key stakeholders.
- Communicating with applicants during the admissions process, providing information about the format of interviews and post-application visit days and the nature of any assessment or selection practices.
- Providing accurate and relevant information to prospective students.
- Overseeing the School recruitment and admissions processes, ensuring, in collaboration with the Quality Compliance Manager and the Registry Department, that prospective students are supported from initial enquiry to registration.

**5.5 The Quality Compliance Manager and the Registry Department** are responsible for:

- Disseminating information about national and institutional developments that impact recruitment and admissions practices.
- Undertaking the policy impact assessment and monitoring the implementation of this policy ensuring that it is reviewed and best serves our applicants, our policies and partner university aims in light of changing circumstances.
- Establishing working groups and networks to progress specific issues and agendas.

5.6 The provision of information, advice, and guidance to prospective students from all backgrounds through a centrally coordinated programme of UK recruitment run by both the CRT and the BDT teams, and overseas recruitment and outreach activity administered by the International Student Recruitment team.

5.7 **The Student Success Tutor (SST) Department:** Main objective is to monitor likely student enrolment against approved targets and to ensure appropriate action is taken in response to any anticipated shortfalls or over-recruitment.

5.8 **The Admissions Team Management Group:** Oversees selection and admission within the framework of this policy. It includes responsibility for home and international student recruitment including those from a widening participation background.

5.9 All staff with designated recruitment, selection and admissions responsibilities must be familiar with this policy, and the associated procedures relevant to their areas of responsibility. GBS will provide appropriate guidance, training and support for all staff engaged in recruitment, selection, and admissions activities.

5.10 **GBS Academic Standards and Quality Office (ASQO): Responsible** for reviewing this policy and can be contacted on [asqo@globalbanking.ac.uk](mailto:asqo@globalbanking.ac.uk).

5.11 **Awarding Body (Partners):** Responsible for providing GBS with a final decision on admission which includes application approval or disapproval.

5.12 **Admissions Board:** Responsible for allocating student numbers across GBS in accordance with its mission, strategic plan, and annual planning cycle. The Board must determine the selection criteria and create transparent assessment processes.

## 6. Published Information and Admissions Management

6.1 Applicants should expect current and accurate course details to be available in all published information when deciding to apply for a course at GBS. GBS will offer a range of courses and the below information (specific to each course) will be readily available on our website and includes:

- The selection criteria for the courses/programmes we offer
- Their intended learning outcomes.

- The qualifications they award, including information on the EQF/MQF level and ECTS/ECVET learning credits.
- The teaching, learning and assessment procedures used.
- The pass rates
- The further learning opportunities available to our students.
- Information on possible career pathways available as a result of taking a course.

6.2 GBS will ensure that the available information shall be sufficient for prospective applicants to be able to make an informed choice in terms of the knowledge, skills, and competences they are likely to acquire on successful completion of the programme advertised on our platforms. (Please refer to Appendix 3: *Six great reasons to join GBS*)

6.3 Deadlines for submission of applications for courses and updates should be published and updated on a regular basis to facilitate pre-entry support and induction for candidates, although applications should be considered at any time up to each course deadline or while places remain available.

6.4 Any member of staff who may be deemed to have an interest in the candidacy of an applicant or group of applicants, whether personal or professional, shall not be involved in the recruitment, admissions, enrolment, and assessment processes in that case.

## **7. Equality and Diversity**

7.1 GBS is committed to providing an environment free from discrimination, bullying, harassment or victimisation, where all members of its community, including those that seek to apply to GBS, are treated with respect and dignity. We aim to create a culture of diversity within our community, providing a dynamic working and learning environment, where all members are valued for their contribution and individuality, under the Equality Act 2010. GBS Equality and Diversity policy is pertinent to all applicants, students and staff, and the full policy can be found on our website.

## **8. Competitions and Markets Authority (CMA)**

8.1 GBS recognises the authority of the Competitions and Markets Authority (CMA) and the guidance on consumer protection provided to higher education institutions. Global Banking School is committed to ensuring that policies and practices are in line with CMA

guidance and ensuring that consumer protection rights are extended to all applicants and students.

## 9. Student Recruitment

### 9.1 Provision of Information

9.1.1 GBS is committed to the provision of timely, accurate and appropriate pre-entry information and support to prospective students. Our recruitment and admissions activities are informed by a commitment to the provision of unbiased counselling and support for applicants to allow them to make well-informed and correct decisions about studying at GBS.

9.1.2 Information provision is guided by the following principles:

- i. *Accuracy*: GBS is committed to providing precise and meticulous need to know information on the nature of the courses, their structure, duration, modes of assessment, associated fees or additional costs. This information is maintained by recruitment and admissions staff working within the BDT, the CRT and the AT teams to ensure that information remains current and is accurate at point of enrolment.
- ii. *Transparency*: Information about the courses and the student experience more broadly is communicated through multiple channels including websites, course prospectuses, course brochures, digital communications, open days, post-application visits days and through correspondence with front-line recruitment and admission staff. To ensure transparency and consistency, GBS maintains individual course information profiles accessible in multiple locations on GBS website and social media. The information must include entry requirements, course specific selection and assessment criteria and processes, course structure, teaching and learning, coursework and assessment, fees, funding, attendance requirements, professional accreditation, and employability outcomes.
- iii. *Timeliness*: The School seeks to provide appropriate information at each stage of the applicant journey, from early interactions with applicants to targeted communication with offer holders.

