



**Global Banking School**  
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**891 Greenford Road, London**  
**UB6 0HE**

## **GBS Statement on Value for Money for Students and Taxpayers**

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- 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 External inspections of the learning experience we provide to our students have been conducted by the Quality Assurance Agency (QAA) (<https://www.qaa.ac.uk/reviewing-highereducation/quality-assurance-reports/Global-Banking-School-Ltd>).
  
- 3.1.3 Reviews by our partner universities and Pearson are evidence of our student-centered



planning cycle with scrutiny of all expenditures and annual accounts which are externally audited and submitted to the Office for Students (previously HEFCE/QAA)

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](mailto: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](#). GBS as a Data Controller shall implement appropriate technical and organisational measures to ensure that processing of personal information is performed in accordance with the UK General Data Protection Regulations (UK GDPR) and under the Data Protection Act 2018 (DPA).

7.2 All documentation relating to complaints will be kept confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role in the complaints process, or as required by law. For Data Protection purposes and compliance matters, please contact [dpa@globalbanking.ac.uk](mailto:dpa@globalbanking.ac.uk).

## 8. Alternative format

8.1 This policy can be provided in alternative formats (including large print, audio and electronic) upon request. For further information, or to make a request, please contact:

Name: Student Welfare Management Team

Position: Student Welfare Officer/Manager

Email: [welfare@globalbanking.ac.uk](mailto:welfare@globalbanking.ac.uk)