



Higher Education Terms of Enrolment 2024/25

These terms are of relevance to students / applicants

Last Reviewed August 2024

Last Amendment Editorial, plus ensuring document requirements are completely aligned with other policies and procedures and expanding on some paragraphs for completeness and to ensure clarity.

Date of last amendment August 2024

Guidance

Please read these Terms of Enrolment carefully as they set out the basis on which the Guildhall School of Music & Drama will deliver educational services to you as a student of the School.

By accepting these Terms of Enrolment and continuing with your online enrolment you are entering into a contractual agreement to abide by the terms of enrolment and all Guildhall School regulations and policies in force for this academic year.

Full versions of the School's regulations and policies can be found on the School's website under the '[Policies](#)' tab and are available in hard copy on request from Registry (registry@gsm.d.ac.uk). The School's regulations and policies are reviewed and updated annually.

The Student Charter also provides a helpful overview of what you can expect from the School and what the School will expect of you.

If your programme of study is intended to last for more than one academic year, we will ask you to re-enrol each year.

If you are new to the Guildhall School or returning to a new programme after a break from studies, you will be asked to provide one of the following forms of identification. The Guildhall School will use the name and date of birth as recorded on your identification in their records. The forms of identification are:

- Passport
- Driving Licence (UK and Republic of Ireland students only)

UK and Republic of Ireland students without photo ID from the list above may provide their UK or ROI birth certificate, normally in combination with one of the following pieces of photo ID:

- Proof of age card recognised under the Proof of Age Standards Scheme (PASS)
- TfL Freedom Pass

If you are under 18 you must confirm that you have got permission from your parent/guardian before agreeing to these Terms of Enrolment.

Not all terms of enrolment will apply to visiting students, however any material differences (e.g. regarding payment of fees) will be noted on the offer letter.

1. Enrolment

- 1.1 You must complete all enrolment tasks, including paying your expected fees, to complete the enrolment process and be confirmed as a student.
- 1.2 If you do not pay your fees as expected, the School will follow the [Tuition Fee Payment, Enrolment & Debt Collection Policy 2024/25](#), which can be found at: <https://www.gsmd.ac.uk/about-guildhall/corporate-documents/policies>.

2. Rights and obligations

- 2.1 We will deliver educational services as set out in the programme and module specification for the specified year of study and in line with our regulations and policies available on the School's [website](#) under the 'Policies' tab and available in hard copy on request from Registry (registry@gsmd.ac.uk).
- 2.2 We may need to make changes to our educational services during the year to comply with any applicable law or safety requirements. If this is necessary, we will endeavour to ensure that these do not materially affect the nature or quality of our services and that you continue to receive the educational service you expect. In any event, we will notify you before any such changes become effective.
- 2.3 Amendments to your programme of study and/or module specifications may occur in certain circumstances during the lifetime of a programme which extends for more than one academic year. In all circumstances where amendments are proposed, we will ensure that we continue to

provide a broadly equivalent service to that contained in the programme and module specification for the specified year of study. In addition, we will consult with all affected students before any amendments become effective.

- 2.4 Where a significant amendment to a programme or module specification or assessment criteria is proposed for current students, a consensus of 90% of students attending a quorate meeting shall be required for the amendment to be approved. Amendments approved during the academic year will come into effect on the first day of the next academic year, except in exceptional circumstances. Full details of how the School will deal with any amendments are set out in our [Academic Regulations](#) and our [Student Protection Plan](#).
- 2.5 If you do not wish to accept any changes to your programme, modules or assessment criteria, then you will have the opportunity to withdraw from your course or, where possible, switch to a different course, without penalty.
- 2.6 You agree to:
- 2.6.1 comply with the [Academic Regulations](#) (including the Student Code of Conduct, which sets out our expectations in respect of student behaviour);
 - 2.6.2 familiarise yourself with and follow our [Policies and Procedures](#) (with particular regard to the Key Policies referenced in clause 11 below, including in relation to health & safety);
 - 2.6.3 maintain an immigration status that entitles you to undertake the programme of study, and agree to the conditions in the enrolment declaration in the Student Visa handbook;
 - 2.6.4 satisfy all reasonable requirements of the programme of study including attendance;
 - 2.6.5 read your School email regularly and comply with all reasonable instructions and guidance given by email or other means;
 - 2.6.6 respect our staff and your fellow students;

2.6.7 comply with the terms of any third party copyright licenses the School takes out for teaching and learning purposes, details of which can be found on [MyGuildhall](#).

