



Global Banking School
+44 (0) 207 539 3548

info@globalbanking.ac.uk

www.globalbanking.ac.uk

891 Greenford Road, London
UB6 0HE

GBS Student Protection Plan

©2023 Global Banking School

Document title	GBS Student Protection Plan
Version	V5.1
Approved by (Oversight Committee)	Academic Board
Policy lead (Staff member accountable)	Provost
Date of original approval	December 2018
Date of last review	May 2023
Changes made at the last review:	Minor editorial changes (May 2023)
Date effective from	June 2023
Date of next review	June 2024

<ul style="list-style-type: none"> • Related GBS policies <ul style="list-style-type: none"> ○ GBS Strategic Plan 2021-2024 GBS Complaints Policy and Procedure GBS Extenuating Circumstances Policy GBS Tuition Fee Refund and Compensation Policy
1. External Reference Points

2. UK QAA Accessed online at:

-
3. The Higher Education and Research Act 2017
<https://www.legislation.gov.uk/ukpga/2017/29/contents/enacted>
 4. Office for Students <https://www.officeforstudents.org.uk/>

Contents

1.	Purpose	4
2.	Background.....	4
3.	Principles informing GBS Student Protection Plan	5
4.	Measures to Inform and Protect Students	6
5.	Approval, Development, Revision and Review of the Student Protection Plan	7
6.	Significant Material Change	8
7.	Tuition Fee Refund and Compensation Policy	12
8.	Responding to Feedback from Students and Staff	13
9.	Communication with Students about this Student Protection Plan	13
11.	Data Protection and Confidentiality	14
12.	Alternative Format	14

5.2 The Student Protection Plan will be reviewed on a regular basis, as part of the normal cycle of GBS policy review. The Plan will also be reviewed and revised if there are any additional or new requirements from external bodies, especially the Office for Students.

6. Significant Material Change

(a) Institutional closure

6.1 The possibility of institutional failure by GBS on business grounds will be monitored through a risk management process in accordance with requirements of Higher Education regulatory bodies and any instance of this will be managed in accordance with GBS policies. GBS Strategic Plan 2021-2024 includes a risk analysis which is reviewed on a regular basis by the Board of Directors.

6.2 If GBS finds itself in a position where it has no option other than to close, it may consider measures, including those given below, to protect the student learning experience and student interests:

Where possible, closing in a phased manner, over a period of time that would allow current enrolled students to complete their studies ('teach out') at GBS.

In a situation where this is not possible, GBS would support students to transfer to appropriate/equivalent programmes provided by other higher education providers and (where appropriate financially) by compensating students if, because of disruption to their studies, they suffer demonstrable, material financial loss.

Explore the possibility of merging with another higher education provider in order to maintain all or part of the current higher education provision.

(b) Closure of part or all GBS campus(s)

6.3 In the event that part or all of one or more GBS campus is rendered unusable for teaching and learning activities for our students, GBS would consider remedies such as:

Relocating the higher education provision to an alternative location. This may, for example, include renting spaces

outside of usual scheduled teaching hours. Where such an approach is taken, appropriate consultation will be conducted with all students and stakeholders who may be affected and a solution agreed.

Delivering part or all the programme through alternative means, such as blended and/or distance learning. Where such an approach is taken, GBS will consider, through consultation, whether this is appropriate for students who would be affected.

6.4 In the event of GBS having to close significant parts of one or more of its campuses, it is possible that it would adopt a strategy of employing a combination of the methods outlined above.

(c) Withdrawal of Course Designation/Deregistration by the Office for Students

6.5 In the unlikely event of de-designation/withdrawal of Office for Students Registration of GBS, resulting in the withdrawal of statutory student finance for its courses (through the Student Loans Company), GBS would take all reasonable steps to minimise the resulting disruption to students by, for example:

Working with relevant funding bodies to allow enrolled students to complete their year/programme of study.

Where the above is not possible, supporting students to transfer to appropriate and similar or the same programme offered by other higher education providers and, if appropriate, financially compensating students where they suffer demonstrable, material financial loss because of disruption to their studies.

Support students by providing any evidence required to facilitate the continuation of their studies with another higher education provider.

Explore the possibility of merging with another higher education provider to maintain all or part of the current higher education provision.

(d) Closure of Programme of Studies

6.6 GBS has procedures in place in the event of a decision being made by the CEO and/or Board of Directors to close a current programme of studies. Where this is likely to have a material impact on students, GBS will mitigate the effects by:

Timely communication with all prospective and enrolled students to provide assurance that they will not be adversely affected by this decision and provide assurance that they will be able to complete their studies at GBS.

Additionally, and where possible, provision will be made to allow students to complete their studies where extenuating circumstances have been presented (according to GBS Extenuating Circumstances Policy) or an interruption of studies

6.9 In the event of key members of staff leaving GBS unexpectedly, GBS will, where possible and practicable:

Seek to fill gaps in staffing as quickly as possible, by moving other current members of staff, with appropriate skills and experience, into any vacant post(s) or recruiting externally as quickly as possible, to minimise any disruption.

In the event that GBS cannot avoid closing a programme due to the loss of staff the policy as outlined in section 6(d) will apply.

(g) Suspension or revocation of Tier 4 Sponsor Licence

6.10 At present GBS does not hold a Tier 4 Sponsor Licence. Should GBS apply and be granted such a license and the license subsequently be suspended or withdrawn, GBS will take all reasonable steps to minimise the resultant disruption to educational services and to affected students by, for example:

Working with UKVI to allow enrolled students to complete their year of study/programme.

Allow students already in receipt of a Tier 4 Visa based upon an allocated CAS from GBS to enroll and commence their studies.

Offer students who have not commenced their travel to the UK/GBS the opportunity to postpone their application pending the resolution of any suspension.

In the event of a revocation of the Tier 4 Sponsor status GBS will provide all reasonable assistance to affected students to move to an alternative sponsor.

(h) Industrial Action by GBS Staff or a Third Party

6.11 GBS will consult and negotiate with any recognised trade unions. GBS is fully committed to maintaining an effective employee relations culture and working with trade union colleagues to achieve reasonable solutions to matters that may arise from time to time.

6.12 It is also possible that GBS and its students may be unduly affected by industrial action by a third party, for instance during a prolonged transport strike. If this, or other industrial action affecting students does occur, GBS will seek to:

Ensure that normal operations and services are maintained as far as possible. This may also include taking actions outlined in section 6(b) above.

Take all reasonable steps to fulfil its responsibilities to students by ensuring that any disruption is minimised and students are not, as far as practically possible, disadvantaged by any industrial action. This may involve, for example, providing learning materials on the VLE to support studies where students may have difficulties with attending teaching sessions on GBS premises.

(i)

- d) With returning students, for example, at their induction to the second year of their Pearson programme of studies. Any updates to the Student Protection Plan from the version provided at induction when first starting at GBS will be referred to and the latest version of the Plan will be available from the website and the VLE.

- e) Staff will be briefed and informed about GBS Student Protection Plan following any revisions to the Plan. New staff will be briefed on the Student Protection Plan as part of their induction to GBS. Staff will be informed that the Student Protection Plan is available from GBS website.

10. Monitoring and Review

10.1

