



This document sets out key aspects of the

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1.1 Global Banking School (the "School" or "We" or "Us") means a company registered in England and Wales (company number 07165333). Registered office: 891 Greenford Road, Greenford, London, UB6 0HE. UKPRN: 10042500.



- 1.2 "You" or "Your" or "the Student" means the person who been offered a place at the School and has completed and signed the form accompanying an offer letter (the "Acceptance of an Offer Form").
- 1.3 You can contact us using the following contact information:
- o By Letter: 891 Greenford Road, Greenford, London, UB6 0HE.
 - o By Telephone: +44 (0)208 092 9440
 - o By Email: enquiries@globalba
 - o In Person: 8f1aA91 Greenford Road, Greenford, London,.



binding. In accepting an offer, you confirm that you have provided accurate details of your highest formal qualification(s) and all relevant previous study on your application form.

4.3 To accept the offer, you will need to follow the instructions set out in the Offer Letter.

4.4 A legally binding contract will be formed between us for the provision of your Course and related services once you accept our offer in accordance with the Offer Letter instructions.

4.5 The contract between us comprises the following documents (the "Contract"), and will continue until on conferment of award unless it is ended or extended in the ways described in these Terms and Conditions:

- o these Terms and Conditions;
- o Offer Letter, which will set out details of your place on a course of study, including important information about:

the course, tuition, assessment, and other relevant information.

and will provide all relevant information.

information.

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8.2 The changes that we make might be:

- o _____: i.e. they will not in our view materially change how the Course or related services or facilities are provided to you; or
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<ul style="list-style-type: none"> o In response to minimum enrolment numbers not being attained / fall in enrolment numbers o In light of the withdrawal or amendment of any relevant approval or accreditation o To reflect changes made by a placement provider and/or withdrawal of a placement by a placement provider o To reflect changes made by a provider/institutional partner o To make changes that are required to meet applicable governmental guidance or regulations, including, without limitation, as a result of pandemic or endemic restrictions o For any other valid reason. <p>We may need to make changes to the Contract (including to the Course or to our other services or facilities) from time to time to help us comply with and respond to temporary or longer-term government guidelines, regulations or restrictions (or related health and safety requirements) as a result of the ongoing COVID-19 pandemic.</p> <p>Please see clause 13 about how we might make changes in response to events outside of our control.</p>	<p>To address the specific ongoing issues caused by COVID-19, in addition to the examples above, we may need to make the following adjustments to the Contract (including to the Course and to our other services and facilities) from time to time as follows:</p> <p>changes to the order or timing of how we deliver modules or other Course components (including placements) to you. This might be necessitated to allow us to give you the relevant experience, e.g., to move a non-practical module or placement to a later date if there are ongoing COVID-19 or similar pandemic or epidemic disruptions or restrictions in place;</p> <p>changes to the way that we teach, deliver or assess a course and/or provide pastoral support services (for example, moving to online delivery or changing the percentage of online and in-person delivery).</p> <p>We may need to make these changes with limited notice for health and safety reasons, but we will always seek to provide you with as much notice of any such changes as soon as we can.</p>
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8.5 How we will manage these changes and what you can do if you are not happy with the changes

<p><u>changes</u></p>	<p>We will notify you of any MINOR changes via email, providing you with as much notice as is in our view is appropriate in the circumstances.</p> <p>Where possible, we will look to provide this notice to you in advance of making MINOR changes, but this may not always be possible (e.g., if we are required to make changes at short notice to respond to a</p>	<p>N/A</p>



