



Frequently Asked Questions [FAQs]

[A brief guide for prospective students of Goldsmith IBS]

This document sets out our responses to questions received from prospective candidates in the past. We encourage candidates to contact us for further clarification as may become necessary if our response to any question contained herein is considered inadequate or does still not meet the candidate's requirements.

Goldsmith IBS
[May 2007]

SECTION 1: OUR QUALIFICATIONS & MODES OF STUDY

- Q 1: Why should I study at Goldsmith International Business School [Goldsmith IBS]?
- Q 2: What qualifications are on offer at Goldsmith IBS and how do I make an application?
- Q 3: Does Goldsmith IBS provide part-time evening and/or weekend lectures as well?
- Q 4: Does Goldsmith IBS some courses of a distance or open learning mode of study?
- Q 5: Would I require access to the internet to undertake my study at Goldsmith IBS?

SECTION 2: REGISTRATION, EXEMPTIONS, FEES & REFUNDS

- Q 6: When can I register and/or enrol to commence my course with Goldsmith IBS?
- Q 7: If I qualify for some exemptions, how do I go about claiming such exemption[s]?
- Q 8: If I qualify for exemptions, do I qualify for reduced a tuition fee at Goldsmith IBS?
- Q 9: What if I discontinue my course after enrolment, may I request and obtain a refund?
- Q 10: As an Overseas/International student refused a visa, do I qualify for any refund?

SECTION 3: COMMUNICATION, TUTOR SUPPORT & FEEDBACK

- Q 11: I am a distance learner, how do we communicate with the staff at Goldsmith IBS?
- Q 12: As a distance learner, do I get an allocated personal tutor to support my learning?
- Q 13: May I communicate with my personal tutor at anytime or how does this work?
- Q 14: How soon should I obtain a feedback on enquiries communicated to my tutor?
- Q 15: How quickly should I expect a feedback on an assignment I submit to my tutor?

SECTION 4: FEES, DISCOUNTS & PAYMENT OPTIONS

- Q 16: How much are the regular course [or tuition] fees charged at Goldsmith IBS?
- Q 17: Can I obtain discounts [per person] for referring someone I know to Goldsmith IBS?
- Q 18: I am unemployed; can I obtain scholarship or discount to study at Goldsmith IBS?
- Q 19: Can I make instalment payments or does Goldsmith IBS only accept full payments?
- Q 20: What option of payments are on offer to enable me make my payments please?

SECTION 5: DATA PROTECTION, FINDING WORK & COMPLAINTS

- Q 21: Will my personal information provided to Goldsmith IBS be protected at all times?
- Q 22: Am I guaranteed of a job offer when I complete my courses through Goldsmith IBS?
- Q 23: How do you support candidates seeking to secure work or a work placement?
- Q 24: Does Goldsmith IBS provide references to prospective employers and/or agents?
- Q 25: To whom may I lodge a formal complaint [against a staff or about a procedure]?

SECTION 6: OVERSEAS STUDENTS & LIVING IN THE UK

- Q 26: Does Goldsmith IBS provide accommodation to all your overseas candidates?
- Q 27: Does Goldsmith IBS have a branch or an affiliated centre within proximity to me?
- Q 28: I need information about health care & job in the UK; can you assist me with this?
- Q 29: As an overseas student, are there any rules I should be aware of while in the UK?
- Q 30: How may I contact Goldsmith IBS if I require further information not provided here?

SECTION 1: OUR QUALIFICATIONS & MODES OF STUDY

Q 1: Why should I study at Goldsmith International Business School [Goldsmith IBS]?

We truly aim to transform and enhance your professional learning experience within a supportive learning environment. We utilise customer-driven learning approaches, which facilitate flexibility and ensures not just understanding, but also a mastery of the subject.

