



Admissions Policy

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1. Introduction

William College recognises the importance of a fair and structured admissions framework that balances academic excellence with opportunities for non-traditional learners, in line with sector-wide regulatory expectations and best practices.

This Policy has been developed in line with the Universities UK Fair Admissions Code of Practice and should be read in conjunction with partner universities' admissions criteria and policies.

This policy outlines the principles, procedures, and governance arrangements that guide William College's admissions process. It ensures that admissions activity is fair, transparent, and ethically conducted, and that it aligns with relevant procedures, partner requirements, and recognised sector good practice.

Admissions processes are monitored through the College's quality framework and reviewed in partnership with awarding universities to ensure ongoing compliance with Office for Students (OfS) regulatory requirements, the Universities UK (UUK) Fair Admissions Code of Practice, Competition and Markets Authority (CMA) consumer protection expectations, and awarding body policies.

2. Purpose

The purpose of this policy is to outline the principles, standards, and procedures that guide the admission to William College programmes, ensuring that all applicants are treated fairly, consistently, and transparently.

William College processes applications and conducts initial assessments; however, all final admissions decisions, including decisions on standard and non-standard applications, are made by the awarding universities in accordance with the relevant partnership agreements.

This policy supports equitable access to higher education and ensures that all decisions are based on published entry criteria and the College's institutional values.

3. Scope

This policy applies to:

- All applicants seeking admission to any programme delivered by William College in collaboration with its awarding partner universities.
- All staff and authorised representatives involved in the recruitment, assessment, or admission of students.
- Both standard and non-standard (contextualised) admissions routes.
- Applications submitted via the University and College Admissions Service (UCAS) for programmes where the partner university requires UCAS entry.
- Re-admission and transfer applications from former students.

4. Definitions

Term	Definition
Applicant	A person who has submitted an application for admission to a programme of study at William College.
Conditional Offer	An offer of admission that is subject to specific academic or administrative requirements being met before enrolment.

Unconditional Offer	An offer confirming that all entry criteria have been met and the applicant is eligible to enrol.
Contextual Admissions	The process of assessing an applicant's achievements and potential in the context of their educational, social, or economic background. Review the policy provisions to ensure a strong alignment with the OfS and Partner University /awarding organisation's expectations, particularly around transparency, fairness and avoidance of risks associated with unconditional offers.
Partner University	The higher education institution that owns, awards, and maintains academic authority for the programmes delivered by William College under a franchise agreement.
Outreach partners	An external person or organisation, engaged under an agency agreement, authorised by William College to assist applicants in the admissions process.
Non-Standard Admission	An application from an individual who does not meet the standard entry criteria but demonstrates potential through experience or other evidence. A non-standard application must be referred to the partner university for final decision.
Deferral	A request from an applicant to delay the commencement of their studies to a future intake.

5. Policy Statement

William College is committed to fair, transparent, and inclusive admission practices that uphold academic integrity and promote equality of opportunity for all those who may be eligible.

The College seeks to admit students who demonstrate the ability, motivation, and potential to succeed in their chosen programmes of study and to contribute positively to the learning community.

As a delivery partner, William College processes applications and conducts initial assessments; however, all final admissions decisions and offer approvals are made by the awarding universities (Birkbeck, University of London, and Bath Spa University) in accordance with the respective partnership agreements. William College does not make admissions decisions.

Admissions decisions are based solely on evidence of academic merit, potential, and suitability for the chosen programme. Contextual information may be considered where appropriate to support equitable access.

All applicants are treated consistently and without discrimination, in accordance with the Equality Act 2010, Data Protection Act 2018, UK General Data Protection Regulation (GDPR), and the requirements of the Office for Students (OfS) and partner universities.

The College conducts all recruitment, selection, and admissions activities with transparency, consistency, and accountability. Admissions processes are monitored jointly by William College and the awarding universities to ensure compliance with OfS regulatory requirements, awarding body regulations, and CMA consumer protection standards.

6. Equality, Diversity and Inclusion

William College is committed to ensuring fair, transparent, and inclusive access to all programmes delivered on behalf of its awarding universities. Admissions decisions are based solely on merit, potential, and evidence of suitability, and never on protected characteristics as defined in the Equality Act 2010, or any other irrelevant factor.