9.1.3 We must diligently ensure that the information we provide is accurate when it is published. Printed materials such as the prospectus and subject-specific literature can be prepared as much as 18 months before a course begins. Therefore, applicants should refer to GBS website for the most up-to-date information about course content, selection criteria, processes, and financial matters.

9.1.4 GBS has safeguards in place to ensure any course changes made post-offer are reasonable, in the best interests of students and brought to the attention of students at the earliest opportunity. In such circumstances, applicants will be given the option to transfer to an alternative programme or to withdraw their application.

## **9.2 Commitment to Professional Standards in Recruitment**

9.2.1 GBS issues a highly professional service to applicants and prospective students, delivered by experienced and qualified representatives. Our recruitment consultants, drawn from across the professional support services and academic community, are committed to:

- Maintaining high professional standards and a commitment to the provision of neutral counselling and fair admissions.
- Conforming with UK and international Higher Education trends and developments.
- Maintaining ethics in their interactions with prospective students and avoiding providing personal sights or opinions on other UK HEIs.
- Developing knowledge of sources of information and advice about progression to higher education.

9.2.2 All recruitment and admissions staff undergo continuous training and development to assure their awareness of the current recruitment, selection and admissions practices, policies and procedures are up to date. Information and training are disseminated throughout recruitment and admissions networks, coordinated by the Human Resources Department and the Registry Team. Bespoke training and information sessions are delivered on key topics and in response to national/international legislative or procedural changes.

## **9.3 Use of Third Parties and Educational Advisers**

9.3.1 GBS works with a considerably high number of educational advisors and agencies, contracted on an annual renewable basis. All new partners must be selected on the basis of a detailed recruitment process in accordance with the British Council good practice guidance available online:

<https://www.britishcouncil.org/education/education-agents/good-practice-guidance-uk-information>.

9.3.2 All agents and advisers are monitored on an ongoing basis both in the UK and overseas. GBS should carry out regular training during overseas visits and via occasional familiarisation visits to GBS. The Business Development Team and the International Students Recruitment Team should host trainings and familiarisation conferences at the school annually.

## **10. Admissions Requirements/Entry Qualifications**

10.1 GBS welcomes applications from students achieving excellence in a wide range of qualifications. The admissions staff for each course are responsible for determining the qualifications and/or subjects that are appropriate for admission. Strategic oversight of qualifications and UK equivalency is undertaken by the Admissions Team. This group has responsibility for UK, EU, and international academic qualifications for entry to undergraduate and postgraduate taught courses.

10.2 The general minimum institutional entry requirements are:

- Applicants for all courses which require such qualification must normally demonstrate a broad general education including, acceptable levels of literacy and numeracy, equivalent to Level 3 at least or proven work experience. Also, the level of English must be at least CEFR B1 (for courses where a Foundation year is available) or CEFR B2, as shown in Appendix 1.
- Applicants for taught postgraduate courses must normally possess or expect a relevant undergraduate degree at a minimum level of 2.2 (Lower second class) Honours.

10.3 Individual course entry requirements may be either higher or lower than these, and the detail must be provided in the course profiles. Each course and its named awards will have a specified set of admissions requirements, consistent with the affiliated University's admissions principles, the Quality Assurance and Enhancement processes and Academic Regulations, and have regard to the legitimate interest of prospective students.

10.4 Applications are primarily considered against the published entry criteria for the course (or their international equivalent) to which an applicant has applied.

10.5 Staff responsible for admissions may also consider a range of criteria to assess an application, including prior experience, abilities, aptitudes, skills, and motivations.

10.6 Post entry, students may transfer from one course to another provided a place is available and they meet the admissions criteria for the course in question, under the student's actual course Programme Leader/Associate Dean discretion and Student Finance approval. It is crucial to inform the student they will need to start the new course from first year.

10.7 **UK Applicants-** The School is underpinned by our collaborative partners, use Ofqual to frame entry requirements and equivalencies between qualifications.

10.8 **EU Applicants-** The School is underpinned by our collaborative partners, use Ecctis to frame entry requirements and equivalencies between qualifications.

#### 10.9 **International Applicants**

10.9.1 Any applicant who requires a visa in order to reside and study in the UK must declare this requirement and provide a copy of the visa on request. More information can be found at online on UK Visas and Immigration guidance: <https://www.gov.uk/government/publications/points-based-system-student-route>.

10.9.2 Applicants applying for a new course from overseas and those who have been in the UK for less than a year must demonstrate that they have enough money to pay the course fees for either:

- one academic year of the course
- the entire course (if it is less than a yearlong)

10.9.3 The applicant must show that they have held the required level of funds for a consecutive 28-day period, unless they are relying on a student loan, an award from a government or international sponsorship agency, or where they are receiving some portion of the funds or other financial sponsorship from their student

sponsor (as a bursary, for example). The 28-day period must end no more than 31 days before the application date.