- ✚ **Lectures delivered by experienced quality-focused tutors:** You receive tuition from highly qualified and experienced tutors, always on hand to provide support & guidance.
- ✚ **Free online access to high quality learning resources:** Irrespective of your mode of study, when you enrol with Goldsmith IBS, you will receive access to our dedicated online learning resources, which allows you access to learning resources prior to class sessions & from anywhere in the world. You can be rest assured that you can access your lectures online from your home, office, hotel room etc. at a time suitable to you.

No more running to evening sessions after a tiring day at work. Do away with one license software, which only allows you installation on one computer. You have complete control over your learning - flexibility and portability so you can live and learn at a very reasonable price and at your convenience. You get the recommended textbook as well.

You will be able to review your lecture slides, download summary notes on each topic and practice ten [10] multiple-choice quiz questions relating to the lecture. You will also be provided with a practice question on the topic, which you are encouraged to attempt and send to your personal tutor for assessment and feedback [normally within 2 days].

For a free, no obligation trial, visit <http://www.goldsmithibs.com/free-resources.aspx>

- ✚ **Free Overseas student's visa extension:** As an overseas student in the UK, Goldsmith IBS will support your visa application and extensions free of charge. We are fully accredited by the British Accreditation Council [BAC] and listed in the Department of Education & Skills register of training providers' as a bona fide institution of learning.
- ✚ **Free recommended textbooks on all courses:** As part of your course fee, you receive free recommended textbooks relating to your course of study.
- ✚ **30% discount on London Transport:** Enrolled candidates' get a discount card which provides about 30% discount on travel around London. This could save you in excess of £500.00 per annum [assuming zones 1 & 2 travel card only].
- ✚ **100% Council Tax exemption/25% discount or rebate:** By registering with Goldsmith IBS, you may be eligible for 100% council tax exemption [saves you between £800.00 to £1,500 p.a.] if you live in a property occupied by full-time students or if you live alone. If you live in a shared property with others [non-students], you may still be eligible for a 25% discount on a council tax bill. Please contact us on **0207 820 8212** or **info@goldsmithibs.com** for an assessment.
- ✚ **Free internet access from our premises:** You will gain free access to our high-speed broadband access from our premises. You may need to book access in advance of use.
- ✚ **Free references, CV development & career advisory services:** We encourage and support our candidates' to undertake work experience as part of their learning. To this end, we provide a free CV development and review service to all our candidates'. We also provide references, free-of-charge in relation to job applications, accommodation searches and when opening a UK bank account
- ✚ **International Students Identity Card [ISIC] membership & discount card:** By registering with Goldsmith IBS, you receive an ISIC card, which validates your identity as a student of the Business School. The card also provides you with access to **10% discount** at many UK outlets like supermarkets, fashion shops, cinemas, etc.
- ✚ **Contact around the clock & support available at your fingertips:** By enrolling with Goldsmith IBS, you can be assured of round the clock access to a tutor who will be on hand to assist you with any matter you wish to discuss. We are dedicated to supporting all our candidates' to success, this is the reason we exist.

[Back to top](#)

Q 2: What qualifications are on offer and how do I make an application?

We offer programmes in Accounting & Finance, Management & Strategy and Information Systems. We also offer short courses in English Language (academic stream), computerised accounting and payroll using Sage application package. For details about our courses, please visit our courses page available from our website at <http://www.goldsmithibs.com>

You may apply online; click on the **'sign-up'** button & complete our online application form.

Q 3: Does Goldsmith IBS provide part-time evening and/or weekend lectures?

Yes we do. Subject to demand, we provide evening and weekend courses which run between 18H00 and 21H00 and 10H00 and 16H00 respectively. Contact us on **0207 820 8212** or email us to info@goldsmithibs.com to confirm availability.

Q 4: Does Goldsmith IBS offer courses on distance learning mode of study?

Yes we do on most of our courses. You will receive a username and password to access our dedicated learning resource database. The recommended textbooks and tutor support complement this approach. You may register at anytime but please note the institute's examination deadlines.

