

External Extra Mural Terms of Enrolment

These terms are of relevance to students / applicants

Last Reviewed September 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 September 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 an external extra mural student of the School.

By accepting these Terms of Enrolment and continuing with your 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@gsmd.ac.uk). The School's regulations and policies are reviewed and updated annually.

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

UK and Republic of Ireland students without a passport 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
- UK or ROI Driving Licence

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

Status

You will be classed as an extra mural participant in School activity; your enrolment will not confer full student status although aspects of student regulations (e.g. discipline) will apply.

1. Rights and obligations

- 1.1. We will deliver educational services as set out in your offer letter 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).
- 1.2. 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.
- 1.3. Where agreed in advance between your Head of department and Head of Library Services you may have access to the School Library on payment of a deposit.
- 1.4. You should always endeavour to attend all your lessons as arranged. If you miss a lesson because of ill-health or any other reason it cannot be made up, nor can fees be refunded. Lessons missed by teachers will be made up.
- 1.5. You agree to:
 - 1.5.1. comply with the Academic Regulations (including the Student Code of Conduct, which sets out our expectations in respect of student behaviour);

- 1.5.2. familiarise yourself with and follow our Policies and Procedures (with particular regard to the Key Policies referenced below, including in relation to health & safety);
- 1.5.3. 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;
- 1.5.4. satisfy all reasonable requirements of the programme of study including attendance;
- 1.5.5. read your School email regularly and comply with all reasonable instructions and guidance given by email or other means;
- 1.5.6. respect our staff and your fellow students;
- 1.5.7. 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.

2. Tuition Fees (where applicable)

- 2.1. Tuition fees for each academic term must be paid in full before lessons can be given and you should provide proof of payment to your teacher before commencing tuition. Students must abide by the Tuition Fee rules in their offer letter.

3. Right to cancel (where fees are payable in advance)

- 3.1. If you have not received any lessons, you may cancel your enrolment with the School, without further tuition fee liability, if you confirm your withdrawal by email to the Music Office within two weeks of your initial enrolment. Notice given to teachers will not be considered valid.
- 3.2. 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 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).

4. Withdrawal

4.1. Official withdrawal

4.1.1. A student wishing to withdraw must notify the relevant department by email as soon as possible. The date of withdrawal will be the date the student sends the email, or the last date of expected attendance where notification is provided in advance. The withdrawal will not be actioned by the School for two weeks from submission, in case of a query or change of mind by you.

4.1.2. Tuition fees are non-refundable except under the right to cancel (see above) which only applies in the first term of study.

4.2. Unofficial/self-withdrawal

4.2.1. 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.

4.2.2. 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.

4.2.3. Fees connected with withdrawal will be managed as above.

5. Complaints

5.1. 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.

6. Events outside of the School's control

6.1. 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.

6.2. Should an event outside of its control take place, the School will:

6.2.1. Contact you as soon as reasonably possible;

6.2.2. Suspend only those obligations/services materially affected and keep you informed;

6.2.3. Take reasonable steps to mitigate the impact on you; and

6.2.4. Restart those obligations/services as soon as reasonably possible.

6.3. 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.

6.4. This section is not intended to restrict any legal rights where doing so would be unlawful (e.g., under consumer law).

7. Data Processing

7.1. 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.

7.2. 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.

7.3. 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>.

7.4. 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.

Key policies

7.5. These include but are not limited to:

7.5.1. Academic Regulatory Framework (including Student Code of Conduct and Disciplinary Procedure, academic appeals, academic engagement, Support to train and study, Student Complaints Procedure)

7.5.2. Tuition Fee Payment, Enrolment & Debt Collection Policy

7.5.3. IT Acceptable Use Policy, and Library Policies

7.5.4. Alcohol and Substance Misuse (Student Policy)

7.5.5. Relations between Staff and Student Policy

7.5.6. Equality Scheme

7.5.7. Safeguarding Policy

7.5.8. Health & Safety Policy

7.6. All our policies are available from gsmd.ac.uk/policies

Signing the Terms of Enrolment is a part of the enrolment process and the enrolment form is stored on the student file.

Reviewed September 2024