



SHOW YOU HoW



# STUDENT STANDARDS 24/25



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COLLEGE

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## WELCOME TO HoW COLLEGE

HoW College is a dynamic learning environment where individuals from all walks of life come together to develop the skills, knowledge, and behaviours needed for their future careers or further studies. Whether you're joining us directly from school, as an apprentice, an adult learner, or as someone with special educational needs, HoW College offers a diverse range of opportunities to help you achieve your goals.

At HoW College, we are proud to host a vibrant community of learners where everyone belongs. Unlike a traditional school setting, our College operates as a business environment where everyone is expected to prepare for their next steps in a professional manner. We have high expectations for all our students, and we ask that you treat our College as you would a workplace. This means showing respect to everyone, staff, fellow students, and the wider community, as well as respecting our campuses and their surroundings.

Our students consistently tell us that HoW College is a safe, welcoming place where they feel valued and respected, and where they make significant progress toward their future goals. These sentiments are a testament to our core values and culture, which are the foundation of our Student Standards. We strive to provide a safe, adult, and professional environment where every student can thrive.

At HoW College, you are in charge of your learning journey. This means being prepared to study with the necessary equipment, demonstrating a positive attitude, and exhibiting professional behaviour. We encourage you to:

- manage your time wisely,
- be committed to your studies,
- maintain excellent attendance and punctuality,
- and develop the skills that employers value or that will support your future academic pursuits.

We are a diverse community that supports individuals with a wide range of needs, backgrounds, and perspectives. To foster an inclusive and supportive environment, we actively discourage and address any form of discrimination with a zero tolerance approach, ensuring that all students feel welcome and can flourish. If you ever feel unsure about meeting our Student Standards, please reach out to a member of our staff for guidance.

At HoW College, we are proud of how our young adults study alongside our adults and professionals. The behaviours of our students are normally exemplary, but if you encounter any form of disrespectful behaviour, we urge you to report it immediately so that you feel safe, and we continue maintain our high standards.

We hope your time at HoW College is both happy and fulfilling, and that it sets you on the path to achieving your ambitions.

### **Michelle Dowse**

Principal and Chief Executive Officer  
HoW College



# OUR VISION. OUR VALUES.

## MISSION

Improve lives through learning.

## VISION

To be recognised for nurturing the brilliance of every student and addressing the skills needs of local and regional employers, through innovative and impactful education.

## VALUES

### #HOWCARES

**H**onest  
**O**ptimistic  
**W**elcoming  
**C**ollaborative  
**A**mbitious  
**R**espectful  
**E**mpowering  
**S**upportive



### Critical thinking:

(Research, problem solving, analysis, scrutiny, decision making diversity of opinion)

### Creativity:

(Design, innovation, resourcefulness, adaptability, and idea generation)

### Communication:

(Writing and listening, digital, personal reflection, summarising, presenting and negotiation)

### Collaboration:

(Teamwork, inclusivity, participation, engagement, interpersonal skills, and conflict resolution)

### Company behaviours:

(Time management, professionalism, accountability, reliability)

## SCOPE

All learners studying on a full time Study Programme, Apprentices and those studying on substantial part-time programmes, including HE and Adult learners (including online, onsite and offsite learning).

**All College staff have the right and responsibility to challenge concerns regarding behaviour and conduct.**

## RELEVANT DOCUMENTS AND POLICIES

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

- Acceptable Use Policy
- Safeguarding (incorporating Child Protection and Prevent) Policy
- Equality, Diversity & Inclusion Policy
- Search Policy
- Fitness to Study Procedure
- Prevent Strategy
- Examinations Policy
- FE Learner Voice Framework
- Work Experience Guidelines
- Educational Trips and Visits Guidance (See H&S Tile)
- English and Maths Guidelines
- Personal development and enrichment framework

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

## HoW COLLEGE STUDENT STANDARDS

Students must follow the Student Standards both on and off campus, including during work placements, educational trips, and while traveling on College buses. Although we treat everyone as adults, **anyone under 18 is legally considered a child, and those over 18 should respect this and behave appropriately.**

**Being a successful HoW student is dependent on three main things;**

- 😊 Being a positively minded and professional student
- 📚 Being focused and ambitious in your studies at all times
- 🤝 Being safe and supporting others





These guidelines are designed to help you be ready for life, work, your career, and new opportunities by promoting a positive and professional mindset.

