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## **GBS Student Charter**

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|                                                   |                     |
|---------------------------------------------------|---------------------|
| <b>Document title</b>                             | GBS Student Charter |
| <b>Oversight Committee</b>                        | Academic Board      |
| <b>Policy lead<br/>(Staff member accountable)</b> | Provost             |
| <b>Approved by</b>                                | Academic Board      |
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| <b>Version</b>                                    | 2.3                 |

#### Related GBS policies

- GBS Student Complaints Policy and Procedures
- GBS Good Academic Practice and Academic Misconduct Policy
- GBS Academic Appeals Policy
- GBS Student Protection Plan
- GBS Student Code of Conduct
- GBS Student Disciplinary Policy
- GBS Equality and Diversity Policy
- GBS Anti-Harassment and Anti-Bullying Policy

#### External Reference Points

1. Information Commissioner's Office, Accessed online at: <https://ico.org.uk/>
2. UK Public General Acts, *Data Protection Act 2018*, Accessed online at: <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>
3. UK Public General Acts, *Equality Act 2010*, Accessed online at: <https://www.legislation.gov.uk/ukpga/2010/15/contents>

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## Global Banking School Student Charter

### 1. About the Student Charter

- All students are encouraged to read the Student Charter so that they know what they can expect and what is expected of them during their time at Global Banking School (GBS).
- The Student Charter sets out what GBS will provide for you during your learning experience on your chosen programme of study, and how you as a student at GBS are expected to behave whilst studying at GBS.
- The Student Charter also acts as a student code of conduct which may be used should it be necessary to instigate disciplinary procedures against a student due to alleged misconduct (other than academic misconduct).
- The Student Charter is not a binding contract, however, outlines a common set of principles that students and staff agree will result in an outstanding student experience.
- Our vision is 'to change lives through education that makes a fundamental difference to living standards and access to learning'. (*Please review Annex 1- Global Banking Schools Values*).

### 2. Global Banking School Responsibilities

In order to provide a high-quality learning experience, GBS as your education provider will:

- Provide a high-quality educational learning experience that is in line with good academic practice and protect your study interests consistent with GBS' Student Protection Plan.
- Treat you in a courteous, fair, just and legal manner.
- Provide a safe and tolerant environment in which academic and professional goals may be pursued free from harassment and discrimination of any kind,

consistent with GBS's Safeguarding and Prevent Policy, Freedom of Speech, Student Code of Conduct and Equality and Diversity Policy, where appropriate.

- Give access to up-to-date, accurate and relevant information about GBS and its services before you enroll for a programme, including fees and other course related costs, programme details, assessment methods, admissions, and enrolment procedures.
- Schedule and provide a full induction programme for your course of study, in line with GBS Induction Policy.
- Ensure that as a prospective and enrolled student you are aware of and understand GBS' Tuition Fee Refund and Compensation Policy and Terms and Conditions.
  - Provide you with a Student Handbook and other information on the aims and objectives of your programme of study, individual programme units/modules, methods of study, assessment regulations, unit/module choices (where relevant), and GBS's policies, procedures and regulations.
- Use approved communication channels, including the website and the virtual learning environment (VLE), to provide you with up-to-date, accurate programme information.
- Identify all key GBS staff and their areas of responsibility so that you know who to contact for information and guidance.
- Ensure the provision of a range of opportunities to enhance employability and develop transferable skills.
- Help to ensure that you can participate fully in academic life at GBS.

- Organise and implement all programme assessments in line with the awarding organisation's regulations and in accordance with published examination and assessment guidelines and criteria, where appropriate.
- Give timely and constructive feedback for formative and summative assessments, where appropriate, to enhance student learning and achievement.
- Provide opportunities for you to give feedback about the quality of your programme and constituent modules/units of study, facilities, and services that you receive, and respond to your feedback in a clear and transparent manner and acting upon it wherever practically possible.
- Safeguard all personal information and comply with the requirements of the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR) and the Freedom of Information Act.
- Provide clear guidelines regarding the policies and procedures to be followed to make an academic appeal or a formal complaint.
- Provide consistently high standards of teaching and access to high quality learning resources and facilities, sharing the excitement of cutting-edge research and encouraging student engagement.
- Listen to students: being open to constructive student feedback and encouraging and supporting student participation in shaping the quality of their experience.
- Provide support and advice to students in areas such as careers, finance, health and wellbeing, and accommodation.

