

DISCOVER.
EMPOWER.
TOGETHER.



STUDENT STANDARDS

26-27



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WELCOME TO HOW COLLEGE

HoW College is a friendly and exciting place to learn, where people of all ages and backgrounds come together to gain the skills, knowledge, and confidence they need for work or further study. Whether you are joining us from school, starting an apprenticeship, returning to education as an adult, or have special educational needs, you will find a supportive team and a wide range of opportunities to help you succeed.

At HoW College, we are proud to have a strong, welcoming community where everyone belongs. This is not school, it is an adult learning environment that helps you prepare for your next steps. We expect all students to take responsibility for their behaviour, learning, and progress, just as you would in the workplace. That means acting professionally, being respectful to staff, fellow students, and the wider community, and taking care of our campuses.

Students tell us they value the safe, welcoming and respectful atmosphere at our campuses, and we are proud of that. Our shared values shape our Student Standards, which are designed to help every learner thrive in a positive and professional space.

At HoW College, you are in control of your learning journey. That means:

- Arriving prepared and ready to learn,
- Showing commitment and a positive attitude,
- Attending regularly and on time,
- Building the skills that support career and personal growth.

We know our learners bring a wide range of experiences, perspectives, and needs, and we celebrate that diversity. We are committed to equality and inclusion, and we operate a zero-tolerance approach to discrimination of any kind.

As in any workplace, your actions carry consequences. If behaviour falls below our expectations, you may receive a verbal, written, or final written warning, and in serious or repeated cases, this could result in you losing your place at College. Just like the work environment, we also celebrate success, recognising the many students, who do exceptional things and consistently demonstrate commitment.

Our young people study alongside adults and professionals. While the standard of behaviour is usually excellent, if you ever witness or experience anything that does not feel right, please speak up. We are here to ensure that everyone feels safe and respected.

We hope your time at HoW College is both happy and successful, and that it sets you firmly on the path to achieving your goals and a positive future.

Michelle Dowse

Principal and Chief Executive Officer
HoW College



SCOPE

All learners studying on a full time Study Programme, Apprentices and those studying on 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 travelling 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





Throughout your studies with us, we will help prepare you for life in modern Britain by enhancing your knowledge, skills, and character. You will be encouraged to develop positive personal traits, attitudes, and values. A key part of this is understanding and actively working on the 5Cs.

Critical thinking:

(Research, problem solving, analysis, scrutiny and 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 and reliability)



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

Honest

Optimistic

Welcoming

Collaborative

Ambitious

Respectful

Empowering

Supportive





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:

- **Being Respectful:** Always treat everyone in the College community—students, staff, and visitors—with courtesy and respect.
- **Following Directions:** Listen to and follow instructions from any staff member, be honest, and cooperate fully with the College.
- **Contributing 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.
- **Acting Professionally:** Behave as you would in a professional setting, treating the College environment with the same respect.
- **Being 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.
- **Giving Constructive Feedback:** Provide honest and constructive feedback about the College to help it improve.
- **Seeking Help When Needed:** Do not hesitate to ask for help and support whenever you need it.
- **Using Appropriate Language:** Avoid using offensive, inappropriate, or discriminatory language in any communication with staff, students and visitors including on social media and forums.
- **Being Considerate:** Think about how your language and behaviour affects 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.
- **Handling Property Responsibly:** Use College property and resources responsibly. If you damage anything, including through littering or graffiti, you will have to help pay for repairs, and it could affect your place at the College.
- **Dressing Appropriately:** Wear appropriate clothing when attending College or College activities, such as your uniform or clothing that is acceptable in the workplace.
- **Lanyards:** Lanyards must be worn in College. They may be removed for practical sessions where they pose as a health and safety risk, but must be accessible to be shown when asked.
- **Updating Personal Information:** Inform the College immediately if any of your personal details change.
- **Being opportunity ready:** Take advantage of the wider opportunities the College provides you
- **Being focussed in lessons:** Be ready to learn with the correct equipment, do not use your mobile phone unless asked to do so and do not use the computers for gaming, internet surfing or inappropriate messaging. Do not film or record, staff, students or visitors without their prior consent. Recreational use of PCs is permitted in the Learning Centres outside of taught sessions, provided it complies with acceptable-use guidelines and does not disturb other users. Any disruptive behaviour or inappropriate use will be challenged.

For Learners on study programmes only.

