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## **GBS Student Charter**

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## Contents

1. About the Student Charter .....	4
2. Global Banking School Responsibilities .....	4
3. Student Responsibilities .....	6
4. Monitoring and Review .....	9
5. Data Protection and Confidentiality .....	9
6. Alternative Format .....	9
Annex 1 - .....	

## 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 should be read in conjunction with the Student Code of Conduct which sets out our expectations in regard of student behavior and 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.

*(Please review Annex 1-*

*Global Banking Schools Values).*

### 2. Global Banking School Responsibilities

2.1. 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 Student Protection Plan.

Treat you in a courteous, b0000887/F5 10.98 Tf1 0 0 1 490.5 186.86 Tm0 g0 G[Stud]-2(ent)-8



Organise and implement all programme assessments in line with the awarding 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.

Attend all timetabled lessons and scheduled tutorials in line with GBS Student 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 (Prevent Duty) 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