3 Tuition Fees

- 3.1 You must abide by the [Tuition Fee Payment, Enrolment & Debt Collection Policy](#) (as amended annually throughout the duration of your programme).
- 3.2 It is your responsibility to provide the School with written evidence of who is paying your fees.
- 3.3 Failure to pay your tuition fees will result in the termination of your student status.

4 Right to cancel

- 4.1 On acceptance of our offer, you will have a 14 day “right to cancel” period. After the 14 day “right to cancel” period has expired, your tuition fee deposit (where applicable) becomes non-refundable even if you subsequently cancel your enrolment (see your Offer Letter and the Offer Handbook for more details).
- 4.2 Following completion of your online enrolment tasks, you will have an additional “right to cancel” period. You may cancel your enrolment with the School, without any further tuition fee liability, if you confirm your withdrawal by submitting an eGo request to withdraw (see below) by no later than the end of week three of the Autumn term.
- 4.3 We may cancel your enrolment with the School if the offer of admittance was based on false information supplied by you, if your immigration status changes and you are no longer entitled to study in the UK, or if you have breached the terms of this contract in a material way, as set out at clause 2.6 above, and this has been determined by a recognised procedure (e.g. Student Code of Conduct & Disciplinary Procedure and Academic

Engagement Regulations, by a School Disciplinary Panel, or an academic progress review meeting).

5 **Withdrawal**

5.1 Official withdrawal

5.1.1 A student wishing to withdraw following enrolment must complete the online form available through the student portal (eGo).

5.1.2 The date of withdrawal will be the date the student submits the form, or the last date of expected attendance where the form is submitted in advance.

5.1.3 The form will not be actioned by the School for two weeks from submission, in case of a query or change of mind by you.

5.2 Unofficial/self-withdrawal

5.2.1 A student who has expressed their intent to withdraw verbally but does not complete the on-line form, or a student who withdraws without any notification by their unapproved absence from the programme shall be deemed a self-withdrawal.

5.2.2 The date of withdrawal from a programme will be determined by the Dean of Students or Academic Registrar in discussion with the relevant Head of Department and will be based on the date on which the student was last known to have attended and/or submitted for examination/assessment. The School will endeavour to contact the student to confirm that they have been withdrawn.

5.2.3 Fees connected with withdrawal will be managed in accordance with the [Tuition Fee Payment, Enrolment & Debt Collection Policy](#).

6 Intermission / Transfer Programme / Transfer Mode of Attendance

- 6.1 If a student wishes to intermit, transfer programme (where permitted) or transfer mode of attendance (where permitted), they must request this from the School using the on-line forms available on eGo as soon as possible.
- 6.2 Please see the [Tuition Fee Payment, Enrolment & Debt Collection Policy](#) for details of fees due if this is approved. Rejoining a programme after a period of intermission will always be at the start of an academic term

7 Complaints

- 7.1 If you have a complaint about any aspect of your studies or the services provided to you by the School, you can raise these informally with a student representative, or use the School's [Student Complaints Procedure](#). Once our internal complaints procedure has been exhausted, you have the right to complain to the [Office of the Independent Adjudicator](#).

8 Events outside of the School's control

- 8.1 The School will not be liable or responsible for a failure to perform, or a delay in performing, any of its obligation under these terms of enrolment that are caused by an event outside of its reasonable control, depending on the circumstances, this may include: a pandemic, an epidemic or a local health emergency necessitating measures to reduce risk of infection or illness; certain acts of industrial action; acts of God; acts of terrorism; government order or law; action by any governmental authority; the unanticipated departure or absence of key members of School staff; or failure or delay by third party suppliers and subcontractors.
- 8.2 Should an event outside of its control take place, the School will:
- 8.2.1 Contact you as soon as reasonably possible;
- 8.2.2 Suspend only those obligations/services materially affected and keep you informed;

- 8.2.3 Take reasonable steps to mitigate the impact on you; and
- 8.2.4 Restart those obligations/services as soon as reasonably possible.