Q 5: Would I require access to the internet to undertake my study with you?

Yes. We encourage and support the use of technology in the delivery of our lectures and tutorials thus, the development of a dedicated online resource database. You may gain access for your local library or sign up with one of the many internet service providers like Tiscalli, Bulldog & BT. We advice you secure broadband access.

[Back to top](#)

SECTION 2: REGISTRATION, EXEMPTIONS, TUITION FEE & REFUND

Q 6: When can I register or enrol to commence my course with Goldsmith IBS?

- ✚ **Full-Time:** September, January, March & June each year
- ✚ **Part-Time:** September, January, March & June each year
- ✚ **Distance Learning:** All year round

Q 7: If I qualify for exemptions, how do I go about claiming such exemption[s]?

Contact the relevant institute directly to ascertain the level of exemptions you may be eligible to claim. You may also contact us on **0207 820 8212** or email us to info@goldsmithibs.com so we may liaise with the relevant institute on your behalf.

Q 8: If I qualify for exemptions, do I qualify for reduced a tuition fee?

Yes. If you are granted exemptions from a level of any programme, you may obtain a discount on your course in so far as you are only exempt from certain modules in the relevant level. If you are exempted from an entire level, you will not be granted a discount as the course fees are charged by levels.

Q 9: What if I discontinue my course after enrolment, may I obtain a refund?

You may be eligible for a refund on the following conditions:

- 9.1 You **MUST** inform the Business School Registry in writing [emails accepted].
- 9.2 If you are a non-visa student [and you have not commenced lecture], you may be eligible for a refund to the value of [payments less £100.00 enrolment fee].
- 9.3 If you have commenced lecture, you may be eligible for refund to the value of your **[payments less £100.00 enrolment fee less 20% administrative charge]**. An example is provided in **Question 10** below.
- 9.4 You are a distance learner or home study candidate, **NO REFUND** is provided to distance learners' whose course material have been ordered and despatched.

Q 10: As an Overseas student refused a visa, do I qualify for any refund?

You may be eligible for a refund on the following conditions:

- 10.1 You **MUST** inform the Business School Registry **in writing** [emails accepted].
- 10.2 **If you are a visa student [still outside the UK]:** If your study visa application is unsuccessful and the **sole** basis provided is that this institution is **NOT** recognised as a bona fide institution of learning in the UK, you will receive a **100% refund** from us. If a refusal letter states that you are **NOT** considered to be a genuine/bona fide applicant, and this is substantiated at an appeal hearing, you are **NOT** eligible for a refund as we consider you to be a bogus applicant.
- 10.3 **If you are a Visa student [already in the UK]:**
If you have **obtained a visa through Goldsmith IBS**, you are **NOT** eligible for any refund irrespective of the time you decide to withdraw. If you have applied for a visa extension and decide to withdraw from the Business School **BEFORE** the outcome of the application, you are **NOT** eligible for any refund.

If the visa is refused due to a reason related to and acceptable by us, a pro-rata based refund rule applies over **Nine [9] academic months** of per year. Your refund is the **FULL amount paid less enrolment fee of £100 less 20% Administrative fee** in this order.

[Back to top](#)

AN EXAMPLE:

If your **course costs £1,750** and you attended lectures for **approximately 3 months** [rounding to 0.25 or 1 week per month] to date of withdrawal, you may be entitled to a refund [if you meet this criteria] of:

✚ The Course Fee	= £1,750
✚ Less: - Enrolment Fee	= [£100]
✚ Less: - 20% Administration fee	= [£330] [(£1,750-£100) x 20%]
✚ Less: - Course attended	= [£440] [(3/9months x £1,320*)]

* [£1,750.00 - £100.00 - £330.00 = £1,320.00]

If you are a Visa student [still outside the UK]: If you have **not** obtained a visa through Goldsmith IBS because your visa application was declined for reasons not connected or relating to Goldsmith IBS, or you decide to withdraw from the visa application process after we have despatched your documents to you, a charge of £250.00 will be levied against your initial deposit.