Own Your Future helps learners take ownership of their success by identifying their Starting Points, setting ambitious Outcome Goals, and agreeing the Target Actions needed to achieve them across Qualifications, Career Ready and Work Ready.

Throughout the year, learners will regularly review their progress with lecturers and personal tutors using the College's Student Progress Dashboard. Learners will also participate in Ambition Coaching sessions designed to support academic success, develop vocational and employability skills, improve attendance, and maximise progression opportunities.

The College will hold two dedicated Progress Weeks during the academic year. During these weeks, learners will review their progress against their Starting Points, Outcome Goals and Target Actions, including qualification performance, vocational skills, work readiness and attendance, and agree any further actions needed to stay on track.

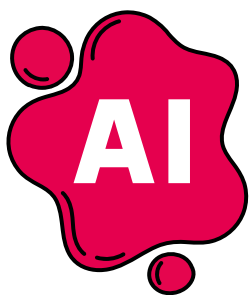
Where learners are not making the expected progress, appropriate support and interventions will be put in place. For learners under 18, parents/carers will be kept informed of significant progress updates and concerns in line with College procedures.





BEING FOCUSED AND AMBITIOUS IN YOUR STUDIES MEANS:

- **Supporting Security Measures:** Adhere to Lockdown procedures and Run. Hide, Tell if required. Do not hold the door open and allow someone access to the College, unless the person is wearing a College lanyard.
- **Prioritising Health and Safety:** Comply with fire alarm evacuations promptly and calmly.
- **Committing to Learning:** Be fully dedicated to your studies and be ready to learn.
- **Being 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.
- **Attending All Sessions:** Participate in all parts of your programme including English and maths classes, Thrive, Elements, assessments, exams, work experience, and placements.
- **Entering Quietly if Late:** If you are late be prepared to discuss this with the lecturer at the end of the lesson. Enter quietly and avoid disrupting others.
- **Reporting 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.
- **Completing 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.
- **Knowing the Rules:** Understand and follow the assessment rules and policies that apply to you, whether for Further Education or Higher Education.
- **Avoiding Disruptive Behaviour:** Do not engage in noisy or disruptive behaviour, as it may lead to disciplinary action. This applies to all areas of the College and its grounds.
- **Smoking or Vaping:** Vaping and smoking is only permitted in the designated areas. The use of vapes, lighters, matches, tobacco, cigarettes or any other smoking items is not permitted on College premises, including car parks, vehicles and buses.
- **Using Computers Responsibly:** Always lock your computer when leaving your desk, even for a short time. Never use a computer that someone else is logged into—this can lead to confusion or misuse, and you may be held responsible for actions you did not take. If you see inappropriate content or behaviour online, report it immediately.
- **Staying Safe Online:** Be mindful of what you share online and who you interact with. Protect your personal information, use strong passwords, and avoid clicking on suspicious links. If you see or experience anything online that makes you feel uncomfortable or unsafe, report it to a trusted member of staff immediately.



RESPONSIBLE USE OF ARTIFICIAL INTELLIGENCE (AI) AT HOW COLLEGE:

As part of our commitment to a safe, respectful, and academically honest learning environment, the College has a zero-tolerance policy on the misuse of Artificial Intelligence (AI). All students are expected to use AI tools ethically and responsibly. The following standards apply to all students:

Zero Tolerance for AI Misuse

- **No Deepfakes:** Creating, sharing, or promoting deepfake content (AI-generated media that misrepresents real people or events) is strictly prohibited.
- **No AI for Deception:** Using AI to impersonate others, fabricate evidence, or mislead staff or students is a serious breach of conduct.
- **No AI in Assessments (Unless Permitted):** Submitting AI-generated work as your own without explicit permission is considered plagiarism and will be treated as academic misconduct.
- **No Harmful Use:** Using AI to bully, harass, or spread misinformation is unacceptable and will result in disciplinary action.

Responsible AI Use

- Use AI tools only when allowed by your lecturer or course guidelines.
- Always credit AI assistance where required.
- Use AI to support your learning, not replace it.

Not Sure What's Okay?

If you are ever unsure whether using AI is appropriate:

- Speak to your lecturer or personal tutor – they are there to help.
- Check your course handbook or assignment brief for specific rules.
- Ask early – it is always better to clarify before you submit work.
- When in doubt, leave it out – and get advice first.

Further resource and information is available throughout your course on our HoW Digital SharePoint sites, your College inductions, and digital skills weeks.