	<p>Government or regulator's direction or to urgently deal with a situation (such as a security or health and safety risk or emergency at the School).</p>	
<p><u>changes</u></p>	<p>If we need to make any changes which will, in our reasonable opinion, have a more significant impact on the way that we teach or provide your Course or other services and facilities to you, and which will cause you a significant detriment, we will notify you as soon as we reasonably can in the particular circumstances, and will let you have details about the changes and how they will impact you and the steps we will take to minimise the detriment. As with the MINOR changes, we might not always be able to give you much notice.</p>	<p>Please get in touch with us promptly if you have any queries or concerns about a MAJOR change we make at enquiries@globalbanking.ac.uk. Please also see clause 11 (Complaints).</p> <p>If you remain unhappy about any MAJOR change, and if you have suffered a significant detriment as a result of the change, you may be entitled to end the Contract due to the major change in accordance with clause 10 below.</p> <p>Depending on the relevant circumstances, you may also be entitled to an appropriate refund of the Fees you have paid. Refunds of fees will be given to students in accordance with the University's refund policy.</p>

Course WITHDRAWAL
 CLOSURE or MERGER



<ul style="list-style-type: none"> o If you no longer wish to study with us. 	<p>You have the right to terminate in these circumstances at any time.</p> <p>Please do get in touch with us at enquiries@globalbanking.ac.uk if you are thinking of ending your studies with us.</p> <p><u>Refund rights</u></p> <p>Depending on the relevant circumstances, you may also be entitled to an appropriate refund of the Fees you have paid. Refunds of fees will be given to students in accordance with the University's refund policy.</p>
<ul style="list-style-type: none"> o If we have breached the terms of the Contract and we have not been able to put things right for you within a reasonable time in accordance with our relevant procedures. 	<p>Please let us know as soon as possible if you have any issues or concerns with the Contract and follow our complaints process as described in clause 11.</p> <p><u>Refund rights</u></p> <p>Depending on the relevant circumstances, you may also be entitled to an appropriate refund of the Fees you have paid. Refunds of fees will be given to students in accordance with the University's refund policy.</p> <p>In some cases, we may be able to support you to find a place on an alternative course at the School subject to place availability and you meeting the relevant Conditions for the alternative course or provide you with reasonable assistance to study at another provider. Please refer to our Student Protection Plan.</p> <p>Any request for compensation must be made in writing to the Chief Executive Officer of the School.</p> <p>You can also make a complaint.</p>
<ul style="list-style-type: none"> o If we have made a MAJOR change to the Contract that you are not happy with. Please see clause 11 for more details. 	<p>We will contact you to notify you of any MAJOR changes that we wish to make, or if we have decided to withdraw, close or merge your course.</p> <p><u>Refund rights</u></p> <p>Depending on the relevant circumstances, you may also be entitled to an appropriate refund of the Fees you have paid. Refunds of fees will be given to students in accordance with the University's refund policy.</p>



info@globalbanking.ac.uk
www.globalbanking.ac.uk

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soon as possible if you are having difficulties paying your Fees.

- o If your circumstances change circumstancercID 1/Laa



- o In the event of any termination of your enrolment at the School, your enrolment at the University will automatically terminate.
- 9.5 For the avoidance of doubt, where you assert that we are in breach of our obligations under this Contract (including in respect of suspension or termination of the Contract by us), we will consider your assertion under the relevant procedure (for example, as relevant, the student complaints procedure where a complaint is made or the student disciplinary procedure where a valid appeal is made).
- 9.6 Any action we take under this termination and the suspension clause, will not restrict our ability



also be entitled to an appropriate refund of the Fees you have paid. Refunds of fees will be given to students in accordance with the University's refund policy.

13.

13.1 If we do not comply with this Contract, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of this Contract, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of our breach or if they were contemplated by you and us at the time we entered into this Contract.

13.2 We cannot accept responsibility and we will not be liable to you for:

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Appendix 1

Cancellation Form

(The following provides a model cancellation form. You should only complete and return this form if you wish to cancel your place and withdraw from the contract within the 14-day Cancellation Period. Students may also cancel by speaking to the relevant Stu

Please return this form to finance@globalbanking.ac.uk:

Name:

Address:

Date of acceptance of place offer:

Signature

Date