Waltham International College

3.0 Student Recruitment and Admissions

3.05 Terms and Conditions 2026-2029

Version Number:	1
Reviewed by | Approved by:	Compliance Review | BoG
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Compliance Alignment Statement

This version of the Terms and Conditions has been aligned to current UK and Office for Students requirements as of May 2026. The substantive changes are listed below.

Version Control Statement

Version	Date	Changes	Reason	Author	Next Review
1	May 2026	New Document	Compliance Alignment 2026 (OfS)	QA Compliance Review	August 2027

External Reference Points

- Consumer Rights Act 2015
- CMA HE Guidance
- OfS Conditions of Registration
- OIA Good Practice Framework

Related Policies and Documents

Affects all other policy documents. This document should however be read together with the following documents:

- 1.13 Equality and Diversity Policy
- 1.14 Student Protection Plan
- 3.04 Student Contract
- 3.06 Student Fees Policy
- 3.07 Fee Payments, Debts and Sanctions Policy
- 4.06 Complaints Policy

Contents

Compliance Alignment Statement 2
Version Control Statement 2
External Reference Points 3
Related Policies and Documents 3
1. Definitions 5
2. About These Conditions 6
3. Who We Are 6
4. Information Provided Before You Accept 6
5. Accepting a Place 6
6. Your Prerequisites 6
7. Your Right to Cancel (Cooling-Off Period) 7
8. Effects of Cancellation within the Cooling-Off Period 7
9. Your Commitments to Us 7
10. Our Commitments to You 8
11. Fees and Payments 8
12. Changes to Your Programme 8
12.1 Minor Changes 8
12.2 Material Changes 8
12.3 Events Outside Our Control 9
13. Intellectual Property 9
14. Data Protection 9
15. Student Support 9
16. Conduct and Disciplinary Procedures 9
17. Suspension and Termination by the College 9
18. Complaints 10
19. Academic Appeals 10
20. Our Liability to You 10
21. Withdrawal by You 10
22. Deferral 10
23. Changes to These Conditions 10
24. Governing Law 10

IMPORTANT: These Terms and Conditions (Conditions), together with your Offer Letter, Student Contract and the College's Policies, form a legally binding contract between you and Waltham International College Ltd (WIC). Please read them carefully before accepting your offer. If you have any questions, contact our Admissions Team at admissions@wic.ac.uk. If you have legal concerns, you may seek independent advice from the Citizens Advice Bureau or a solicitor. We cannot provide you with legal advice.

1. Definitions

In these Conditions, the following terms have the meanings set out below:

Term	Meaning
College / We / Us / Our	Waltham International College Ltd, registered company number 07177562, Glebe House, Vicarage Drive, Barking, England IG11 7NR
Conditions	These Terms and Conditions
Contract	The legally binding agreement between you and the College, formed when you accept your Offer Letter
Cooling-Off Period	The 14-day period after contract formation (or Enrolment, whichever is later) during which you may cancel — see clause 7
Enrolment / Enrol	You commencing your Programme
Fees	The fees payable for your Programme — see clause 11
Material Change	A change to core terms that would, or might reasonably, affect your decision to study
Offer Letter	The letter we send offering you a place at the College
OfS	Office for Students
OIA	Office of the Independent Adjudicator for Higher Education
Policies	Our policies, available at https://wic.ac.uk/about/wic-policies
Prerequisites	Conditions you must meet to commence your Programme, set out in your Offer Letter
Programme	Your programme of study
Website	www.wic.ac.uk
You / Your	The individual enrolling as a student at the College

2. About These Conditions

These Conditions, together with our Policies and the information provided at offer stage, form the legally binding Contract between us and you. You should read them carefully before accepting your offer. In the event of a conflict between these Conditions and any of our Policies, these Conditions take precedence unless the relevant Policy clearly states otherwise.

Consumer protection law, including the Consumer Rights Act 2015 and CMA guidance on HE, applies to this Contract. Nothing in these Conditions removes or limits rights you have under consumer protection law.

3. Who We Are

We are WALTHAM INTERNATIONAL COLLEGE LTD. Our registered company number is 07177562 and our registered address is Glebe House, Vicarage Drive, Barking, England, IG11 7NR. You can contact us using the details on our Website or by emailing info@wic.ac.uk.

4. Information Provided Before You Accept

Before you accept your place, we will provide you with the following key information:

1. The award, Prerequisites (if applicable), Programme duration, and study locations
2. How the Programme will be delivered (in-person, online, or blended), typical contact hours, and independent study balance
3. The core modules comprising your Programme and any optional modules
4. How your performance will be assessed
5. The Fees and any additional costs you may have to pay
6. Any work placement requirements (if applicable)

This information forms part of your Contract and cannot be changed without your express agreement, unless the change is minor and does not materially disadvantage you.