10.9.4 Applicants seeking UK Student Visa route sponsorship are required to declare any criminal convictions as part of their Confirmation of Acceptance for Studies (CAS) application.

10.9.5 All International Applicants are required to demonstrate their English Language ability in accordance with the published entrance requirements. International qualifications deemed to be the equivalent of those issued in the United Kingdom for the purposes of course admission, will be considered in fulfilment of the validated admissions criteria and also checked on Ecctis

#### **10.10 Applicants with Specific Learning Difficulties, Disabilities and Long-term Health Conditions**

10.10.1 GBS welcomes all disabled applicants, those with Specific Learning Difficulties (such as dyslexia, dyspraxia, and ADHD) and those with long-standing medical conditions. There is no requirement to disclose learning difficulties, disabilities, or long-term health conditions as part of an application. However, applicants are invited to inform GBS of their individual requirements at the application stage to allow adequate time for reasonable adjustments to be made, and the required support in place at the point of commencing studies.

10.10.2 Once the applicant has disclosed their condition, some sort of medical evidence may be required from them to help staff address the applicant's needs to the full. GBS welcomes applications from people with additional support needs. We operate procedures to ensure that these applications will be considered appropriately and that applicants with additional support needs will be provided with appropriate support for the application process and their subsequent study. Further information is available with our Welfare Department, at [welfare@globalbanking.ac.uk](mailto:welfare@globalbanking.ac.uk).

#### **10.11 Applicants with Criminal Convictions (UK Student Visa route)**

10.11.1 GBS is committed to providing equal opportunities for applicants irrespective of their personal circumstances or background and as such does not wish to unnecessarily preclude those with a criminal conviction from joining a

course of study. However, the school has a duty to ensure the safety of its student and staff community, and that of other people with whom students interact as part of their course of study. The application process requires applicants to disclose relevant unspent criminal convictions.

10.11.2 For courses where studies involve interaction with children and/or vulnerable adults, applicants must declare all criminal convictions. For these courses, the school requires applicants to pass a criminal records check carried out by the Disclosure and Barring Service (<http://www.homeoffice.gov.uk/crime/vetting-barring-scheme/>) and/or similar police check in their home country. Applicants will be advised if these or any other conditions apply in the recruitment information relating to the course.

10.11.3 Further information about course content and course related requirements, including the need for undertaking a criminal records check are available on each course's webpage. Where a criminal records check is not a mandatory requirement, applicants are required to declare any relevant unspent convictions after an offer has been accepted (and on a continuing basis). However, it is important to reinforce that disclosing a criminal conviction is not a requirement when applying to study at GBS (unless it applies, as disclosed in paragraph 9.11.2), and applicants will only ever be assessed on their academic suitability.

10.11.4 The exception includes applicants who require UK Student Visa route sponsorship to study in the UK, as this information is a mandatory part of the CAS application process.

10.11.5 Applicants with convictions currently on license, are expected to notify GBS of any license conditions which may prevent full engagement. Where possible, GBS will make reasonable adjustments to facilitate inclusion and provide fair conditions to the applicant.

10.11.6 Please note, each of our partner universities has a different stand on declaring criminal convictions and therefore it is the responsibility of the applicant to check the Admissions Policy of each respective partner. Please see links below:

- Leeds Trinity University: <https://www.leadstrinity.ac.uk/media/site-assets/documents/key-documents/pdfs/admissions-policy.pdf>
- Bath Spa University:  
<https://www.bathspa.ac.uk/media/bathspaacuk/aboutus/policies/academic-andstudent/Bath-Spa-University-Admissions-Policy---December-2017.pdf>
- University of Suffolk: <https://www.uos.ac.uk/sites/default/files/Admissions-Policy.pdf>
- Canterbury Christ Church University: <https://www.canterbury.ac.uk/about-us/policies-and-procedures>

## **11. Assessment Applications**

### **11.1 Fair Admissions**

11.1.1 GBS is committed to delivering a fair admissions system that admits students of outstanding achievement and potential, irrespective of their background. In doing so, we are committed to transparency, minimising barriers to entry, selecting for merit, potential and diversity, professionalism and using assessment methods that are reliable and valid.

### **11.2 Selection Criteria**

11.2.1 Applications will be assessed against academic and non-academic selection criteria specific to the course of study for which an application has been made. Applicants are advised to check information on course specific entry requirements which are published on GBS website at <https://globalbanking.ac.uk/courses/>.

11.2.2 GBS receives many applications every year and our courses receive several applications for every available place, so regrettably we cannot offer places to all applicants who have the minimum entry qualifications that we require.

11.2.3 All applicants for a course are assessed against the same entry criteria. Where places are limited, we offer places to those eligible applicants who best meet our selection criteria on a first comes first basis, and whom admissions staff judge to have most potential to benefit from their chosen course and to contribute to the Academic Department and the School.

11.2.4 Methods of assessing applications vary between courses but may include prior and predicted academic achievement, references, personal or supporting statements, written English proficiency, interview and aptitude tests.

