



# STUDENT STANDARDS

WHAT WE EXPECT FROM YOU  
DURING YOUR TIME AT HEART OF  
WORCESTERSHIRE COLLEGE

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HEART OF  
WORCESTERSHIRE  
COLLEGE

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## INTRODUCTION

At Heart of Worcestershire College we expect all our students to agree to abide by our College Values and Student Standards policy. These are designed to enable students to achieve their full potential in a positive and safe environment.

Students are expected to take responsibility for their own learning, ensuring that they are always ready to learn with the appropriate equipment, behaviour and attitude. We expect our students to make good decisions regarding the use of their time, effort and motivation towards study, attendance and punctuality.

The opportunities afforded to students through their Study or Apprenticeship Programme can only be maximised when students take ownership and responsibility effectively and actively participate in all aspects of their education and college life. The College is a busy community that serves the needs of many individuals and groups with different and sometimes complex interests, attitudes and behaviours. In order to create an effective learning environment, the College has to regulate some conduct and discourage behaviour that is detrimental to the well-being and progress of others.

This policy sets out the Code of Conduct that students at Heart of Worcestershire College are required to abide by and explains the sanctions that would be applied where the policy is infringed.

If you think that you may have problems complying with our Student Standards, you should discuss this with a member of staff.

## SCOPE

For the purpose of this policy, the definition of a student is any individual studying on a full-time Study Programme, Apprentices and those studying on substantial part-time programmes.

## MONITORING & REVIEW

This policy will be reviewed annually by the Senior Leadership Team and College Governors.

## RELEVANT DOCUMENTS AND POLICIES

Relevant policies and documents which are not found in this policy or appendices are:

- The Attendance and Punctuality Policy
- Acceptable Use Policy
- Safeguarding (incorporating Child Protection and Prevent) Policy
- Equality Policy
- Search & Restraint Policy
- Examinations Policy
- Learner Involvement Strategy
- Work Experience Guidelines
- Probation & Progression Protocols
- Educational Trips and Visits Protocol
- English and Maths Guidelines

These are available on the Portal or can be requested from College staff.

## PRINCIPLES

1. The purpose of the College is to promote and enable learning and prepare students to progress into further learning and/or work. Students should ensure their behaviour allows teaching and learning to proceed safely and effectively without distraction, interruption or interference.
2. Heart of Worcestershire College has zero tolerance of abuse towards staff and students. This includes any incident in which staff or students are intentionally abused, threatened or assaulted (either physically or psychologically). This includes verbal abuse and insults, and aggressive behavior. **Students who behave in this way, or whose friends, family, carers, associates or guardians behave in this way towards College staff or other students are likely to face immediate exclusion with no right of appeal.**
3. It is essential that all members of the College community treat each other with the utmost respect and consideration. Students are therefore required to ensure that their behaviour and speech, at all times, is appropriate, governed by common sense and consideration for others.
4. The College will endeavor to ensure that it is consistent in the application of sanctions to ensure equality and fairness for all. However the implementation of this policy will be considered in line with individual circumstances and personal factors which may contribute to behavior concerns, which will be taken into account.
5. Heart of Worcestershire College is committed to promoting fundamental British Values including democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs. Our Learner Involvement strategy provides students with a framework through which they can provide feedback on College provision. Students are expected to contribute to this strategy in a mature and constructive manner.
6. Students are required to attend all classes and study sessions on time. This includes English and maths, and all provision that enhances employability and personal effectiveness. Students must be ready to learn, demonstrating motivation, and commitment and be prepared with the necessary equipment and materials for all activities. Students must dress appropriately for their College activities. Students who do not comply with expectations around attendance and behaviour may be required to attend extra study sessions.
7. Students are required to familiarise themselves with College safeguarding processes and procedures, including the Prevent agenda. Students are required to report any concerns in a timely and appropriate manner and act in the best interest of others at all times, including in matters of bullying and discrimination. The College monitors electronic communications made using College equipment and/or via College networks, and expects all students to adhere to the Acceptable Use Policy.
8. Positive student behaviour contributes to a safe working environment and therefore we expect that students will respect College buildings, facilities and other people's property
9. The principles of Student Standards extend beyond the internal College environment. Students are expected to maintain these Standards when off campus on work placement and on educational visits. Students are expected to act as ambassadors for the College, recognising that their behaviour contributes to the reputation of the College within the community.