5. Accepting a Place

If we offer you a place, we will send you an Offer Letter. To accept, please email admissions@wic.ac.uk. At the point you accept, a legally binding Contract comes into force between us and you.

Before you accept, please check that the details in the Offer Letter are accurate. If you have any queries, contact our Admissions Team.

6. Your Prerequisites

Your offer is conditional on you meeting any Prerequisites set out in your Offer Letter. If you do not meet a Prerequisite before your Programme starts, we reserve the right to withdraw the offer. We will provide reasonable notice and explain your options.

7. Your Right to Cancel (Cooling-Off Period)

You have the right to cancel the Contract within 14 days of the later of:

(a) entering into the Contract; or

(b) your Enrolment

without giving any reason. This is your Cooling-Off Period.

To cancel, notify us in writing within the Cooling-Off Period (e.g., by email to admissions@wic.ac.uk or by post to our registered address). You may also use the Withdrawal Form, though this is not required.

If you ask us to begin services during the Cooling-Off Period, we may make a proportionate deduction from any refund for services already provided, calculated transparently and in line with our Student Fees (including Refunds and Compensation) Policy (4.18). This will not affect your right to cancel.

If you wish to cancel after the Cooling-Off Period, see clause 21.

8. Effects of Cancellation within the Cooling-Off Period

If you cancel within the Cooling-Off Period, we will reimburse any fees paid, subject to any deduction for services already provided, in line with our Student Fees (including Refunds and Compensation) Policy (4.18). Refunds will be processed within 14 days of your cancellation notice.

9. Your Commitments to Us

Whilst enrolled at the College, you agree to:

1. Give us accurate information when applying and at enrolment, and tell us promptly about any material changes
2. Meet the Programme's published entry and ongoing eligibility requirements (including any placement, professional body, or visa requirements)
3. Participate in scheduled teaching, assessments, and required learning activities and meet all attendance and engagement requirements in line with our Attendance, Retention and Support Policy (4.05)
4. Comply with our Policies
5. Comply with the Student Handbook and Programme Handbook provided at enrolment, and our online learning management system
6. Follow reasonable health, safety, and safeguarding instructions
7. Treat all students, staff, and third parties with dignity and respect, and comply with our Equality and Diversity Policy (1.13) and Bullying, Harassment and Sexual Misconduct Policy (4.10)
8. Pay the Fees and all additional costs by the due date
9. Tell us if you require reasonable adjustments or support, and provide relevant information to help us assess your needs (see our Disability and Inclusion Policy (4.13)
10. Use our facilities, equipment, and IT systems responsibly and in line with our ICT Policy (2.07)
11. Keep your contact details up to date

10. Our Commitments to You

We will:

1. Deliver the Programme as described in the key information provided to you at offer stage, with reasonable care and skill
2. Provide clear, accurate, and timely information about changes to your Programme
3. Treat you fairly, consistently, and in compliance with our Equality and Diversity Policy (1.13)
4. Make reasonable adjustments for students with disabilities
5. Provide appropriate pastoral and academic support
6. Handle your personal data in accordance with UK GDPR, the Data Protection Act 2018, and our Privacy Policy
7. Respond to complaints promptly and fairly through our Complaints Policy (4.06)

11. Fees and Payments

Fees are set out in your Offer Letter and published on our Website. You are responsible for paying Fees by the due dates shown on your invoice or payment schedule, unless a sponsor agreement applies. The College will provide clear payment schedules. Fee liability upon withdrawal is set out in the Fee Payments, Debts and Sanctions Policy (3.07).

The College will only change Fees where this was clearly communicated in advance and is permitted by the Contract. If we propose a material change to Fees that may affect your decision to study, we will give you clear notice and explain your options.

12. Changes to Your Programme

12.1 Minor Changes

We may make minor changes to your Programme, such as adjusting timetables, changing individual module delivery formats, or updating module content, without your consent, where such changes are necessary or beneficial and do not materially disadvantage you. We will notify you of minor changes.

12.2 Material Changes

If we need to make a Material Change to your Programme, we will:

- Notify you as early as possible and, where feasible, before the change takes effect
- Explain our reasons for the change
- Set out the options available to you, which may include continuing under the amended terms, withdrawing and receiving an appropriate refund, or transferring to another programme

A Material Change is one that would, or might reasonably, affect your decision to continue your studies. We will not make Material Changes to your Programme except where necessary, including where required by law, regulatory requirements, quality standards, or in response to events outside our reasonable control.