11.2.5 Our applicants come from diverse educational, professional, and personal backgrounds. We recognise that occasionally a course standard procedure for assessing applications may not provide the admissions staff with an accurate understanding of an applicant's suitability. In such cases we may ask applicants to provide us with alternative evidence to support their applications or adjust our standard admissions requirements. The admissions staff will contact applicants directly where additional information is required.

## **12. Unsuccessful Applications- Rejection Process**

12.1 In cases where an applicant is not offered a place on the course for which they have applied, the member of staff who rejects the application should record the reasons for their decision to provide applicant feedback on request, and to facilitate annual audit and analysis of marketing and admissions data.

12.2 Unsuccessful applicants will receive notification of the admissions decision via email. Feedback of the decision can be requested from the Admissions Team, contact details for which are found in all correspondence.

12.3 Students who have been excluded on academic grounds may not normally be admitted to a related course or pathway.

12.4 If GBS or any of its agents has reason to believe that an individual or any person acting on their behalf has provided false information, omitted relevant information, made any misrepresentation and/or provided forged or counterfeit documents, an investigation will be conducted and the application in question may be cancelled and any relating offer of a place on a course or funding award may be rescinded.

12.5 As far as possible GBS will admit students to its courses on the basis that there is a reasonable expectation that the applicant will be able to complete the course. There are applicants for whom it will not be possible to offer a place and this Admissions Policy aims

to give a framework for prospective students and staff to show when this might occur. There are two key moments in the admissions cycle when an applicant may be rejected from a course:

**12.5.1 Initial review:** At the initial review of an application, a rejection decision may be recorded for a student. These cover a wide number of reasons and include:

- not academically qualified.
- documentation not submitted following request.
- level of English shown during Written Assessment or Interview is below minimum.
- no work experience (where required by course).
- course full – where application is received after deadline for undergraduate courses.

**12.5.2 Confirmation:** At confirmation, applications are reviewed and may be accepted where the conditions have been narrowly missed. Applications are likely to be rejected if the course has recruited sufficient qualified students or the requirements have been missed by one single grade or more.

**12.5.3** Applicants will be informed, when applicable and upon request, of the reason for the rejection. If there is an alternative course which the applicants are qualified for then they will be either asked if they wish to be considered or made an alternative offer.

### **13. Deferral Process**

**13.1** The Deferral Process is within remit of our collaborative partners' discretion, as some of these allow applicants to defer their application to the following intake prior to enrolment.

**13.2** The applicant must send an email to confirm their intention to defer and provide a reason or supporting evidence for that. Once the email is received and the deferral is confirmed, in accordance with our partners' admissions guidelines towards course entry criteria, the applicant wishing to reapply may be required to re-sit WA and/or re-take interview for the next intake.

### **14. Cancellation Process**

#### 14.1 Applicants willing to cancel their application:

- The applicant must send an email to confirm their intention to cancel and provide a reason or supporting evidence for that.
- The application remains on Zoho, however the applicant should not be contacted again, unless they have a willing to reapply.

**14.2 Applications cancelled by the Admissions Team:** The Admissions team has the right to cancel any application where the applicant or any person acting on their behalf has provided false information, omitted relevant information, made any misrepresentation, provided forged or counterfeit documents, got caught cheating and/or acted in an inappropriate or rude way at any moment of the process.

- The application remains on Zoho, but applicant should not be contacted anymore, and they will not be allowed to apply for any course at GBS.
- Applications found to have any sort of proxy with any member of staff, personal or professional, will be immediately cancelled, and applicants will not be allowed to apply for any course at GBS.

### 15. Change of Program

15.1 Any applicant who wishes to change their programme may do so in accordance with GBS availability. The applicant must email [admissions@globalbanking.ac.uk](mailto:admissions@globalbanking.ac.uk) requesting the change and informing the reasons for the change.

15.2 The Admissions team will analyse the request and will forward the applicant a form through Zoho to evidence and file the interest for the change. Once the file has been returned by the applicant, The Admissions team, together with the Programme Leaders and Student Success Tutors will revise the request.

### 16. Changes in Programme

16.1 It may occasionally be necessary for GBS to make changes to courses as advertised in the prospectus or on the School website. Changes are made to improve the students' experience, ensure that all modules taught are as up to date and to allow students to achieve their full potential in terms of knowledge, transferable skills, and employability. In most cases, changes are minor. However, any substantial changes will be notified to applicants with a full explanation of the changes.

## **17. Course Closure**

17.1 In normal circumstances courses will only be closed if absolutely necessary and GBS has no alternative course of action. As with course changes, GBS will make every effort to move students to another suitable course. However, this may not always be possible. If an applicant has accepted an offer and GBS cannot offer a suitable alternative, every effort will be made to assist students to transfer to a course in another partner university.

## **18. School Closure**

18.1 GBS will endeavour to remain open and functioning as normal to the best of its ability. In certain circumstances, GBS may be forced to close some or part of or all of its buildings or campuses and/or to interrupt or suspend the delivery of some or all of its services and courses. In circumstances where such closure or disruption is due to unforeseen events or those outside of GBS control such as events which pose a threat to public or national health or safety, acts or threats of terrorism or war, extreme weather events, natural disasters, large scale public disturbances and mass action, GBS cannot be held legally responsible or contractually liable to its staff and students for any resulting consequences.