## STUDENT CODE OF CONDUCT

By becoming a student at Heart of Worcestershire College, you are agreeing to:

### 1. General Conduct

- a) Treat all members of the College community with courtesy and respect at all times** (including other students, staff and visitors). You are expected to follow instructions from any member of staff, and be truthful and fully co-operative in all dealings with the College. We do not tolerate abuse towards staff, students, contractors or visitors. This includes any incidents of intentional verbal or physical abuse, threats and assaults (either physical or psychological). If you behave in an abusive, aggressive or threatening way you will be immediately excluded from the College with no right of appeal against the exclusion.
- b) Fully commit yourself to your programme of study by being ready to learn.** We expect you to attend all of your lessons on time and to take off outdoor clothing in classrooms, put away your mobile phone and other electrical devices and bring appropriate equipment and materials for your studies including pens, notebooks and calculators.
- c) Refrain from acting in a manner which brings the College into disrepute,** and instead act as a positive ambassador at all times.
- d) Refrain from behaviour or expressing views that are contrary to fundamental British Values** including democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.
- e) Carry your College ID card at all times and to show your identification badge on demand** when on College premises and/or when undertaking College activities.
- f) Use College property and resources in a responsible manner.** If you damage College equipment or property, including through litter or graffiti, you will be subject to disciplinary proceedings and will be expected to pay the costs of repairing the damage caused.
- g) Refrain from taking food or open drinks** other than water, into classrooms and other learning areas.
- h) Dress appropriately** when attending College and when undertaking College activities.
- i) Avoid the use of offensive, inappropriate and discriminatory language (including swearing), and refrain from making personal comments about College staff or students.** This includes comments made on social media networks and internet forums.

### 2. Academic

- a) Attend all timetabled classes and activities punctually.** Students are expected to attend all of the sessions included in their Study Programme, including English and maths classes.  
Students must knock and wait if they are late to classes so as not to disrupt the learning of others.
- b) Inform the College of all absences at the earliest opportunity.** Holiday trips must be arranged outside of term times. Permission for holidays during term time will only be granted in exceptional circumstances. Repeated and unexpected absence without notification, or persistent lateness will result in disciplinary proceedings.
- c) Complete all set tasks and assignments** required of you within the timeframe set by College staff, and to the appropriate standard. Where this is not possible you are expected to anticipate and discuss the difficulties you have completing work with the appropriate member of College staff.
- d) Refrain from copying work** from other students, from the internet or from textbooks without direct acknowledgement or reference. Repeated and/or persistent plagiarism, cheating in exams or use of model answers will result in disciplinary proceedings.

- e) **Refrain from using mobile phones**, or other electronic devices during any class or practical sessions unless you have been permitted to by your lecturer as part of your lesson. Consideration of others must be given in communal areas of the College, including corridors and the College grounds.
- f) **Refrain from noisy and/or disruptive behaviour.** Behaviour which disrupts the learning of others will result in disciplinary proceedings. This applies to all areas of the College and its grounds.

### 3. Health & Safety

- a) **Take care of your own and others health and safety** while on College premises and/or on College activities. You must consider the health and safety of others who may be affected by your activities. You must not intentionally or recklessly damage, misuse or otherwise interfere with any devices or equipment provided by the College.
- b) **Refrain from inviting friends or other people onto the College site unless attending a formal College event. Do not allow others to access College buildings using your ID card, and do not open security doors for anyone who is not a member of College staff or a students.** All visitors to College must report to Reception and wear a Visitor's badge at all times.
- c) **Inform the College immediately of any change in your personal details.**
- d) **Follow the instructions of members of staff** when on off-site educational visits.
- e) **Do not smoke (including e-cigarettes, vapourisers and all similar devices) on College premises, including College car parks.**
- f) **Refrain from the unlawful use, possession or distribution of illicit drugs or substances, the misuse of legal drugs, or the consumption of alcohol.** This includes substances consumed offsite which could affect any student's ability to learn safely and effectively.
- g) **Refrain from carrying any offensive weapons.**
- h) **Comply with any requests by the Principal or delegated members of staff to search you or your belongings.** This also applies to any request to search storage used by you such as lockers.