## BEING A POSITIVE AND PROFESSIONAL STUDENT MEANS:

- **Be Respectful:** Always treat everyone in the college community—students, staff, and visitors—with courtesy and respect.
- **Follow Directions:** Listen to and follow instructions from any staff member, be honest, and cooperate fully with the college.
- **Contribute to a Safe Environment:** Show good behaviour that helps keep the college a safe and focused place to work and study. Respect the college buildings, facilities, and other people's property.
- **Act Professionally:** Behave as you would in a professional setting, treating the college environment with the same respect.
- **Be a Good Representative:** Remember that your behaviour reflects on the college's reputation in the wider community. Act in a way that makes the college proud.
- **Give Constructive Feedback:** Provide honest and constructive feedback about the college to help it improve.
- **Seek Help When Needed:** Don't hesitate to ask for help and support whenever you need it.
- **Use Appropriate Language:** Avoid using offensive, inappropriate, or discriminatory language in any communication with staff and students, including on social media and forums.
- **Be Considerate:** Think about how your language and behaviour affect others. Avoid any actions or words that go against British Values, especially mutual respect and tolerance. The college does not tolerate any form of discrimination.
- **Handle Property Responsibly:** Use college property and resources responsibly. If you damage anything, including through litter or graffiti, you will have to help pay for repairs, and it could affect your place at the college.
- **Dress Appropriately:** Wear appropriate clothing when attending college or college activities, and display your ID card if required for your subject area.
- **Update Personal Information:** Inform the college immediately if any of your personal details change.



## BEING FOCUSED AND AMBITIOUS IN YOUR STUDIES MEANS:

- **Commit to Learning:** Be fully dedicated to your studies and be ready to learn.
- **Be Prepared for Class:** Attend all your lessons on time, remove outdoor clothing in classrooms, put away your mobile phone and other devices, and bring necessary materials like pens, notebooks, and calculators.
- **Attend All Sessions:** Participate in all parts of your programme including English and maths classes, Thrive, Elements, assessments, exams, work experience, and placements.
- **Enter Quietly if Late:** If you're late, enter quietly to avoid disrupting others.
- **Report Absences:** Inform the college of absences as soon as possible. Schedule holidays outside term times; holidays during term need special permission and are rarely granted. Repeated absences or lateness may lead to disciplinary action.
- **Complete Assignments on Time:** Finish all tasks and assignments on time and to the required standard. If you face difficulties, discuss them with college staff in advance.
- **Know the Rules:** Understand and follow the assessment rules and policies that apply to you, whether for Further Education or Higher Education.
- **Avoid Disruptive Behaviour:** Don't engage in noisy or disruptive behaviour, as it may lead to disciplinary action. This applies to all areas of the college and its grounds.
- **No Smoking Items:** Don't display smoking-related or vaping items inside the college, including car parks, vehicles, and buses.
- **Use Devices Appropriately:** Don't use mobile phones or other devices for calls, messages, social media, or recording during any lessons unless permitted by your tutor. Be considerate of others in communal areas.





## BEING SAFE AND SUPPORTING OTHERS MEANS:

- **Carry Your ID:** Always have your College ID card with you and show it when asked. Only allow people with ID badges into the college. Don't let friends, parents, or others enter unless they are attending a formal college event.
- **Follow Visitor Rules:** All visitors, including parents and carers, must check in at reception and wear a visitor badge.
- **No Smoking:** Don't smoke (including e-cigarettes, vapes and similar devices) on college premises, including car parks, college vehicles, and college buses.
- **No Drugs and Alcohol:** Don't use, possess, or distribute illegal drugs or misuse legal drugs. Don't consume alcohol. This includes off-site activities that could affect your ability to learn safely and effectively.
- **No Weapons:** Don't carry any type of weapon.
- **Comply with Searches:** If asked by the Principal or staff, allow them to search you or your belongings, including lockers.
- **Know Safeguarding Procedures:** Understand the college's safeguarding processes and procedures, including the Prevent.
- **Report Concerns:** Report any concerns about bullying, discrimination, or other issues promptly. Follow the Acceptable Use Policy for electronic communications.
- **Prioritize Health and Safety:** Always think about the safety of yourself and others. Don't damage or misuse safety equipment. Follow all safety instructions, whether written or verbal.



## ZERO TOLERANCE

Zero Tolerance for bullying, sexual violence and harassment, abuse to staff and students and racism.

## BULLYING

Bullying is a serious violation of our Student Standards. Any reports of bullying will be taken seriously, handled confidentially, and in line with safety guidelines. Bullying involves intentionally trying to harm, threaten, scare, upset, or embarrass someone else. This can include physical or verbal intimidation, but it can also involve ignoring someone, excluding them, making gestures, posting comments or images on social media, or damaging their belongings. When bullying happens between people of different ethnic backgrounds, it may be considered racial harassment.