18.2 GBS will take all reasonable steps necessary to minimise the disruption to its staff and students. However, given that the safety of our staff and students will always be our primary concern, this may not always be possible.

## **19. Appeal Process**

19.1 In case additional relevant information can be provided by a prospective student in support of their application, which was unavailable when the application was originally submitted, GBS will take this into consideration and may reconsider the application. In case of the final admission decision having been made by one of the awarding bodies, an applicant must make the request to the awarding body.

19.2 For appeals made to GBS, the applicant or the agency must send GBS an email to [admissions@globalbanking.ac.uk](mailto:admissions@globalbanking.ac.uk) stating the basis of the appeal and provide the relevant documentation for evidencing, in no more than 10 working days. GBS will aim to respond to appeals within 5 working days although it may take up to 15 days.

## **20. Admissions Complaint Procedure**

### **20.1 Overview**

20.1.1 A formal Admissions Complaint is a request for review of the application process, it is not a request for a review of an application decision made against entry requirements.

## **20.2 Grounds for Complaint**

20.2.1 Complaints may only be submitted on grounds of:

- procedural irregularity
- evidence of any action or decision which is not consistent with GBS Admissions Policy

## **20.3 Procedure**

20.3.1 A complaint must be made on an individual basis by the applicant. Complaints made by a third party will not normally be considered. Applicants should normally raise the matter within 10 working days of the action causing concern.

20.3.2 Complaints should be sent to [admissions@globalbanking.ac.uk](mailto:admissions@globalbanking.ac.uk) including your full name, course applied for, and details of your complaint. Upon receipt, the complaint will be acknowledged and forwarded to the appropriate manager for action. GBS will aim to respond to complaints within 5 working days although it may take up to 15 days. If the complaint is not resolved to the satisfaction of the prospective student through the above means, the complainant may then request a review by the Managing Director of Admissions. The Managing Director or nominee shall investigate the complaint fully with relevant staff and/or a third party if it is deemed necessary and reply in writing within 30 working days.

## **21. GBS Student Transfer Plan**

21.1 As a standard procedure, all providers of higher education in England are required to publish student transfer arrangements in accordance with the Higher Education Research Act 2017 and Office for Students Regulatory Framework. The purpose of the plan is to facilitate the continuation and quality of study for all students whenever a risk to their continued study occurs and to facilitate transfer between providers. GBS Student Transfer Plan applies to:

- GBS students who wish to transfer to another UK institution offering higher education courses of study.

- Students wishing to transfer into GBS from another UK institution offering higher education courses of study.
- GBS students who wish to transfer to another course of study offered by GBS at any of its campuses.<sup>1</sup>

21.2 This Student Transfer Plan applies when GBS Student Protection Plan comes into operation due to one or more Significant Material Changes identified in the Student Protection Plan.

21.3 GBS Student Protection Plan must be read and fully understood by Programme Leaders, Student Success Tutors, Admissions staff and GBS Senior Management Team. Students on courses of study leading to an award by a GBS partner organisation<sup>2</sup> must adhere to the partner organisation's Student Transfer Plan or equivalent. GBS will work closely with our partner organisations, as appropriate, to serve the best interests of students.

21.4 Students from another UK higher education provider wishing to transfer to study at GBS on a course awarded by a GBS partner organisation will be required to meet any entry and/or progression requirements of the awarding body in addition to being accepted by GBS.

21.5 GBS Student Protection Plan provides a plan for prospective and enrolled students that protects students against any material changes to their proposed or current programme of studies. The eventualities regarded as significant material changes covered by the Plan are as follows:

- Institutional Closure
- Closure of Part or all of GBS Campuses
- Withdrawal of Course Designation
- Closure of Programme of Studies
- Major In-Year Changes to a Programme of Studies
- Unanticipated Loss of Key Staff.
- Suspension or Revocation of UK Student Visa route Sponsor Licence.
- Industrial Action by GBS Staff or a Third Party.

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<sup>1</sup> GBS campuses are Olympic Park, Bow Road, East London; Canary Wharf, Republic Building, East India, East London; Fazeley Road, Birmingham and Universal Building, Manchester.

<sup>2</sup> GBS partner organisations currently include Leeds Trinity University, the University of Suffolk, Canterbury Christchurch University, Bath Spa University and Pearson.

- Providing Support to the Wider Higher Education Sector.

21.6 If one or more of these significant material changes occur and concern transfer of GBS students<sup>3</sup> either outside of GBS or to another course and/or campus, then the Academic Standards and Quality Office (ASQO) will form a team to oversee and manage the transfer of students. The team will consist of a Senior member from Academic Standards and Quality Office, appropriate Programme Leader(s) and Senior Student Success Tutor(s) and an Associate Dean.