[Back to top](#)

SECTION 3: COMMUNICATION, TUTOR SUPPORT & FEEDBACK

Q 11: I am a distance learner, how do we communicate with your staffs?

Communication may be by a combination of email, telephone and contact sessions. These may be arranged by mutual agreement with your course tutor.

Q 12: As a distance learner, do I get an allocated personal tutor?

Yes you do. As a distance or open-study learner, you will be allocated a personal tutor who is responsible for ensuring you receive all the support and guidance relating to your study with Goldsmith IBS.

Q 13: May I communicate with my tutor at anytime or how does this work?

Yes you may but we advise that you act with reason and consideration.

Q 14: How soon should I obtain a feedback on my enquiries made to a tutor?

We endeavour to respond to all topic enquiries within two [2] working days. Should there be reason to respond outside this target period, we will promptly notify you.

Q 15: How quickly should I expect a feedback on assignments I submit?

We endeavour to assess and provide constructive feedback within one [1] of receipt. We recognise you will be eager to obtain feedback and endeavour to respond within this period.

Should there be reason to respond outside this target period, we will promptly notify you.

[Back to top](#)

SECTION 4: FEES, DISCOUNTS & PAYMENT OPTION

Q 16: How much are the course [or tuition] fees charged at Goldsmith IBS?

Please visit our courses page available at <http://www.goldsmithibs.com>

Course fees are stated in each course sheet. The fees include recommended texts but excludes institute registration, exemption & examination fee.

If unclear about any matter, please contact us on **0207 820 8212** or email us to info@goldsmithibs.com so we may promptly respond to your enquiry.

Q 17: Can I obtain discounts for each referral I make to Goldsmith IBS?

Yes. By referring a candidate to us, you are eligible for **10% of the course fee** the individual enrolls on. This reward will be allocated to any outstanding fee on account in the first instance and subject to the referred person paying **at least 50% of the course fee on enrolment**.

Contact us to discuss larger discounts.

Q 18: I am unemployed; can I obtain scholarship or discount to study with you?

We endeavour to support all aspiring candidates' to achieve their goals but as you will appreciate, we are constrained by resources. We are an independent privately funded institution with no form of government support in terms of finance.

We are willing to consider significantly discounted fees to unemployed candidates'. Please contact us to discuss your particular circumstance and negotiate a discount.

Q 19: Can I make instalment payments or do you only accept full payments?

Yes; at least **50% on enrolment** and **10% of the course fee** over the next **five [5] months**. Your fee must be settled within 6 months of enrolment.

Q 20: What option of payments are on offer to enable me make my payments?

Please make out all **cheques** or **direct deposits/transfer** payments to:

Name:	Goldsmith IBS
Bank:	Lloyds TSB Bank PLC
Sort Code:	30-00-04
Account Number:	02219779

[Back to top](#)

SECTION 5: DATA PROTECTION, FINDING WORK & COMPLAINTS

Q 21: Will my personal information provided to you be protected at all times?

We endeavour to support your job search in everyway we can but cannot guarantee securing a job for you when you during or after your course.

Q 22: Am I guaranteed of a job offer when I complete my course with you?

We provide leads, links and references to employment agents. We prepare candidates' for interview or advice they visit the local Jobcentre Plus office for interview skills development. We also assist with CV development & printing.

Q 23: Do you support candiadtes seeking to secure work or placements?

Yes we do.

Q 24: Does Goldsmith IBS provide references to prospective employers and/or agents?

Yes we do. We also provide references for securing accommodation and opening a UK bank account.

Q 25: How may I lodge a complaint [i.e. against a staff or about a procedure]?

We hope you do not have to make a complaint but in the unlikely event that you wish to make a complaint, our quality assurance division will promptly look into the matter with a view to resolving it and taking appropriate action. Complaints must be in writing and signed by the complainant who must be a current student of the Business School.