12.3 Events Outside Our Control

We are not liable for failure or delay in delivering the Programme caused by events outside our reasonable control (for example, pandemic, severe weather, or industrial action by third parties), provided we have taken reasonable steps to mitigate the impact. Your statutory rights are not affected.

13. Intellectual Property

The copyright in all materials we provide to you (lecture notes, handouts, online materials, etc.) belongs to us or our licensors. You may use such materials for personal educational purposes. You must not share, sell, or distribute our materials without our prior written consent.

You retain ownership of the intellectual property in work you produce as part of your studies, except where otherwise agreed in writing. By submitting work for assessment, you grant us a licence to use it for educational and quality assurance purposes.

14. Data Protection

We process your personal data in accordance with UK GDPR, the Data Protection Act 2018, and our Privacy Policy (available on our Website). Your data will be used to manage your enrolment and studies, comply with legal obligations, and improve our services. You have rights in relation to your personal data, as set out in our Privacy Policy.

15. Student Support

The College provides academic, pastoral, and disability support to all students. Details of available support are set out in the Student Handbook and on our Website. If you need support, please contact the Student Support team at sf@wic.ac.uk.

16. Conduct and Disciplinary Procedures

You are expected to conduct yourself at all times in accordance with our Policies, including the Equality and Diversity Policy (1.13) and the Bullying, Harassment and Sexual Misconduct Policy (4.10). Misconduct will be addressed through our Non-Academic Misconduct Policy (4.09). Academic misconduct (e.g., plagiarism, collusion, cheating) will be addressed under our Academic Misconduct Policy (4.08).

17. Suspension and Termination by the College

The College may suspend or terminate your registration in serious circumstances, including:

- Non-payment of fees (after appropriate notice and opportunity to resolve)
- Material breach of our Policies or the Student Contract
- Academic misconduct
- Conduct posing a risk to the safety or wellbeing of others
- Failure to meet ongoing eligibility requirements

Before taking any such action, the College will follow its relevant Policy and procedures, which provide for fair process, including notice and the opportunity to respond. We will give reasonable advance notice of termination wherever possible.

18. Complaints

If you are dissatisfied with any aspect of your experience at WIC, you should use our Complaints Policy (4.06). Our Complaints Policy is available on our Website. If your complaint is not resolved to your satisfaction following our internal process, you may escalate to the OIA (www.oiahe.org.uk), a free, independent service for students.

19. Academic Appeals

If you wish to challenge an academic decision (e.g., an assessment grade or progression decision), you should use our Academic Appeals Policy (4.07), available on our Website.

20. Our Liability to You

Where we fail to deliver the Programme with reasonable care and skill, or fail to provide what was promised in the Contract, you may be entitled to a remedy under the Consumer Rights Act 2015. This may include: asking us to put the failure right (repeat performance); a price reduction (partial refund); and/or compensation for reasonable, evidenced losses directly caused by our failure.

We do not limit or exclude our liability for: death or personal injury caused by our negligence; fraud or fraudulent misrepresentation; breach of your statutory rights under the Consumer Rights Act 2015; or any other liability that cannot legally be excluded.

Subject to the above, and where permitted by law, we limit our liability to you for indirect or consequential losses (for example, lost earnings or career opportunities) not caused directly and in a reasonably foreseeable way by our breach. We will consider each case individually and on its merits.

21. Withdrawal by You

If you wish to withdraw from your Programme, you must notify us in writing (by email to admissions@wic.ac.uk or by post). Your fees liability will be calculated in line with the Fee Payments, Debts and Sanctions Policy (3.07). Any refund due will be processed under the Student Fees (including Refunds and Compensation) Policy (3.06).

22. Deferral

If you wish to defer the start of your Programme or interrupt your studies, you must notify us in writing. The College will consider deferral requests at its discretion and will advise you in writing of any fee implications before the deferral is confirmed.

23. Changes to These Conditions

We may update these Conditions from time to time. We will give you reasonable notice of any changes. Material Changes to the Conditions will be subject to clause 12.2. Minor updates (for example, to correct typographical errors or update contact details) do not require consent.

24. Governing Law

This Contract is governed by the laws of England and Wales. If there is any dispute, we encourage you to use our Complaints Policy in the first instance. Disputes that cannot be resolved internally may be referred to the OIA (www.oiahe.org.uk). Students retain the right to bring proceedings in the courts of England and Wales.