### 21.7 Students Transferring out of GBS to another UK Institution

21.7.1 As a consequence of events outlined in the GBS Student Protection Plan or a student(s) decision to transfer to another higher education provider, GBS will facilitate transfer to another higher education provider, preferably to an equivalent or similar course of study, in order to enable the student to complete their studies. This may include, but is not limited to:

- Course closure
- Institutional or campus closure
- Loss of Registration with the Office for Students and Course Designation
- Student-led withdrawal

21.7.2 The appropriate Programme Leader will work closely with the appropriate Student Success Tutor and a member of staff from the Admissions team to support students with transferring out of GBS to another higher education provider. Should a transfer to another higher education provider be necessary, GBS will support arrangements to:

- a. Confirm any completed credit, level attained, or study undertaken, as appropriate, to support a student to transfer to another provider as soon as practically possible or at a later date to be agreed between the student(s) and GBS.
- b. GBS will provide the student with a transcript recording achievement to date on their course of study.
- c. Receive a refund for all/partial fees where transfer of completed credit is not possible, in accordance with GBS Tuition Fee Refund Policy.

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<sup>3</sup> This GBS Student Transfer Plan applies to students on the GBS Pearson programmes. Students on programmes with other awarding bodies are to use their respective partner institution Student Transfer Plan or equivalent.

21.7.3 Students who transfer out of GBS to another higher education provider may be eligible for an interim award recognising their achievements at the point of transfer out of GBS. Any interim award would be subject to the regulations of the awarding body appropriate to the course of study undertaken by the student at GBS. The appropriate Senior Student Success Tutor will provide advice and guidance to students with respect to interim awards.

## **21.8 Students Transferring into GBS from another UK Institution**

21.8.1 As a consequence of events at other higher education providers triggering a transfer or students electing to transfer to GBS, we will consider:

- A. Admission of students onto an equivalent or similar course of study, taking completed credit, level attained, or other study undertaken into consideration, as appropriate and in accordance with GBS Recognition of Prior Learning Policy. This will be managed and progressed through the Admissions Team together with the appropriate Programme Leader(s) and Senior Student Success Tutor(s).
  
- B. Admission of students onto an alternative taught course of study, taking completed credit, level attained, or other study undertaken into consideration, as appropriate. This will be managed and progressed by the Admissions Team working with the appropriate Programme Leader(s).

21.9 In circumstances, where students wish to transfer from another UK higher education provider to a course offered by GBS at any of its campuses, GBS partner organisation/awarding body requirements must also be met, and any transfer approved by the appropriate GBS partner organisation/awarding body.

## **21.10 Students Transferring to another Course of Study within GBS**

21.10.1 If a student wishes to transfer to another course within GBS or a different course at another GBS campus, this will be dealt with by the student's current Senior Student Success Tutor(s). The Senior Student Success Tutor(s) will liaise with the appropriate Programme Leader(s) either at the same campus or the other campus the student wishes to transfer to.

21.10.2 If a student wishes to transfer to the same course at a different GBS campus, the Senior Student Success Tutor(s) will check that the same

modules are being offered during the same semesters so that the transfer can be straightforward. If this is not the case, the Senior Student Success Tutor(s) will liaise with the appropriate Programme Leader(s) to determine when the student could transfer given the module credits already achieved. Normally transfers can only be made at the start of a semester.

21.10.3 If a student wishes to transfer to a different course of study, the Senior Student Success Tutor(s) will liaise with the appropriate Programme Leader(s) to ascertain the feasibility of the request. GBS Recognition of Prior Learning Policy and Procedure will be referred to and followed. Normally, a transfer can only be made at the start of a semester.

21.10.4 Any transfer to another course of study will, where appropriate, will need to meet any requirements and be approved by the appropriate GBS partner organisations/awarding body.

#### **21.11 Advice and Support**

21.11.1 If a student transfers out of GBS, into GBS or to another course of study within GBS, including to another campus, support will be provided by the Student Success Tutor(s) and academic advice by the Programme Leader or Associate Dean. Advice and support will also be provided by the appropriate GBS partner organisation/awarding body.

#### **21.12 Fees and Refunds**

21.12.1 If a student transfers out of GBS and to another higher education provider or if a GBS student transfers within GBS to another course where there is a tuition fee difference (lower tuition fee), the GBS Tuition Fee Refund Policy will be followed.

## **22. Stages of the Admissions Process**

### **22.1 Stage 1- Pre-enrolment**

22.1.1 Students seeking admission to the GBS must be at least 18 years old or meet entry requirement for under 21 years of age on Foundation programmes. Students can access application form via our website at <https://globalbanking.ac.uk/courses/#>

22.1.2 On completion of the application, the lead is generated on Zoho as a new application. Either the CRT or the BDT Teams will then invite the applicant to

continue the process by heading to one of our units in London Bow Road, London Greenford, Birmingham, Leeds, and Manchester. It is imperative that the applicant is fully and clearly informed about the documents they must bring with them to GBS, in order to proceed with their application.

22.1.3 The applicant should present:

- Original Passport or equivalent ID proof, as follows:
  - UK Citizen – British Passport. In case applicant cannot provide passport, British Driver’s Licence and Birth Certificate.
  - EU Citizen – Passport and Share code. In case either one cannot be provided, EU ID and share code for Settlement/Pre-Settlement Status check.
  - Non-UK and Non-EU Applicant living in the UK – Passport and Share code.
- Proof of Residency in the UK (as stated above – Passport or share code for Settlement/Pre-Settlement Status check).
- All relevant academic documents where necessary.