- 8.3 The School reserves the right to alter the mode of delivery of its teaching, assessment or services in response to an event outside of its control. If the School makes any such changes, it will inform you and will ensure it provides a broadly equivalent service to enable students to complete their programme of study, although the manner and location of delivery may need to change.
- 8.4 Where the School cannot honor its commitment to you to complete your programme of study within a reasonable timeframe (standard length of programme plus 6 months) or where no suitable alternative provision can be found to enable you to complete your programme of study, you may be entitled to reimbursement of certain fees.
- 8.5 This section is not intended to restrict any legal rights where doing so would be unlawful (e.g., under consumer law).
- 8.6 For further details on this section, see our [Student Protection Plan](#).

9 Completion

- 9.1 Once you have completed your degree programme and until you graduate we will continue to contact you to ensure that you receive all necessary communications about your results and graduation.
- 9.2 During this period you will be asked if you wish to become a member of our alumni community and we will ask your permission to contact you via post, phone and/or email. This is optional. By keeping in touch we can update you about life at the School, tell you about alumni benefits and events and celebrate the successes of fellow graduates. You can change these contact preferences at any time via the Guildhall website.

10 Data Processing

- 10.1 The Guildhall School will process personal data contained in this form or otherwise supplied by yourself or other people, for purposes connected with your studies, your health and safety, or for any other legitimate reason connected to the proper functioning of the School.
- 10.2 Photographs and video taken during events, rehearsals, productions and concerts may be used by the School for publicity purposes. Music department concerts are recorded and may be used by the School for publicity purposes. All photographs, video and audio remain the property of the Guildhall School of Music & Drama. If you have any questions about your image being used in promotional materials as set out above, please contact marketing@gsmd.ac.uk.
- 10.3 For more information on how the School will use your personal data in accordance with the UK General Data Protection Regulation and Data Protection Act 2018, full details about what data we collect, why we use it, and with whom we may share it is given in the HE privacy notice which is linked to the School's overarching privacy notice. Both can be found at <https://www.gsmd.ac.uk/about-guildhall/corporate-documents/policies/privacy-notice>.
- 10.4 NSS: If you are a final year undergraduate student your contact details will be shared during the autumn term with the administrators appointed by the UK government to manage the National Student Survey (NSS). If you do not want your details to be shared please contact registry@gsmd.ac.uk.
- 10.5 PTES/PRES: If you are a postgraduate taught student, or a postgraduate research student, we will invite you to complete the Postgraduate Taught Experience Survey or the Postgraduate Research Experience Survey, as applicable. Your student contact and programme details and, if you choose to complete a survey, your responses, will be stored by JISC Online Surveys on behalf of the School and shared with Advance HE for the purposes of producing anonymous national benchmarking. If you do not want your details to be shared please contact registry@gsmd.ac.uk.

- 10.6 Marketing: If at any point in the enquiry, application, enrolment process you have opted in to receive marketing information you may opt out by contacting registry@gsmd.ac.uk.
- 10.7 Students' Union: The Guildhall School Students' Union represents our students and is affiliated with the National Union of Students. When you enrol you are automatically granted membership of the Students' Union unless you opt out. If you want to opt out please contact registry@gsmd.ac.uk.

11 Key policies

- 11.1 These include but are not limited to:
- 11.1.1 Student Charter
 - 11.1.2 Academic Regulatory Framework (including Student Code of Conduct and Disciplinary Procedure, academic appeals, academic engagement, Support to train and study, Student Complaints Procedure)
 - 11.1.3 Tuition Fee Payment, Enrolment & Debt Collection Policy
 - 11.1.4 IT Acceptable Use Policy, and Library Policies
 - 11.1.5 Alcohol and Substance Misuse (Student Policy)
 - 11.1.6 Relations between Staff and Student Policy
 - 11.1.7 Equality Scheme
 - 11.1.8 Safeguarding Policy
 - 11.1.9 Health & Safety Policy
- 11.2 All our policies are available from gsmd.ac.uk/policies

Signing the Terms of Enrolment is a part of the enrolment process. Students sign up electronically via eGo which creates a personal pdf that is attached to student's record on SITS (the School's student record system)

Reviewed August 2024