The College works proactively to identify and remove barriers to access and provides appropriate support for applicants with diverse needs. The College ensures that reasonable adjustments are available throughout the admissions process so that applicants with disabilities, learning differences, or long-term conditions are not disadvantaged.

Admissions data is monitored and reviewed to support continuous improvement and to meet the expectations of awarding body quality assurance processes.

The College reviews admissions data for underrepresented and disadvantaged groups annually and reports to the Academic Board. Any identified gaps inform institutional actions reviewed with partner university.

7. Disability, Learning Support and Reasonable Adjustments

Applicants are encouraged to disclose any disability, learning difficulty, or long-term health condition as early as possible, so that reasonable adjustments can be considered during the admission process and onward study.

Applicants may be asked to provide supporting evidence (such as a diagnostic assessment or medical documentation) to help determine appropriate adjustments.

William College will:

- Offer pre-admissions guidance on available support and adjustments.
- Implement reasonable adjustments during admissions activities, in line with awarding body policies.
- Handle all disclosures sensitively and confidentially.

Once enrolled, students have access to ongoing learning support and wellbeing services to enable full and fair participation in their studies.

8. Responsibilities

Responsibility for the admissions process is shared between a number of teams, as outlined below. It is mandatory for all staff involved in the recruitment and admission of students to undertake appropriate training. This includes, but is not limited to, UK General Data Protection Regulation (UK-GDPR) training, Disability Awareness training, Unconscious Bias training and training on Equality and Diversity.

Department/ Individual	Responsibilities
Outreach Partners	To introduce and support prospective applicants by providing information, advice, and guidance on suitable courses and application processes. Recruitment agents have no authority in admissions decision-making. Agents act on behalf of William College in an advisory and support capacity only and hold no

	authority to make, influence, or guarantee admissions decisions.
Admissions Officers	Review and process applications, verify documentation, carry out initial assessments, and relay communication, recommendation and decisions between the partner university and applicant.
Admissions Assistant Manager	Ensure that admissions processes comply with awarding-university regulations and partnership contract(s), OfS requirements, CMA expectations, and internal quality frameworks.
Academic Board	Provide governance oversight and ensure compliance with OfS, QAA, and partner standards.
Partner University Admissions Teams	The admissions staff of the awarding universities who retain academic authority for admissions decisions. They are responsible for setting and approving entry requirements, making final decisions on all admission applications, overseeing compliance with university policies, and ensuring that admissions conducted by William College meet the standards and regulations of the awarding body.
Data Protection Officer (DPO)	Ensure compliance with UK GDPR and the Data Protection Act 2018 in all admissions processes.

9. Entry Requirements

Admissions decisions are based on an assessment of academic achievement, prior learning (including predicted grades where results are pending), and relevant work or professional experience through the Recognition of Prior Experiential Learning (RPEL) process, where applicable. In addition, the prospective student's personal motivation, and contextual factors will be assessed to determine each applicant's readiness and potential to succeed on their chosen programme.

Specific entry requirements, including minimum tariff points, grade requirements, and English language standards, are set by the University Partner, published, and may be varied by each partner university, and differ by programme. William College assesses applications against the relevant published criteria but does not set or amend entry requirements; staff and applicants should refer to the relevant partner university's published entry requirements for programme-specific detail (see Sections 9.1 and 12).

This assessment is guided by three overarching indicators of academic success:

- **Academic Ability:** The capacity to think critically, analyse information, and engage with complex concepts.
- **Academic and Professional Foundations:** A base of prior knowledge, skills, and experience that supports further learning and development.
- **Commitment and Motivation:** A demonstrated interest in the chosen field of study and a willingness to engage with the academic challenges of higher education.

These indicators may be evidenced through an applicant's personal statement, Curriculum Vitae (CV), academic or professional references, and, where required, interviews, or English proficiency assessments.

9.1 English Language

Applicants whose first language is not English must demonstrate proficiency in English to the standard specified by the partner university. William College will verify qualifications accordingly.

For further details on Bath Spa University's admission policy, procedures and entry requirements to various programmes, [please click on to the link](#).

For Birkbeck, University of London related admission policies, procedures and entry requirements to various courses, [please click on the link](#).

9.2 Academic Interviews

Academic interviews may be required by William College as part of the assessment process prior to submission to the university partner. Interviews are mandatory in the following circumstances:

- Applicants (Standard and Non-Standard routes).
- Applicants under 18 at the point of entry.
- Cases where additional evidence of motivation, suitability, or background is needed.

