

STUDENT STANDARDS



HEART OF
WORCESTERSHIRE
COLLEGE

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INTRODUCTION

Year after year, our students report that college is a safe and welcoming place, where they feel valued and respected, they are making good progress and they would recommend the College to others. These are all part of our ethos and culture, that is created from our Student Standards.

Students are responsible 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, motivation towards study, attendance and punctuality so that they improve their chance of success.

The College is a busy and diverse community that serves the needs of many individuals and groups with different and sometimes complex issues, attitudes and behaviours. In creating and maintaining the atmosphere students value and flourish in, we will on certain occasions, take action to regulate and discourage behaviour that is detrimental to that supportive and welcome culture.

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, including HE and Adult learners. We do have substantial part-time Study Programmes within NEET for learners dropping out of courses during probation.

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:

- Student Attendance Policy
- Acceptable Use Policy
- Safeguarding (incorporating Child Protection and Prevent) Policy
- Equality, Diversity & Inclusion Policy
- Search, Screening & Restraint Policy
- Fitness to Study Procedure
- Prevent Strategy
- Health & Safety Policy
- Examinations Policy
- Learner Involvement Strategy
- Work Experience Guidelines
- Educational Trips and Visits Guidance (See H&S Tile)
- 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, learning and assessment to proceed safely and effectively without distraction, interruption or interference.
2. Students are therefore required to ensure that their behaviour and language, at all times, is appropriate, governed by common sense and consideration of the impact of their language and behaviour on others.
3. The 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 behaviour. 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.
4. The College has a zero tolerance of sexual violence and harassment (including sexualised language). Abuse should never be tolerated or passed off as “banter”, “just having a laugh” or “part of growing up”. In dealing with disclosures of this nature, the College will adhere to the Sexual Violence and Sexual Harassment guidance and Keeping Children Safe in Education which may result in the incident being reported to the police, children’s social care, or other external agencies.
5. Students are required to attend all classes and study sessions on time. This includes English and mathematics, and all provision that enhances employability and personal effectiveness. Students must be ready to learn and participate in Work Experience and the online learning programme, Elements, 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.
6. 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.
7. 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.
8. 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 or when travelling on the intercampus bus or College minibus. Students are expected to act as ambassadors for the College, recognising that their behaviour contributes to the reputation of the College within the community.

OUR CODE OF CONDUCT

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

1. General Behaviour and Language - Creating Our Positive Learning Environment and Supportive Atmosphere

- 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.
- We expect punctuality and attendance to all lessons, ensuring you are ready to learn with appropriate equipment for your studies. Mobile phones are to be switched off / silenced and put away to avoid distraction.
- 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 linked to British Values.
- e) Carry your College ID card and lanyard at all times and to show your identification badge on demand** when on College premises and/or when undertaking College activities. Some activities on site will require you to remove your lanyard, if appropriate.
- 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) Dress appropriately** when attending College and when undertaking College activities.
- h) 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. Your Studies - The Essential Ingredients For Your Success

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 mathematics classes, assessments and examinations. Students are expected to attend work experience, industrial placements and other related activities as required.

Students should be considerate if they are late to classes, in entering quietly, 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 time frame 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) DO NOT use mobile phones, or other electronic devices for any purpose including, but not limited to: recording or filming sessions, making phone calls, instant messaging or other social media activity 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.

e) 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 - Think Safe, Act Safe, Stay Safe

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 actions. You must not intentionally or recklessly damage, misuse or otherwise interfere with anything provided by the College and specifically for anyone's safety. You must follow all safety instructions and procedures in place, whether written or verbal.

b) Friends, parents, carers and other people CANNOT enter 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 student. All visitors to College, including parents and carers, 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, vaporisers and all similar devices or any other form of smoking paraphernalia) on College premises, including College car parks and the Inter-campus bus.

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 off site which could affect any student's ability to learn safely and effectively.

g) DO NOT carry any type of offensive weapon.

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.