22.1.4 Once the applicant arrives at one of the aforementioned premises, either an Admissions Officer or a Senior Admissions Officer will review the application, inquire about the required documents, complete the ‘Data Protection - Third Party Consent Form’ and invite the applicant for an interview.

22.1.5 It is of ultimate importance that original documents are verified on premises by a member of staff and that these are properly filed with the staff’s name, position, signature, and date. Changes to this may apply in agreement with our partners’ demands.

22.1.6 The Data Consent Form must be completed for the Higher Education Statistics Agency (HESA) purposes, the applicant must declare the Highest Qualification achieved.

22.1.7 The Senior Admissions Officer in charge of the interview should, in the meantime, be completing the Admissions Interview Form while conducting the Oral Assessment with prospective students to check and verify the capabilities of a candidate to complete the course, commitment to study and other situations relevant to the acceptance of his application.

22.1.8 Once the interview is concluded, the Senior Admissions Officer will assign the applicant to sit the relevant Written Assessment (WA) for the selected course and fulfil the Interview Checklist Status on Zoho.

22.1.9 Once the applicant has completed their WA, either an Admissions Officer or a Senior Admission Officer should review and inform them of the next steps in the process. All the information should be properly uploaded and updated on Zoho, and the Admissions Checklist verified and ticked where appropriate. Student applications will be assessed prior to admission using the selection criteria for the chosen course.

## **22.2 Stage 2- GBS Application Approval**

22.2.1 The applicant's file is then processed by another Admissions Officer or Senior Admissions Officer after which the relevant status is updated on Zoho. An automatic email is sent out via Zoho as the applicant's status is updated. The prospective student's file is verified and approved by the Admissions Staff by double-checking the Admissions Checklist.

## **22.3 Stage 3-Application to Partner University**

22.3.1 Authorised Admissions Managers must update our partner university with the recommendation on the application where the final decision is made by the university.

## **22.4 Stage 4-Conditional Offer and Unconditional Offer**

22.4.1 All applicants who are offered a place to study at one of our Partner Universities will receive an offer letter detailing the terms and conditions of the offer. This will include details of any individual requirements that need to be fulfilled before an applicant can be admitted to the University. Offer letters will be sent out by email. Applicants may then receive an offer email with conditions by the Partner University. An unconditional offer will be issued if an applicant meets all the entry criteria.

22.4.2 Once an unconditional offer has been accepted, the applicant's status will be amended to offer accepted by student. An applicant will only change to 'Enrolled' once all financial and contractual terms have been met.

## 22.5 Communication of decisions

22.5.1 The Senior Admissions Officer or the Admissions Manager, (with prior approval from one of our partners), will aim to communicate the decision to the applicant within fifteen working days from the date the applicant has provided all the documents and the file is complete, although at very busy times this may take longer.

## 23. Monitoring and Review

23.1 This policy may be amended by GBS at any time and will be reviewed annually to ensure it is fit for purpose. Any issues related to the monitoring and review of this policy, please contact [asqo@globalbanking.ac.uk](mailto:asqo@globalbanking.ac.uk).

## 24. Data Protection and Confidentiality

24.1 GBS is registered with the Information Commissioner's Office as a Data Controller. Details of the School's registration are published on the [Information Commissioners website](#). GBS as a Data Controller shall implement appropriate technical and organisational measures to ensure that processing of personal information is performed in accordance with the UK General Data Protection Regulations (UK GDPR) and under the Data Protection Act 2018 (DPA).

24.2 All GBS staff and students should be clearly informed about the limits of confidentiality in terms of information sharing in line with data protection law. Please refer to GBS Data Protection Policy for further guidance.

### 24.3 GBS use of Prospective Enquirer Data

24.3.1 In line with our Privacy Notice GBS collects data on prospective enquirers who request prospectus information or other course literature, attend open days or other recruitment events, applicants, and offer-holders. This data is collected for the specific purpose of providing information to prospective applicants.

24.3.2 GBS Privacy Notice explains how we collect, maintain, and use personal data when you make enquiries about studying at GBS (including by registering to attend our open days), when making an application and if you go on to become an offer holder i.e., the time before you become a registered student.

For example, it provides details of what data may be sent to the Higher Education Statistics Agency (HESA), when data may be disclosed to a third party and what information is included on your student record if you go on to become a registered student at GBS.

#### **24.4 GBS use of Applicant Data**

24.4.1 GBS needs to collect, maintain, and use personal data relating to its applicants to allow us to process applications for study, register students, to administer courses and to provide facilities for students. Data collected during the admissions and registration processes will be used for the purposes of maintaining student records, managing processes in relation to academic progress, providing personal and academic advice and support.

24.4.2 GBS needs to collect and process more sensitive personal data (special category personal data, for example, data concerning your racial/ethnic origins, health and wellbeing and sexuality) to undertake equal opportunity monitoring and provide access to some courses and support for students where appropriate. We are also legally required to collect and process data on past criminal convictions for access to some courses. This data will only be shared between staff who have a legitimate need to see it.