Interviews are conducted by appropriately trained staff and assess:

- Engagement with and understanding of the chosen subject area.
- Academic potential and readiness for higher education study.
- Communication and interpersonal skills.
- Identification of potential need for any additional academic support.

Interviews may be conducted in person or online (to accommodate the needs of those with reasonable adjustments). Interview outcomes are used to inform the partner university's admissions decision but do not constitute an admissions decision by William College.

9.3 Recognition of Prior Learning (RPL)

William College recognises that applicants may have prior academic or professional experience that aligns with the learning outcomes of the programmes delivered on behalf of its awarding universities.

Applicants may request:

- Recognition of Prior Certificated Learning (RPCL) – credit based on completed qualifications.
- Recognition of Prior Experiential Learning (RPEL) – credit based on relevant professional or work-based experience.

All RPL requests are assessed in accordance with the relevant partner university's RPL policies and regulations.

Applicants must submit a formal Recognition of Prior Learning (RPL) request with supporting evidence (e.g., transcripts, certificates, portfolios, work-based assessments).

William College will conduct an initial review to verify documentation and map the evidence to programme learning outcomes.

A recommendation will then be submitted to the partner university, which is responsible for making the final decision on any credit exemption, advanced standing, or module waiver.

9.4 Verification of Qualifications

William College uses the following methods and tools to verify qualifications submitted:

- The United Kingdom National Information Centre for the recognition and evaluation of international qualifications and skills (UK ENIC), operated by ECCTIS Limited (ECCTIS)
- Awarding body guidance.
- Verification tools such as Qualification Check (where required).
- Contacting the awarding body directly for confirmation.
- Higher Education Degree Data check (HEDD).

Where verification is not possible, or raises concerns, the respective university partner is notified and determines the final outcome.

9.5 Applicant Support and Guidance

Applicants—particularly those following nonstandard pathways—receive individual support from the Admissions Team. This may include:

- Pre-application advice.
- Guidance on gathering evidence.
- Interview preparation.
- Feedback and next steps.

William College is committed to widening participation and ensuring applicants from all backgrounds have equitable opportunities to demonstrate their readiness for higher education.

Support and guidance do not influence the partner university's decision and are provided to ensure fair access and transparency.

10. Application to Study

Prospective students can apply through one of the following channels:

- Pre-application via William College's website or in person captures an initial expression of interest; the formal application is subsequently submitted to Admissions via the Outreach and Events team.
- Application via Authorised Representatives.
- UCAS Applications.

To clarify accountability across the process, the table below sets out which body is responsible for each stage. William College carries out operational and administrative tasks on behalf of the awarding universities; all substantive admissions decisions remain with the partner university.

Stage	William College	Partner University (BSU/Birbeck)
Application receipt and document collection	Receives, logs and verifies documentation submitted via the Outreach and Events team or Authorised Representatives.	Not directly involved.
Initial assessment against entry criteria (Entry requirements can be found: Courses William College)	Conducts initial assessment and makes a recommendation.	Sets and publishes the entry criteria. William College assesses against.
Interviews / additional assessment	Administers interviews were delegated to do so; reports outcomes.	May review outcomes where required by partnership agreement.

Decision and offer	No decision-making authority; updates application status in SIMS. Does not communicate the outcome to the applicant.	Makes the final decision and issues the offer directly to the applicant.
Acceptance and enrolment	Issues William College Terms and Conditions; supports enrolment logistics.	Confirms acceptance and completes partner enrolment requirements including issuing their Terms and Conditions.

10.1 Stages of the Application

a) Application Submission

Applicants must complete an online application form through William College's website, or through UCAS, depending on the programme requirements. All applications submitted are subject to William College's documentation and verification procedures.

A complete application includes the submission of all required documentation, such as:

- Academic transcripts or certificates.
- Identification documents (e.g., passport, visa, proof of address).
- Personal statements.
- References (where applicable).

Additional evidence may be requested to support the admission assessment process.

b) Initial Assessment

The Admissions Team at William College reviews each application to determine whether the applicant meets the standard entry criteria set by the partner university. This includes:

- Academic qualifications.
- Prior learning.
- English language proficiency.
- Relevant professional or work experience.

