



Higher Education Terms of Enrolment 2023/24

This policy is of relevance to students / applicants

Approved by	Operations Board
Written by	Registry

Last Reviewed	July 2023
Last Amendment	Editorial plus addition of identity document
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These Terms of Enrolment set out the basis on which the Guildhall School of Music & Drama will deliver education services to you as a Higher Education enrolled 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](#) 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. The key terms and documents are given below:

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

Under 18

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

Proof of Identification

All students that are new to the Guildhall School or returning to a new programme after a break from studies must produce one of the following forms of identification: current passport (Roman alphabet), current UK photo driving licence, current identity card bearing the Proof of Age Standards Scheme hologram (PASS card), or current EU identity card. The Guildhall School will use the name and date of birth as recorded on this identification in their records.

Student Status

Students must complete all enrolment tasks, including payment of fees, to be confirmed as a student. Provided proof of identification has been given, a short period of temporary enrolment may be permitted under the Tuition Fee Payment, Enrolment & Debt Collection Policy 2023/24, which can be found at: <https://www.gsm.d.ac.uk/about-guildhall/corporate-documents/policies>.

Rights and obligations

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. 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, in any event, will notify you.

Amendments to your programme of study and/or module specifications may occur during the life-time of a programme which extends for more than one academic year. This will be undertaken in line with our [Academic Regulations](#) and our [Student Protection Plan](#).

You agree to:

- comply with the [Academic Regulations](#) (including the Student Code of Conduct) and our policies (with particular regard to health & safety)
- maintain an immigration status that entitles you to undertake the programme of study, and agree to the conditions in the enrolment declaration in the Tier 4/Student visa handbook
- satisfy all reasonable requirements of the programme of study including attendance
- read your School email regularly and comply with all reasonable instructions and guidance given by email or other means
- respect the rights and sensitivities of staff and your fellow students
- 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

Tuition Fees

Students must abide by the [Tuition Fee Payment, Enrolment & Debt Collection Policy](#) for the relevant year of study at the time of enrolment, and as amended annually throughout the duration of their programme. It is the responsibility of the student to provide the School with written evidence of who is paying their fees. Failure to pay your tuition fees will result in termination of your student status.

Right to cancel

On acceptance of our offer, and 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 Offer Handbook).

You may cancel your enrolment with the School, without further tuition fee liability, if you confirm your withdrawal by submitting an eGo request to withdraw by no later than the end of week two of the autumn term (see below).

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 broken our terms and conditions in a material way as determined by a recognised procedure (e.g. disciplinary committee hearing, progress review meeting).

Withdrawal

Official withdrawal

A student wishing to withdraw must complete the on-line form available through the student portal (eGo). 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. The form will not be actioned for two weeks, in case of query or change of mind.

Unofficial/self-withdrawal

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. The date of withdrawal from a programme will be determined by the Dean of Students or Head of Registry Services in discussion with the relevant Head of Department; the date of withdrawal will be 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.

A financial penalty may apply in both instances (please see the [Tuition Fee Payment, Enrolment & Debt Collection Policy 2023/24](#) for full details).

Intermission / Transfer Programme / Transfer Mode of Attendance

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. Please see [Tuition Fee Payment, Enrolment & Debt Collection Policy 2023/24](#) 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

Complaints

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](#).

Events outside of the School's control

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 control. Should an event outside of its control takes place the School will:

- Contact you as soon as reasonably possible
- Suspend only those obligations/services materially affected and keep you informed
- Restart those obligations/services as soon as reasonably possible.

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.

For further details see our [Student Protection Plan](#)

When you leave

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. 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. 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.

Data Processing

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 your studies. Any information supplied by a student that is found to be false or misrepresented may lead to expulsion from the School.

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.

Personal data supplied by a student, or gathered in relation to a student during their studies, will be used in accordance with the General Data Protection Regulation. 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-notices>.

Opt-outs

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.

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.

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.

Key policies include but are not limited to:

- Student Charter
- Academic Regulatory Framework (including Student Code of Conduct and Disciplinary Procedure, academic appeals, academic engagement, Support to train and study, Student Complaints Procedure)
- Tuition Fee Payment, Enrolment & Debt Collection Policy
- IT Acceptable Use Policy, and Library Policies
- Alcohol and Substance Misuse (Student Policy)
- Relations between Staff and Student Policy
- Equality Scheme
- Safeguarding Policy
- Health & Safety Policy

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

Visiting Students

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.

[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 June 2023