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Global Banking School

Student Charter

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As your education provider, Global Banking School will:

- Provide a high quality educational learning experience that is in line with good academic practice and protect your study interests consistent with Global Banking School's 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 Global Banking School's Prevent Policy, Freedom of Speech Code of Conduct and Equality and Diversity Policy, where appropriate.
- Give access to up-to-date, accurate and relevant information about Global Banking School and its services before you enrol for a course, 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 Global Banking School's Induction Policy.
- Ensure that as a prospective and enrolled student you are aware of and understand Global Banking School's 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 course of study, individual course units/modules, methods of study, assessment regulations, unit/module choices (where relevant), and relevant Global Banking School policies, procedures and regulations as provided in the Quality Assurance Manual.
- Use approved communication channels, including the website and the virtual learning environment (Moodle), in order to provide you with up-to-date, accurate course information.
- Identify all key Global Banking School 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 are able to participate fully in academic life at the Global Banking School.
- Organise and implement all course assessment 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 course and constituent modules/units of study, facilities and services that you receive, and respond to your feedback in a clear and transparent manner, acting upon it wherever practically possible.
- Safeguard all personal information and comply with the requirements of the General Data Protection Regulation of the European Union and the Freedom of Information Act.
- Provide clear guidelines regarding the policies and procedures to be followed in order to make an academic appeal or a formal complaint.

As a student at Global Banking School you are expected to:

- Attend all timetabled lessons and scheduled tutorials in line with Global Banking School's Attendance Policy (if for any reason you are unable to attend a particular session, then inform Global Banking School using the recognised absence reporting procedure).
- Act responsibly in your use of all Global Banking School's 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 Global Banking School's regulations, policies and procedures.
- Adhere at all times to Global Banking School's Prevent Policy, Freedom of Speech Code of Conduct and Equality and Diversity Policy, with their associated requirements.
- Take part in relevant induction activities at the start of your course of study.
- Understand and abide by your obligations regarding course fees and payments by meeting all deadlines for the payment of fees, understanding that non-payment will result in your place at Global Banking School being withdrawn.
- Take responsibility for your own learning and undertake all course-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 Global Banking School 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 Global Banking School's premises, according to the Health and Safety Policy.
- Adhere to Global Banking School's attendance requirements. 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.
- Seek academic support and guidance, if required, and be proactive in seeking out any welfare or personal support that you may need.
- Advise Global Banking School of any circumstances or restrictions that may affect participation in your studies.
- Provide Global Banking School 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).
- Take part in opportunities to feedback on the quality of the educational provision and services that you receive from Global Banking School, and undertake to complete feedback surveys when requested.