BEING SAFE AND SUPPORTING OTHERS MEANS:

- **Wearing your lanyard:** Your lanyard and College ID card must be worn in College at all times, with the exception of practical lessons. Only allow people who are wearing a College lanyard into the College. Do not let friends, parents, or others enter unless they are attending a formal College event and have been booked in via reception.
- **Following Visitor Rules:** All visitors, including parents and carers, must check in at reception and wear a visitor badge and lanyard.
- **Smoking or Vaping:** Vaping and smoking is only permitted in the designated areas. The use of vapes, lighters, matchers, tobacco, cigarettes or any other smoking items is not permitted on College premises, including car parks, vehicles and buses.
- **No Drugs and Alcohol:** Do not use, possess, or distribute illegal drugs or misuse legal drugs. Do not consume alcohol. This includes off-site activities that could affect your ability to learn safely and effectively. If you appear to be under the influence of drugs or alcohol staff will take the necessary actions to ensure you are safe, but this may also resort in disciplinary action.
- **No Weapons:** Do not carry any type of weapon.
- **Complying with Searches:** If asked by the Principal or staff, allow them to search you or your belongings, including lockers.
- **Knowing Safeguarding Procedures:** Understand the College's safeguarding procedures and know how to report any concerns. Understand that the Prevent strategy helps stop people from getting involved in terrorism by spotting early warning signs and offering support before things go wrong. It's about keeping everyone safe.
- **Reporting Concerns:** Report any concerns about bullying, discrimination, or other issues promptly. Follow the Acceptable Use Policy for electronic communications.
- **Prioritising Health and Safety:** Always think about the safety of yourself and others. Do not damage or misuse safety equipment. Follow all safety instructions, whether written or verbal.



ZERO TOLERANCE

The College maintains a zero tolerance stance on all forms of bullying, harassment, abuse, discrimination, and hate crime. This includes, but is not limited to, sexual violence and harassment, racism, misogyny, misandry, homophobia, transphobia, and any other form of targeted abuse or prejudice. Every student and staff member has the right to feel safe, respected, and valued. Appropriate disciplinary action will be taken for any student not adhering to our zero tolerance stance.

BULLYING

Bullying is a serious violation of our Student Standards. Any reports of bullying will be taken seriously, handled confidentially, and addressed in line with safeguarding and disciplinary procedures. Bullying involves intentionally trying to harm, threaten, scare, upset, or embarrass someone. This can include:

- Physical or verbal intimidation
- Social exclusion or isolation
- Spreading rumours or making offensive gestures
- Posting harmful content or images online
- Damaging someone's property

Bullying that targets someone's race, gender, sexuality, disability, or other protected characteristic may also be classified as a hate crime.

If you witness bullying, report it to College staff. If you are being bullied, speak to your personal tutor, curriculum manager, lecturer, or the Wellbeing Team. Do not retaliate, report the incident instead. Consequences for bullying range from formal warnings to exclusion. Parents or guardians may be contacted and asked to attend a disciplinary meeting.

RACISM

The College condemns all forms of racism and racial harassment. We are committed to promoting fairness, equity, and respect for all. Racist behaviour, language, or attitudes have no place in our community. Our policies protect students and staff from racial discrimination and ensure that any breaches are dealt with seriously and swiftly. The College is a safe space where everyone, regardless of background, can thrive.



SEXUAL VIOLENCE AND HARASSMENT

The College does not tolerate any form of sexual violence, harassment, or inappropriate sexual behaviour. This includes:

- Unwanted touching
- Sexual violence
- Sexual harassment, including inappropriate comments, jokes and online harassment
- Sharing nude or semi nude images, whether consensual or not
- Upskirting (taking a photo under someone's clothing without their knowledge)

Such behaviour must never be dismissed as “banter” or “just a joke.” All reports will be taken seriously and handled in accordance with safeguarding policies, including Keeping Children Safe in Education. Incidents may be referred to the police, social services, or other relevant authorities.

MISOGYNY , MISANDRY AND GENDER-BASED HARASSMENT

Misogyny—defined as hatred, contempt for, or prejudice against women and girls—is strictly prohibited.

Misandry - defined as hatred, contempt for, or prejudice against men and boys.

This includes sexist language, objectification, gender-based slurs, and any behaviour that undermines or intimidates individuals based on their gender. The College is committed to fostering an environment of gender equality and respect. Misogynistic and misandry behaviour will be treated as a serious disciplinary matter and may also constitute a hate crime.