Simply email complaints to complaints@goldsmithibs.com or send us your complaint by post.

Please state the followings in your complaint:

- a.** The nature of the complaint
- b.** The timing,
- c.** Likely action you would expect we take in resolving the incident, and;
- d.** Detail of the staff member involved [if applicable]

We will take immediate action to resolve the complaint and inform you of any action taken.

[Back to top](#)

SECTION 6: OVERSEAS STUDENTS & LIVING IN THE UK

Q 26: Does Goldsmith IBS provide accommodation to all your overseas candidates'?

No. We are a non-residential Business School but may be able to assist our candidates' secure affordable accommodation in London within close proximity to our premises.

To locate suitable accommodation within London, [click here](#)

Q27: Does Goldsmith IBS have a branch or an affiliated centre within proximity to me?

We are currently developing a network of affiliates around the world. Please contact us to ascertain if we have a provider close to you.

Q28: I need information about health care & job in the UK; can you assist me in any way?

If you will be studying in the UK for six [6] months or more, you may:

1. Access the National Health Services [NHS] free of charge
2. Work for 20 hours during term time and unlimited hours during school vacations.
3. Secure unrestricted work permit for your spouse [married couples]
4. Live and work within the UK [i.e. England, Scotland & Wales].
5. Convert to work permit or HSMP upon achieving a UK degree or higher qualifications
6. Extend your study visa [spouse or dependents if applicable]
7. Travel to any other country [subject to visa rules]
8. Make use of all Jobcentres within the UK for free [job seekers]
9. Drive (subject to conversion rules) any vehicle in the UK.
10. Open a UK sterling bank account.
11. Obtain council tax exemptions or discount [conditions apply]

Q29: As an overseas student, are there any rules I should be aware of while in the UK?

Just as you have rights, you will need to be aware of certain rules applicable to your stay in the UK; this list is not exhaustive:

1. You will be required to abide by all rules governing the UK.
2. As a full time student, you must attend 15 hours taught lectures per week.
3. Apply for the extension of your visa prior to the visa expiration.
4. Pay your bills, taxes and levies [as becomes necessary]
5. Inform the Home office of changes to your address and/or course.
6. Ensure you have a valid drivers' license & road tax [if driving within the EU]
7. Do not seek, benefit or attempt to benefit from public funds [as defined]

[Back to top](#)

Q30: How may I contact Goldsmith IBS if I require further information not provided here?

Telephone:	+ 44 [0] 207 820 8212
Text/SMS:	+ 44 [0] 778 687 2611
Email:	info@goldsmithibs.com
Website:	www.goldsmithibs.com
Surface mail:	Goldsmith IBS N107 [North Building] Westminster Business Square 1-45 Durham Street Vauxhall, London SE11 5JH ENGLAND
Visit us by bus:	2, 36, 44, 77, 77A, 88, 156, 185, 196, 360, 344, & 436
Visit us by Train:	Vauxhall [3 minutes walk] or Oval [5 minutes walk]
Visit us by Tube:	Vauxhall or Oval Underground stations
Visit us by DLR:	Not Applicable

OTHER USEFUL WEBSITES:

You may find these websites useful before and during your study with us. You are advised to regularly visit them to acquaint yourself with the relevant updates, developments and news contained therein.

www.goldsmithibs.com	- Official website of Goldsmith International Business School [Goldsmith IBS]
www.ukvisas.gov.uk	- Visas: Free advice, online information and facilities [UK Visas]
www.ukcosa.org.uk	- Visa: Free specialist student advice services [UKCOSA]
www.dfee.gov.uk	- Department of Education & Employment [DfES]
www.ind.homeoffice.gov.uk	- Visas & Immigration to the UK [The UK Border & Immigration Agency]
www.britishcouncil.org	- British Council [The]
www.the-bac.org	- The British Accreditation Council [BAC]

[Back to top](#)