If you witness bullying, report it to College staff. If you're being bullied, talk to your Personal Tutor, CRQ Leader, Lecturer, or the Wellbeing Team. Don't try to get back at the bully—report it instead, as retaliation can make the situation harder to resolve. Consequences for bullying can range from a warning to expulsion from the College. If needed, your parents or guardians will be informed and may be asked to attend a disciplinary meeting.

## RACISM

The college condemns any form of racism or hate crime. We stand for fairness, equity, tolerance and respect and we actively support community cohesion in our local areas and across the region. Staff and students are protected by college policies and procedures that tackle racism and any form of discrimination and that there are serious consequences for any one in breach of these rules. College is a safe place where everyone can feel welcome, respected and enabled to thrive.

## SEXUAL VIOLENCE AND HARASSMENT

The College does not tolerate any form of sexual violence or harassment, including inappropriate sexual language. Abuse of this kind should never be dismissed as “banter,” “just a joke,” or “part of growing up.” If someone reports this type of behaviour, the College will follow official guidelines on sexual violence and harassment, as well as the Keeping Children Safe in Education policy. This could lead to the incident being reported to the police, social services, or other relevant agencies.



## ABUSE TO STAFF

Abuse toward staff includes any situation where staff members are intentionally abused, threatened, or attacked, whether physically or emotionally. This includes verbal insults, threats, and aggressive behaviour. If students, or their friends, family, or guardians, behave this way toward College staff, they may be immediately excluded without the option to appeal.

## ABUSE TOWARD STUDENTS

We recognise that peer-on-peer abuse often affects females more and that certain groups, like students with special educational needs and disabilities (SEND) or those who are LGBTQ+, may be at higher risk. However, all forms of peer-on-peer abuse are unacceptable and will be taken seriously. This includes:

- Bullying (including cyberbullying)
- Sexual violence (such as rape, assault, or sexual assault)
- Sexual harassment, including inappropriate comments, jokes, and online harassment
- Physical abuse, like hitting, kicking, biting, or hair-pulling (this can also include threats or encouragement of abuse online)
- Sharing nude or semi-nude images, whether consensual or not
- Hazing rituals or initiation violence
- Upskirting (taking a photo under someone's clothing without their knowledge)

Recognising these issues are sensitive, students can also report any concerns anonymously using our Whisper Reporting System. **[Click here to report your concerns in confidence].**

The College follows the latest safeguarding legislation like **Keeping Children Safe in Education and Working Together to Safeguard Children**. This means that incidents may be reported to the police, social care, or other agencies. The College will take steps to safeguard all students involved.

## SAFEGUARDING PHONE NUMBERS

Redditch/Bromsgrove: **07881 379 252**

Worcester/Malvern: **07789 754 161**



## DISCIPLINARY ACTION

Formal disciplinary action is taken when student behaviour can't be managed through regular classroom methods or when behaviour doesn't improve after informal warnings. Misbehaviour is categorized as minor, serious, or gross misconduct, depending on how severe it is.

### MINOR MISCONDUCT (STAGE 1)

It's hard to list every example of misconduct, but behaviours that may lead to a Stage 1 Warning and Action Plan include:

- Unapproved absences
- Poor attendance or lateness
- Missing deadlines
- Refusing to follow staff instructions
- Not carrying your student ID on campus
- Littering
- Smoking or vaping on College property or transport
- Being loud or inconsiderate
- Disrupting class repeatedly and affecting others' learning
- Not following professional standards in practical learning areas like salons or workshops.

### SERIOUS MISCONDUCT (STAGE 2 & 3)

Like with minor misconduct, it's hard to define every type of serious misconduct. Some examples include:

- Repeated minor offenses
- Ongoing misconduct
- Breaking College safety rules
- Plagiarism, cheating, or using AI to create assessed work
- Letting or helping non-students access College premises



## GROSS MISCONDUCT (STAGE 4)

Gross misconduct is the most severe type of misbehaviour. While it's hard to list every example, some include:

- Violence or threats of violence
- Harassment or victimization of others (including sexual harassment and peer abuse)
- Theft
- Possession or use of weapons or anything intended to cause harm
- Deliberate damage to College property or someone else's property
- Gives rise to concern for the safety of staff or students brings the College into disrepute
- Shows disregard of College rules, procedures or policies - including use of/under the influence of alcohol or drugs on College premises

This list isn't complete. Gross misconduct, especially involving violence, sexual harassment, or possession of weapons, can result in permanent exclusion.