This initial assessment informs the recommendation made to the partner university. William College does not make admissions decisions. Applications that meet the criteria proceed to the next stage. Any missing requirements or documentations will be informed to the applicant via email.

Applications that do not meet the published criteria may be considered under the Nonstandard Admissions process.

11. Interviews/Additional Assessments

Some applicants may be required to complete an interview or additional assessment as part of the admission process. These activities assess an applicant's suitability, engagement with the subject, communication skills, and readiness for study.

Where permitted by the partner university, William College may administer supplementary English-language assessments; however, English language requirements are set and approved by the awarding partner universities.

Interview outcomes are used to inform the awarding partner's admission decision but do not constitute a decision by William College.

12. Decision and Offer

If all entry requirements are met, applicants will receive an offer directly from the Partner University who retains responsibility for making an offer to study to prospective students.

The partner university retains responsibility for making decisions to offer places on programmes delivered by William College.

12.1 Acceptance and Enrolment

Successful applicants must formally accept their offer with the Partner University and provide all necessary documentation, including proof of identification, and complete the partner's online enrolment.

Subsequently, applicants that have accepted their offer from the partner university will receive William College's Terms and Conditions and other relevant information which they are required to review and accept in order to complete enrolment.

12.2 Induction

Before commencing studies, new students are required to participate in an induction programme designed to familiarise them with William College's academic environment, student services, learning resources and relevant policies.

13. Withdrawal or Deferral of Offers

Any withdrawal, amendment, or deferral of an offer is subject to the approval of the partner university.

William College may recommend action to the partner university but does not have authority to withdraw, defer, or amend an offer.

Offer withdrawal or amendment may be recommended to the partner university where:

- The applicant does not meet conditions of the offer.
- Verification identifies fraudulent or misleading documentation.
- The applicant does not respond to requests for essential information.
- The partner university withdraws or amends the programme.

Applicants will be notified in writing, with a clear explanation of the reasons for withdrawal or deferral. Where applicable, William College will assist the applicant in exploring alternative study options.

Students may withdraw their application of their own accord within 14 days from the commencement of the course. In such instances, William College will not charge any amounts towards tuition fees.

13.1 Deferral

Applicants who wish to defer their start date must submit a deferral request in writing to the William College Admissions Team. William College will review the request and forward a recommendation to the partner university.

All deferrals are approved or refused solely by the partner university and are subject to programme availability and updated entry requirements.

If a deferral is approved, the applicant will be subject to tuition fees and academic requirements applicable at the new start date. William College will communicate the partner university's decision to

the applicant. If a deferral cannot be accommodated, for example, due to changes in programme availability, applicants will be advised of the alternative options available.

14. Information for Applicants

Applicants are advised to consult the relevant awarding-university website for the most up-to-date programme information before submitting an application, as the respective universities have the final authority to make a decision on all the applications for admission.

- bsu_admissions@williamcollege.ac.uk
- admissions_bbk@williamcollege.ac.uk

For further details on the admission policy, procedures and entry requirements to various programmes, [please click on to the link](#)

For Birkbeck, University of London related admission policies, procedures and entry requirements to various courses, [please click on the link](#)

Checks before submission of the application

All applicants are encouraged to review the following before submitting their application:

- Programme content, structure, and module information.
- Entry requirements and English-language criteria.
- Tuition fees and any additional programme-related costs.
- Delivery location and study mode.
- Assessment methods and progression opportunities.
- Student support and wellbeing services.
- Academic regulations, policies, and professional requirements.
- Complaints and appeals procedures.
- Terms and Conditions and awarding-university regulations.

William College works to ensure that applicants receive consistent information across all recruitment channels, including through authorised representatives and partner institutions.

William College monitors all authorised representatives to ensure the accuracy and consistency of information provided to applicants. Monitoring includes periodic audits, training checks, reviews, and compliance reporting. Any concerns regarding inaccurate or misleading information are escalated to the partner university and may result in removal from the approved agent list.

Formal admission decisions are issued by the awarding universities. William College communicates these decisions to applicants in accordance with partner university procedures.

15. Communication with Applicants

William College will notify applicants promptly when their application stage changes, further documentation is required, additional assessments or interviews are scheduled, or a decision has been issued by the partner university; where the information is controlled by the partner university, only approved wording is used.