**A breach of any of the above is likely to result in disciplinary proceedings. This may include not being permitted to attend enrichment and sport activities, not being permitted to progress, and temporary or permanent exclusion.**

Any student who carries out an assault, engages in fighting or other acts of violence, extremism, vandalism, bullying and harassment – (physical, verbal and cyber), theft, using or being in possession of illegal drugs, firearms or other weapons, committing or attempting to commit any act of arson, or behaves in a way likely to bring the College into disrepute will be subject to disciplinary proceedings the outcome of which is likely to be suspension or exclusion.

Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.

Any offence under English criminal law committed by a student at the College may also constitute a breach of Student Standards and result in disciplinary proceedings. Any breach will also be referred to the relevant police authorities. This includes activities committed in the vicinity of College, whilst travelling in connection with the College, participating in any College related activity, and activities which are committed in a context unrelated to College activity but which brings the College into disrepute. Activities you undertake which put other College students and / or staff at risk will also result in disciplinary proceedings.

Students must also adhere to all departmental Student Standards relevant to their area of learning.

## ANTI-BULLYING CODE

### DEFINING BULLYING

Bullying is the willful, conscious desire to hurt, threaten, frighten, upset or embarrass another person. It may involve physical and/or verbal intimidation. It can also arise from silence, exclusion, gestures, comments or images on social media, or from taking, or damaging, another person's property.

Such actions when they occur between individuals from different ethnic backgrounds may also be construed as racial harassment.

### INFORMATION/ADVICE TO STAFF

Bullying will be recognised as a serious breach of College Student Standards.

All accusations of bullying will be considered seriously and dealt with in the strictest confidence and subject to safeguarding considerations.

Sanctions against those who are found to have bullied other College students may include:

- a) informing the perpetrator's parents and inviting them to an interview
- b) temporary, and in exceptional cases permanent, exclusion from College.

### INFORMATION/ADVICE TO STUDENTS

Students who are being bullied should report this to their Personal Tutor, CRQ Leader, Lecturer, or the Welfare team. Students should avoid the temptation to retaliate against bullies rather than reporting the incident as this can make it harder to resolve any dispute that may have arisen.

Where a number of incidents of bullying have taken place over a period of time we would advise students should keep a record noting the date, time and place where the incidents took place (including incidents outside of College) and pass this information on when they report the bullying to the College.

All accusations of bullying made by a student will be treated in the strictest confidence, consistent with and subject to safeguarding considerations.

Any action proposed as a result of the accusation of bullying will only be undertaken with the full knowledge and consent of the person being bullied, subject to safeguarding considerations.

### WHAT STUDENTS SHOULD DO IF THEY SEE SOMEONE BEING BULLIED

Students must recognise that bullying is a serious offence and that concern for the individual being bullied should override any other allegiances.

Students should report any incidents of bullying they witness to College staff.

### WHAT WILL HAPPEN TO STUDENTS WHO BECOME INVOLVED IN BULLYING

All reports of bullying will be investigated and appropriate sanctions applied if the allegations are found to be accurate.

Sanctions may be in the form of a warning but in more serious cases it could involve either suspension or exclusion from College. If appropriate, parents / guardians will be informed and asked to accompany the student accused of bullying to a disciplinary hearing with a CRQ Director or Vice Principal.

A copy of the incident and the sanctions applied will be documented on the student's Pro-monitor record.

In addition to the sanctions applied, students will usually be expected to alleviate the harm done through recognition of the situation, by making an apology to the student (s) subjected to their bullying, and to display appropriate behaviour thereafter.