ANTI-BULLYING CODE

DEFINING BULLYING

Bullying is the wilful, 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 Wellbeing 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, Assistant Principal 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.

PEER ON PEER ABUSE (REFERRED TO AS CHILD ON CHILD IN KCSIE)

Abuse should never be tolerated or passed off as "banter", "just having a laugh" or "part of growing up". We recognise the gendered nature of peer on peer abuse (i.e. that it is more likely that females will be victims and males perpetrators), and some groups are potentially more at risk for example, females, children/young people with SEND and LGBT children/young people but that all peer on peer abuse is unacceptable and will be taken seriously.

- Bullying (including cyberbullying);
- Sexual violence (such as rape, assault by penetration and sexual assault);
- Sexual harassment, such as sexual remarks, jokes and online sexual harassment, which may be stand-alone or part of a broader pattern of abuse
- Physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm (this may include an online element which facilitates, threatens and/or encourages physical abuse)
- Sharing of nudes and semi-nudes both consensual and non-consensual
- Initiation/hazing type violence and rituals;
- Upskirting, which typically involves taking a picture under a person's clothing without them knowing

Students should report all incidences of peer-on-peer abuse to a member of staff (including if the incident happened outside of College or online) or to a member of the Safeguarding Team.

Safeguarding Phone Numbers

Redditch/Bromsgrove: **07881 379 252**

Worcester/Malvern: **07789 754 161**

In addition, due to the sensitive nature of these disclosures and to help build student confidence in reporting, students can report concerns in confidence through our Whisper system below:

[**CLICK HERE**](#) to report your concerns in confidence

The College will adhere to safeguarding legislation such as Keeping Children Safe in Education, Working Together to Safeguard Children and Children Missing Education, which may result in the incident being reported to the police, children's social care, or other external agencies.

The College will follow safeguarding protocols and put measures in place to safeguard all students involved.

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 Leaders |
| Written Warning | CRQ Leader or Manager |
| Final Written Warning | CRQ Managers |
| Suspension (Temporary) | Assistant or Vice Principal |
| Exclusion | Assistant or 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 dealings with the College

The College will consider any relevant safeguarding concerns relating to learners during this process

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 or Smart Assessor 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.

APPEALS

Students may appeal against any decision made during this process 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 an Assistant or Vice Principal who has not been involved in the process so far, or by the Principal.

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 an Assistant or 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 Student Support. Learners may not be accompanied by legal representation.

Students aged over 18 years may choose to be accompanied by an advocate from Student Support, 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 their 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.

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 Office.

OUR PRIORITY AT HEART OF WORCESTERSHIRE COLLEGE IS FOR ALL STUDENTS TO BE SAFE WHILST THEY ARE AT COLLEGE.

FROM SEPTEMBER 2022 TO SUPPORT US TO ACHIEVE THIS WE ASK THAT YOU GIVE YOUR BEST EFFORT IN FOLLOWING THE GUIDELINES BELOW:

Online or remote learning:

- Students are to attend all online sessions at the designated time unless prior arrangements have been made with their tutor
- Students are to follow guidance on how to keep themselves safe online and contact their tutor if they have any concerns
- Students are to follow instructions from teachers on how to communicate during the sessions i.e. if in a live stream session use chat facility or raise hand facility.
- Students are to wear appropriate clothing (business casual) during online sessions
- Students are to be ready to learn and engage in online or remote learning as they would for face to face learning, in terms of fully participating, answering questions and contributing to debates
- Students are to ensure that others in their household are aware that they are on video
- Students must not video or photograph a session without the knowledge and permission from everyone involved in the session
- Students must not distribute or share any recordings, photos or screen shots without the knowledge and approval of all participants. Failure to do so contravenes legislation governing individual privacy and consent
- Students are to conduct themselves in the same manner expected of them when in a classroom. Any inappropriate behaviour may lead to disciplinary action.
- Mute your microphone when not needing to talk to avoid background noise.