Applicants applying via an authorised representative receive communications from both William College (or the partner university) and the representative, who must pass on information accurately and without delay.

Awarding Universities issue all admission decisions, including offers, refusals, and outcomes for applications. Where required or prompted, William College communicates these decisions exactly as instructed and without alteration.

16. Admissions Appeals

Applicants may appeal a decision within the admission process if they believe that the decision was unfair or based on incorrect or incomplete information.

As formal offers are issued by our partner universities, appeals relating to an offer decision (e.g. rejection, conditional vs. unconditional offer) will be referred to the relevant partner university's admissions team for final determination.

William College will act as a facilitator in such cases and ensure that the applicant's concerns are passed on appropriately and responded to in line with partner university procedures.

[Bath Spa University Admissions Policy](#)

[Birkbeck, University of London Admissions Policy](#)

16.1 Grounds for Appeal

An Admissions appeal may be submitted on the following grounds:

- A procedural irregularity during the admissions process resulting in the offer decision.
- An administrative or documentation error by William College.
- New and material information that was not available at the time of application and could reasonably have affected the process.

Appeals **will not** be considered on the basis of:

- Disagreement with the academic judgement used in assessing the application.
- Failure to meet the entry requirements as outlined.

16.2 Appeals Submission Process

Applicants should contact the William College Admissions Team within 10 working days of receiving their decision by emailing:

- For BSU programmes: bsu_admissions@williamcollege.ac.uk
- For BBK programmes: admissions_bbk@williamcollege.ac.uk

William College will:

- Review whether the admissions process was followed and an offer has been made correctly
- Verify whether all required documentation was submitted.
- Ensure that the case was forwarded to the partner university where required.

William College will facilitate and ensure that an applicant's appeal is passed on appropriately and responded to in line with partner university procedures.

17. Admissions Complaints Procedure

In the event an applicant believes there are valid reasons for raising a complaint about how their application has been handled at William College, they should contact the Admissions Team using the Admissions Complaints Template in Appendix A at:

- For BSU programmes: bsu_admissions@williamcollege.ac.uk
- For BBK programmes: admissions_bbk@williamcollege.ac.uk

The complaint must be raised no later than one month following the conclusion of the admission intake for which the complaint is made. Applicants should expect a response within 10 working days from the day of receipt.

If the applicant is not satisfied with the response they receive, they may appeal this decision (see Section 14 above).

18. Fraudulent Applications, Plagiarism and Misrepresentation

William College expects all applicants to submit honest, accurate, and authentic information. Application materials may be verified by William College and the awarding universities (Birkbeck and Bath Spa University). Suspected misconduct will be investigated fairly and proportionately.

Applicant Responsibilities

Applicants must provide truthful information, disclose relevant prior study or circumstances, and ensure that any representative acting on their behalf submits accurate information.

Misconduct

Misconduct includes falsified documents, fabricated qualifications, plagiarised or AI-generated personal statements presented as original work, misleading disclosures, or misrepresentation by agents. Evidence will be reviewed by trained staff, and applicants will have the opportunity to respond.

Sanctions

William College may identify misconduct and prepare a report for the partner university. All final decisions on sanctions are made solely by the partner university, in accordance with its admissions and integrity procedures.

Possible sanctions imposed by the partner university include:

Pre-enrolment:

- Withdrawal of the application or offer.
- Referral to partner university integrity processes.
- Temporary restrictions on reapplication.

Post-enrolment:

- Cancellation of registration.
- Withdrawal from the programme.
- Notification to external bodies where required.

William College will enact any instructions issued by the partner university.

Personal Statements

Personal statements may be screened for plagiarism or AI-generation; flagged cases are always subject to human review. Applicants may be required to resubmit work, complete a writing task, or attend an interview.

Agent Misrepresentation

Misrepresentation by authorised representatives may result in withdrawal of the application, removal of the agent from the approved list, and referral to awarding universities.

Appeals

Applicants may appeal decisions relating to misconduct only on the basis of procedural error, administrative error, or new evidence, following the Admissions Appeals Procedure (Section 14).

19. Criminal Convictions

William College treats applicants with criminal convictions fairly and in line with safeguarding legislation, CMA guidance, and partner university policies. A conviction does not automatically prevent admission.