### **3. Student Responsibilities**

In order to get the best out of their experience at GBS, students will:

- Attend all timetabled lessons and scheduled tutorials in line with GBS Attendance Policy (if for any reason you are unable to attend a particular session, then inform GBS using the recognised absence reporting procedure).

- Be aware that regular non-attendance or lateness at classes will result in disciplinary action, which could have an impact on your studies, professional development and learning achievements.
- Act responsibly in your use of all GBS premises and facilities, and help to keep these clean and tidy, complying with any guidance or regulations governing their use and respecting the needs of other users.
- Familiarise yourself with information regarding your studies in the Student Handbook as well as complying with all GBS regulations, policies, and procedures.
- Always adhere to GBS Safeguarding and Prevent Policy, Freedom of Speech Policy, Student Code of Conduct and Equality and Diversity Policy and their associated requirements.
- Take part in relevant induction activities at the start of your programme of study.
- Understand and abide by your obligations regarding programme fees and payments by meeting all deadlines for the payment of fees, understanding that non-payment will result in your place at GBS being withdrawn.
- Take responsibility for your own learning and undertake all programme-related work that is assigned to you, ensuring that you devote sufficient time to self-directed learning and study.
- Familiarise yourself with and abide by all published examination and assessment timetables and procedures and submit all assessed work by the set deadlines.
- Understand that at GBS you are a member of a diverse community. Act in a courteous, responsible, and legal manner in your dealings with staff and fellow students and be considerate of the local community of which you are a part.

- Always take all reasonable care for your own health and safety, and the health and safety of others, both on and off GBS premises, according to GBS Health and Safety Policy.
- Seek academic support and guidance, if required, and be proactive in seeking out any welfare or personal support that you may need.
- Advise GBS of any circumstances or restrictions that may affect participation in your studies.
- Provide GBS with up-to-date information to ensure our student records are accurate at all times and give prompt notification of any changes to these (for example, a change of address or contact details), in compliance with the Data Protection Act 2018 and the UK GDPR.
- Take part in opportunities to feedback on the quality of the educational provision and services that you receive from GBS and complete feedback surveys when requested.
- Support student representatives and participate in processes which will lead to improvements in the quality of learning and teaching, such as the National Student Survey (NSS) and Module Evaluation Questionnaires (MEQ).
- Take responsibility for managing your own learning by being an active participant and positively engaging in your programme of study.
- Adopt a scholarly approach and demonstrate integrity in all aspects of your studies.
- Be a reliable and committed student and submit assessed work by stated deadlines and reflect on the feedback provided.
- Take advantage of the opportunities GBS provides to help you reach your potential, enhance your employability prospects and personal development.

- GBS has a zero-tolerance policy towards bribery and corruption<sup>1</sup> and is committed to the highest levels of openness, integrity, and accountability. Students are not permitted to bribe any GBS member of staff and any student found to be in breach, will be subject to GBS Student Disciplinary Policy.

#### 4. Monitoring and Review

4.1 The Student Charter is reviewed annually and may be amended by GBS at any time. Any issues related to the monitoring and review of GBS Student Charter, please contact the Academic Standards and Quality Office at [asqo@globalbanking.ac.uk](mailto:asqo@globalbanking.ac.uk).

#### 5. Data Protection and Confidentiality

5.1 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 GDPR and under the DPA 2018.

#### 6. Alternative Format

6.1 This policy can be provided in alternative formats (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)

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<sup>1</sup> *Bribery is the offer, promise, giving, demanding or acceptance of an advantage as an inducement for an action which is illegal, unethical, a breach of trust or the improper performance of a contract. Inducements can take the form of gifts, fees, rewards, jobs, internships, examination grades, favours, or other advantages. Corruption is the misuse of entrusted power for personal gain.*

## Annex 1 - Global Banking School's Values

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



- ❖ We believe that education is transformational. It enables personal growth which can lead to better employment prospects.
- ❖ Our values are not just a set of words, they define who we are and what we strive to be as an organisation.
- ❖ We want to put our values at the heart of everything that we do, and we need our staff and students help to make this a success.