## SANCTIONS

Instances when a student demonstrates aspects of behaviour that do not conform to the Student Standards will see the following accumulative sanctions applied:

ACTION	WHO CAN DO THIS
Verbal Reprimand	All College Staff
Verbal Warning	CRQ Leader
Written Warning	CRQ Manager or Director
Final Written Warning	CRQ Director
Suspension (Temporary)	Vice Principal
Exclusion	Vice Principal

### REASONS FOR EXCLUSION AND SUSPENSION

- causes offence or fails to treat members of the College community with courtesy and respect
- endangers themselves or others
- gives rise to concern for the safety of staff or students
- shows disregard of College rules, procedures or policies
- refuses to comply with reasonable instructions from a member of staff
- brings the College into disrepute
- is dishonest or uncooperative in any dealing with the College

### RECORDING OF SANCTIONS

Any sanctions that are issued during a student's study or apprenticeship programme will be recorded and held on their Pro-monitor record for the remainder of their programme of study. These records will be referred to should any further breaches of Student Standards occur, and may influence any future disciplinary sanctions issued.

Where a student has been permanently excluded from College, they will also be flagged on the College MIS system to ensure any future application(s) for any HoW College course is considered by an internal College panel who will assess the nature of the previous expulsion and the student's suitability for the course they are now applying to before any offer of a place can be made.

### IMMEDIATE EXCLUSION

Heart of Worcestershire College has zero tolerance of abuse towards staff and students. This includes any incident in which staff or students are intentionally physically or verbally abused, threatened or assaulted (either physically or psychologically).

The College considers the nature of incidents of intentional abuse to be so serious that in line with its zero tolerance approach students who behave in this way, or whose friends, family, carers, associates or guardians behave in this way towards College staff, students, contractors or visitors will be immediately excluded with no right of appeal against that exclusion.

Where a student has been permanently excluded from College, they will be flagged on the College MIS system to ensure any future application(s) for any HoW College course is considered by an internal College panel who will assess the nature of the previous expulsion and the student's suitability for the course they are now applying to before any offer of a place can be made. If the act of abuse was



undertaken by a friend, family member, associate, parent, carer or guardian the College will also take action to monitor and assess any future applications made by that individual for any HoW College course to consider their suitability before any offer of a place can be made.

### APPEALS AGAINST SUSPENSION

A student may appeal against the decision to suspend them within 10 working days of notification of the suspension. To do this the student must inform the College in writing of their intention to appeal, and must state the reasons for their appeal in this communication.

The Meeting of Appeal will be chaired by a member of the Senior Leadership Team who has had no involvement in the process so far and has no connection with the student or their course.

**The Chair's decision is final and completes the procedure.**

### APPEALS AGAINST EXCLUSION

Where an exclusion is made for a reason other than those outlined above which will automatically result in **immediate exclusion with no right of appeal**, the student may appeal against the decision to exclude them within 10 working days of notification of the exclusion. To do this the student must inform the College in writing of their intention to appeal, and must state the reasons for their appeal in this communication.

The Meeting of Appeal will be chaired by a Vice Principal who has no involvement in the process so far, or by the Principal.

**The Chair's decision is final and completes the procedure.**

### MEETINGS OF APPEAL

This procedure is intended to afford a student a full and fair opportunity to present an appeal against any decision made under this policy. When appealing against a suspension or exclusion the student must clearly state the reasons for their appeal.

**Where the student is aged under 18 years** parents/guardians should also be invited to the appeal meeting unless Data Protection prevents this. Alternatively, where a parent or guardian is not able to attend the student may be accompanied by another adult nominated by their parent or guardian, or by an advocate from Learner Services. Learners may not be accompanied by legal representation.

**Students aged over 18 years** may choose to be accompanied by an advocate from Learner Services, or one other adult but not by legal representation.

The appeal meeting will be held as soon as reasonably practicable after the notice to appeal has been received. This will normally be **within 10 working days of the notice of the appeal being lodged, with the student receiving at least 5 working days' written notice of the meeting**. The written notification will detail the date and venue of the hearing and the student's right to be accompanied.

At the appeal meeting, the student will be given the opportunity to state his or her case and has the right to be accompanied as detailed above.