24.4.3 We will not share your data with third parties unless we have an appropriate consent from you, and where we are under a statutory or regulatory obligation to do so (such as with the UKVI, OFS, HESA, the Student Loans Company Ltd, the Skills Funding Agency, local authorities, or police) or are otherwise permitted to do so under the General Data Protection Regulation and Data Protection Act 2018.

24.4.4 Anonymised and aggregated applicant data are analysed by GBS, for purposes including institutional and statutory monitoring, market research, planning, and teaching and learning, in order to ensure that our processes are fair and effective, and our courses best reflect applicant need.

#### **25. Alternative Format**

25.1 This policy can be provided in alternative format (including large print, audio and electronic) upon request. For further information, or to make a request, please contact:

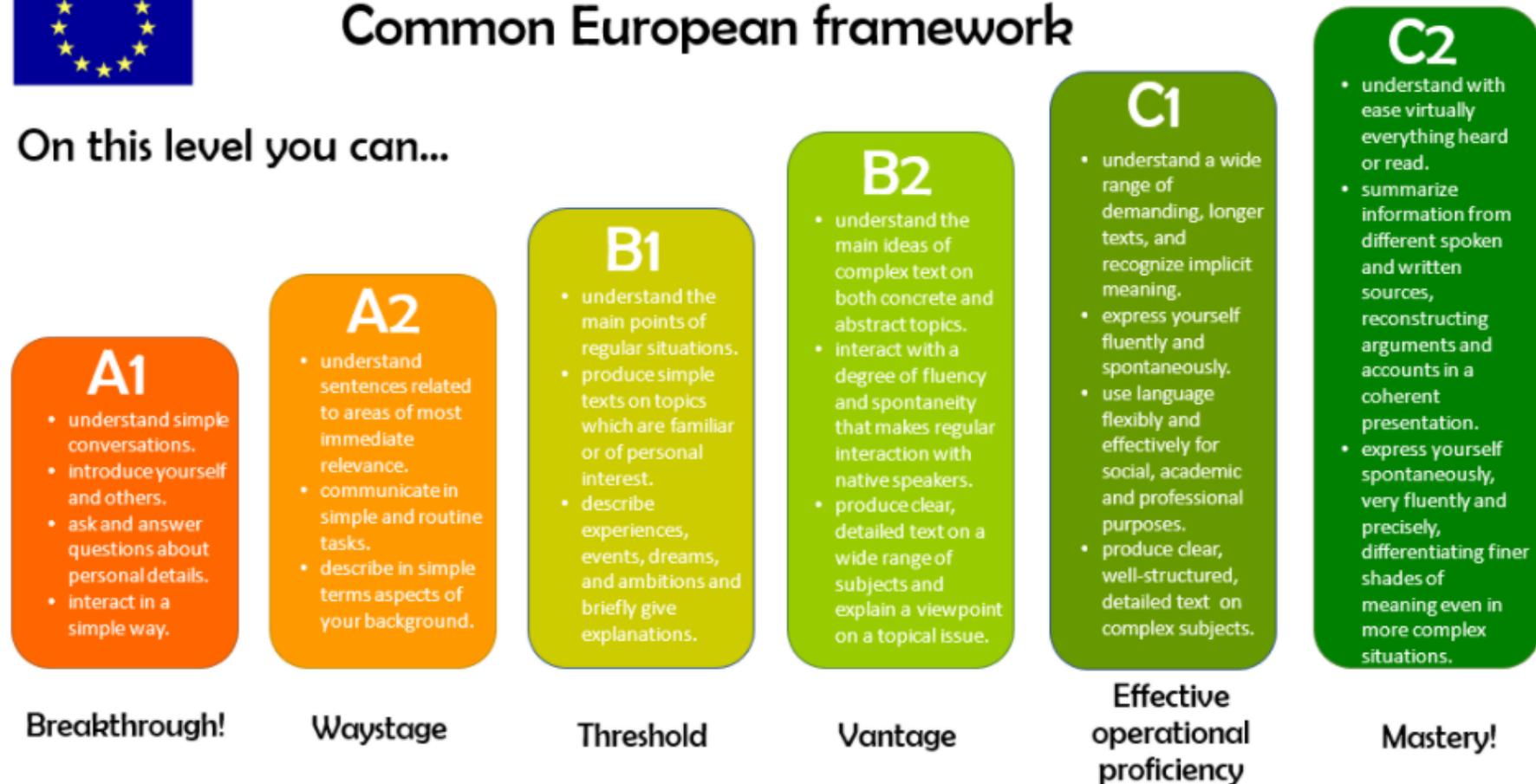
- **Name:** Student Welfare Management Team
- **Position:** Student Welfare Officer/Manager
- **Email:** [welfare@globalbanking.ac.uk](mailto:welfare@globalbanking.ac.uk)

**APPENDIX 1: Common European Framework- CEFR**



**Common European framework**

On this level you can...



## APPENDIX 2: Our Values

Our vision is 'to change lives through education that makes a fundamental difference to living standards and access to learning'.



### APPENDIX 3: Six great reasons to join GBS



Source: GBS UK Website <https://globalbanking.ac.uk/>