Applicants must declare any unspent convictions, ongoing investigations, or offences that may present safeguarding concerns. Spent convictions need not be declared unless a Disclosure and Barring Service (DBS) check is required for the programme.

William College collects the relevant information and forwards the case to the partner university, which conducts the formal risk assessment and makes all admissions and enrolment decisions. Decisions may include approval, approval with conditions, deferral, or refusal.

All disclosures are handled sensitively and in line with UK GDPR. Appeals relating to decisions based on criminal convictions must be submitted directly to the partner university; William College can only review procedural handling.

20. Re-Admission

Former students seeking re-admission to William College after withdrawal, suspension, or exclusion must reapply through the standard admissions process.

Each case is considered individually, taking into account the applicant's previous academic record, conduct, and any conditions set at the time of withdrawal or suspension.

Re-admission is not automatic and may require additional documentation or an interview to assess readiness to return to study.

21. Terms and Conditions

Applicants who accept an offer to study on a programme delivered by William College, on behalf of its awarding universities, are required to agree to the William College Student Terms and Conditions and any relevant partner university regulations.

The William College Terms and Conditions will be made available to applicants before an application is submitted. Any material changes to programme content, delivery, fees, or conditions will be communicated promptly through official channels, together with an explanation of applicants' rights, including withdrawal or reconsideration options where appropriate. Where a conflict exists, awarding-university regulations take precedence.

By accepting an offer and completing enrolment, applicants enter into a contractual relationship that sets out the rights and responsibilities of both the student and William College. Subject to these Terms and Conditions, students should be able to complete their programme as advertised, and William College aims to ensure continuity of study throughout the duration of the programme.

William College will not make material changes to programmes unless necessary due to awarding body requirements, regulatory obligations, or events outside the College's control. In such cases, affected applicants or students will be informed promptly, provided with clear reasons for the change, and advised of any associated rights or options available to them. All Terms and Conditions and awarding-university regulations are available for applicants to review prior to accepting an offer.

22. Refunds and Compensation

For all matters relating to refunds and compensations, please refer to the Tuition Fee, Refund and Compensation Policy.

23. Record Keeping and Data Protection

William College processes applicant data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the College's Records Management Policy.

- Applicant data is stored securely with restricted access.
- Personal information is retained only for as long as necessary to administer applications, enrolment, and statutory reporting requirements.
- Data may be shared with awarding universities and relevant regulatory bodies when necessary for legitimate academic, administrative, or legal purposes, in line with agreed data sharing arrangements.

Applicants have the right to access their personal data, request corrections, or withdraw consent for processing where applicable.

Requests may be handled jointly by William College and the partner university, depending on the nature of the data and the controller responsible.

Requests should be directed to the William College Data Protection Officer at dpo@williamcollege.ac.uk, who will coordinate with the partner university where required.

For more information on data protection, refer to William College Data Protection Policy.

24. Policy Review

This policy will be reviewed annually by the Academic Board in liaison with partner universities to ensure compliance with regulatory requirements and sector best practice.

25. Related Policies and Documents

- Equality, Diversity, and Inclusion (EDI) Policy.
- Data Protection Policy.
- Information Security Policy.
- Tuition Fee, Refund and Compensation Policy.
- Policy on the Retention of Data and Records.

26. Appendix A - Admissions Complaints Template

Applicants should copy the text below into an email, complete all fields, and send it to the William College Admissions Team.

Email Subject: Admissions Complaint – [Your Applicant ID + Full Name]

1. Your Details

Full Name	
Date of Birth	
Course Applied For	
Applicant ID/UCAS Number (if known)	
Email Address	
Contact Number	

2. Details of Complaint

Please describe clearly what part of the admissions process you are dissatisfied with (Include relevant dates and staff names if known).

3. Steps Taken

Have you already discussed this with a member of staff? Please list any previous communication.

4. Desired Outcome

What action or resolution are you seeking from William College? Describe the reasonable outcome you would like.

5. Declaration

I confirm that the information provided in this complaint is true and accurate to the best of my knowledge. I understand that William College may need to share relevant details from this complaint with partner university staff to fully investigate the matter.

Signature of the student

Enrolment Number if available:

Course applied:

Intake:

Attachments: Please attach copies of any relevant previous correspondence (emails or letters) to this email.

NOTE: Applicants are advised to retain a copy of the submitted complaint and all attachments for their own records.