**Note:** The College does not tolerate discrimination, harassment, or victimization of any kind. Under the Equality Act 2010, the College is committed to taking firm action against those who discriminate, harass, or victimize others based on disability, race, gender, age, religion, sexual orientation, or gender reassignment.

## CONSEQUENCES

STAGES OF DISCIPLINARY PROCESS				
Informal /Low Level (Negative Behaviour/ Minor Misconduct)	Minor (Stage 1) (Persistent)	Serious Misconduct (Stage 2&3)		Gross Misconduct (stage 4)
<b>Action:</b> Verbal Reprimand + Can be logged on ProMonitor	<b>Action:</b> Verbal Warning + Logged on ProMonitor / Smart Assessor Log  Reason for adding will be included in comments	<b>Action:</b> Written Warning + Logged on ProMonitor / Smart Assessor Log  Performance Reviews  Letter sent to parents / carers if under the age of 18 (under 24 with EHCP) or vulnerable adult.*	<b>Action:</b> Final Written Warning + Logged on ProMonitor /Smart Assessor Log  Performance Reviews and action plan  Letter sent to parents / carers if under the age of 18 or vulnerable adult.  Meeting with parents/carers if under 18, EHCP or vulnerable adult.*	<b>Action:</b> Exclusion + Logged on ProMonitor /Smart Assessor Log  Letter sent to parents if under the age of 18 or vulnerable adult.*  Logged centrally with Principals Office  Logged with MIS  Disciplinary hearing/ meeting*
<b>Undertaken by:</b> All Staff	<b>Undertaken by:</b> Personal Tutors / Teaching Staff	<b>Undertaken by:</b> CRQ Leaders	<b>Undertaken by:</b> CRQ Managers	<b>Undertaken by:</b> Any member of ELT

\*Before contact check for consent, if there is no consent check with the Safeguarding Team

## SUSPENDING A STUDENT

Sometimes, a student may need to be suspended from the College while an investigation takes place. This decision must be approved by a member of the Senior Leadership Team (SLT) or Executive Leadership Team (ELT).

If a student is suspended, they will be informed that an investigation will occur and that they will be invited to a disciplinary hearing as soon as possible. A letter confirming the suspension process will be sent within 24 hours of the suspension.

The suspension will last until the disciplinary hearing and usually means the student is completely banned from campus. However, the College will make every effort to help the student continue their studies during the suspension through online learning, or by sending notes, handouts, and assignments by mail or email.

During suspension, the student's record will be marked with a "D." Any investigation should be completed within 5 working days, if possible.

## THE DISCIPLINARY HEARING

After completing the investigation, if a disciplinary hearing is deemed to be necessary, it will take place as quickly as possible. To avoid unnecessary delays, arrangements for the hearing can be made before the investigation is fully complete.

The student(s) will be advised in writing of the date and time of the hearing, details of the allegation(s) against them and their right to be accompanied to the hearing by a parent or another person of the student's choosing other than a member of the legal profession acting in a professional capacity.

Every effort will be made to arrange the hearing at a time suitable to all concerned. The initial date and time set will be re-arranged if the student provides evidence of a genuine reason to be unable to attend.

If the student does not respond and does not attend the hearing; it will be conducted in their absence.

The written decision of the Hearing Officer will normally be sent to the student within 5 working days of the hearing.

## POSSIBLE OUTCOMES FOLLOWING A DISCIPLINARY HEARING

**Permanent Exclusion** - This is where a student is withdrawn from their course. Recorded on Pro-Monitor and a letter sent to student. 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.

## COMPENSATION ORDERS

In some cases, where the breach of discipline involves causing damage to property, the student may be required, in addition to any disciplinary penalty, to reimburse the College for the cost of repairs. In addition, the College reserves the right to involve the Police in relation to the damage of property or any part of the campus or buildings.

## ACADEMIC MISCONDUCT

In cases where the misconduct relates directly to matters of an academic nature (for example plagiarism, cheating or collusion) the procedure to be followed differs in some respects from that detailed above.

If the student concerned is a **Further Education student**, the matter will normally be treated as an educational issue and the student will be given further advice and guidance regarding appropriate conduct in examinations and assessments.

If further repetitions of similar behaviour occur, the matter will be treated as any other disciplinary issue and the procedure above will be followed.

If the student concerned is a **Higher Education student**, the current published version of the College's Higher Education Assessment Protocol will be followed (see Part 4 Academic Misconduct - Principles and Procedures).

## RECORDING OF ACTIONS

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 the 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.

**See Appendix for appeals.**