The Chair of the appeal meeting should be given all relevant written material and accounts of the procedures followed. They should also inform all participants of:

- the procedural conduct of the meeting (see next paragraph)
- any time limits on oral submissions

Students are required to notify the Chair of the appeal meeting at least 2 working days before the appeal of the names of any witnesses they intend to call.

At the appeal, the penalty imposed will be reviewed, but it cannot be increased.

**The appeal decision is final** and will be notified to the student in writing without unreasonable delay.

### PROCEDURE OF MEETINGS OF APPEAL

Those present at the Meeting of Appeal will normally be the student (who may be accompanied as stated above), the relevant CRQ Leader, Manager or Director and the student's Personal Tutor plus any additional witnesses who may be called. The Chair of the earlier formal meeting that led to the suspension or exclusion will also be in attendance in order to explain the decision made.

During the hearing, adjournments may be requested by either party or by the Chair and will not be refused unreasonably.

The Chair will ask whether any new evidence has been made available that could not be circulated prior to the hearing and will make a judgement as to whether an adjournment is necessary to allow consideration of such evidence.

The Chair will introduce all those present.

The Chair will set out that the student's companion may:

- address the hearing to put the student's case;
- confer with the student during the hearing;
- sum up the student's case;
- may ask questions on the student's behalf:

but **may not** answer questions on the student's behalf.

The Chair may ask questions at any time.

Not every hearing will be conducted in exactly the same way and will depend on the particular circumstances and nature of the allegations. However, a typical procedure to be followed at an appeal hearing is outlined below:

#### Part One

The student or companion will state the precise nature of the appeal. They will then explain the student's case and any special circumstances which may exist.

Where appropriate, the student or their companion may introduce any witnesses.

The Chair of the hearing may question any witness(es).

Each witness will attend only for their own evidence and will withdraw once their evidence is given.

#### Part Two

If necessary, the Chair of the hearing may call the manager who made the original disciplinary decision in order to ask any relevant questions.

The student or their companion may question the manager who made the original disciplinary decision.

The manager who made the original disciplinary decision will withdraw.

#### Part Three

The student or their representative will be given an opportunity to make a short final summary of the appeal, with **no new factors** to be introduced.

Those present will then withdraw. After the hearing, the Chair will review the case before making a decision, taking account of the original disciplinary decision and the student's representations from the appeal hearing.

## DECISION

At the appeal, the sanction imposed will be reviewed, but it cannot be increased. If the Chair hearing the appeal is presented with different evidence against the individual from that presented at the original hearing, a further disciplinary procedure may be instigated.

The appeal decision will be notified to the student in writing without unreasonable delay (usually 3 working days) following the appeal hearing. **The appeal decision is final.**

## HOW TO APPEAL AGAINST AN EXCLUSION OR SUSPENSION FROM COLLEGE

Written confirmation of exclusion or suspension sent to a student and/or their parent/guardian will contain notification of the right of appeal. **Students, their parents and/or guardians are unable to appeal against immediate exclusions made because of threats, physical or verbal abuse or assaults as outlined above. Where there is no right of appeal this will be clearly stated in the exclusion letter.**

An appeal against exclusion or suspension must be submitted to the College in writing within ten (10) working days of the College's notification of exclusion or suspension. The appeal notice must be signed by the student if over 18 years and by the parent(s)/guardian(s) of the student if under 18 years, for an appeal to be heard. The written request for an appeal must state the ground(s) for the appeal and the remedy sought.

The appeal against exclusion or suspension will be heard by a member of the Senior Leadership Team, a Vice Principal or the Principal.

The date set for the appeal hearing will be notified to the student, and his/her parents/guardians (if under the age of 18 years), and they will have a right of attendance to express their reasons for the appeal.

The decision regarding an appeal will be final.

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### APPEAL FORM

You do not have to use this form but if you do it ensures we get the information we need to consider your appeal;

Name

Address

Tel

Relationship to the College, eg. Student/parent/guardian:

What are the grounds for your appeal? (Please continue on a separate sheet if necessary)

Any other reason why you should not have been excluded or suspended?

What result or outcome do you want from your appeal?

Signed

Date

Please hand this form into any College Reception for the attention of the Principal's Executive PA's Office.