



Global Banking School



3.1.1 Our commitment is to provide a high-quality learning experience for every student and to ensure that all our resources are available and catered to their needs. We will measure ourselves on this basis.

3.1.2



great effort and resource into recruiting and admitting students from around our geographical locations. GBS is highly successful in recruiting students living in areas of low higher education participation, low household income and socio-



planning cycle with scrutiny of all expenditures and annual accounts which are externally audited and submitted to the Office for Students (previously HEFCE/QAA) for their Financial Management, Sustainability and Governance (FMSG) analysis. All FMSG submissions by GBS have been approved and passed.

4. How our Income is Used

4.1 GBS main income is from student fees and this income is used to provide:

Accommodation for students and staff, which includes teaching rooms, administrative offices, computer facilities in a dedicated space, student social area, reception area.

Employment of teachers, Programme Leaders, Module Leaders, Student Success Tutors, Academic Support, Welfare Managers, Professional Services Support, and Senior Managers.

Learning resources including hard copy textbooks and journals in our library, maintenance, and development of the virtual learning environment (VLE) and subscriptions to e-learning resources.

Payment of fees and subscriptions to required external bodies (for example, Office for Students, Quality Assurance Agency (QAA), Higher Education Statistical Agency (HESA), Office of the Independent Adjudicator for Higher Education (OIAHE), etc.)

Reserve fund for emergencies and to support GBS



5.3 Details about the OIAHE can be found on their website: <https://www.oiahe.org.uk/>.
Further guidance about submitting a complaint to the OIA is available at their website:
<https://www.oiahe.org.uk/students/how-to-complain-to-us/>.

6. Monitoring and Review

6.1 This policy may be amended by GBS at any time. Any issues related to the monitoring and review of this policy, please contact asqo@globalbanking.ac.uk.

7. Data Protection and Confidentiality

7.1 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](#).