HATE CRIME AND DISCRIMINATION

Hate crime is any criminal act motivated by hostility or prejudice toward a person's race, religion, sexual orientation, gender identity, disability, or other protected characteristic. This includes:

- **Homophobia and Transphobia:** Discrimination, harassment, or violence directed at someone because of their sexual orientation or gender identity.
- **Misogyny:** Hostility or prejudice against women and girls.
- **Misandry:** Hostility or prejudice against men and boys
- **Ableism:** Discrimination against individuals with disabilities.
- **Religious Intolerance:** Hostility toward someone's faith or beliefs.

The College has a duty to protect all members of its community from hate crime and discrimination. Any such behaviour will be investigated thoroughly and where proven will result in disciplinary action, police involvement, or both. We are committed to creating a safe, inclusive, and respectful environment for everyone.

SAFEGUARDING PHONE NUMBERS

Redditch/Bromsgrove: **07881 379 252**

Worcester/Malvern: **07789 754 161**

ABUSE TOWARDS STAFF

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

ABUSE TOWARDS STUDENTS

Students are expected to demonstrate respect, empathy and professionalism in their daily interactions, whether in person or online, and to actively contribute to a positive learning environment. This includes valuing diversity, avoiding discriminatory language or behaviour, and addressing conflict constructively. Any form of bullying, harassment, or intimidation is not tolerated, and students share a collective responsibility to challenge inappropriate behaviour and report concerns. By upholding these standards, students help to create a safe and welcoming community where everyone feels respected, valued and able to succeed.

Bullying (including cyberbullying) physical abuse, like hitting, kicking, biting or hair pulling (this can also include threats or encouragement of abuse online hazing rituals or initiation violence).

We recognise that sexual violence or harassment 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.

Recognising these issues are sensitive, students can 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.

DISCIPLINARY ACTION

Formal disciplinary action is taken when student behaviour can not be managed through regular classroom methods or when behaviour does not improve after informal warnings. Misbehaviour is categorised as misconduct and the stage will be determined by the severity of the incident.

Warnings issued may have a time limit so will expire, this is at the discretion of the Curriculum Manager or Director of Curriculum.

MISCONDUCT (STAGE 1)

It is 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
- Littering
- Smoking or vaping on College property or transport not in designated area
- 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 misconduct, it is hard to define every type of serious misconduct. Some examples include:

- Repeated minor offenses
- Refusing to follow staff instructions
- Persistently not wearing your College lanyard and ID on campus and not obtaining a replacement ID card when you have lost or forgotten it
- 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 is hard to list every example, some include:

- Violence or threats of violence
- Harassment or victimisation 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 and brings the College into disrepute
- Shows disregard of College rules, procedures or policies - including use of/under the influence of alcohol or drugs.

This list is not 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 victimisation of any kind. Under the Equality Act 2010, the College is committed to taking firm action against those who discriminate, harass, or victimise others based on disability, race, gender, age, religion, sexual orientation, or gender reassignment.



FITNESS TO STUDY PROCEDURE

There may be times where the College is concerned about the wellbeing of a student and how this is affecting their ability to study. If the College is concerned that a learner is unable to engage satisfactorily with academic matters, attend their programme or be part of College life, staff may decide to use the fitness to study procedure.

CONSEQUENCES

All staff have the responsibility and authority to respond to inappropriate behaviour. Any incidents will be recorded to ensure that appropriate action is taken.

STAGES OF DISCIPLINARY PROCESS				
Negative Behaviour	Misconduct (Stage 1)	Serious Misconduct (Stage 2 & 3)		Gross Misconduct (stage 4)
Action: Verbal Reprimand + Can be logged on ProMonitor	Action: Verbal Warning + Logged on ProMonitor / Smart Assessor Log Reason for adding will be included in comments	Action: 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.*	Action: 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.*	Action: Exclusion + Logged on ProMonitor / Smart Assessor Log Letter sent to parents if under the age of 18 or vulnerable adult.* Logged centrally with Principal's Office Logged with MIS Disciplinary hearing/meeting*
Undertaken by: All Staff	Undertaken by: Personal Tutors/ Teaching Staff/ Support Staff	Undertaken by: Curriculum Manager	Undertaken by: SLT	Undertaken by: Any member of ELT

*Staff 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 exclusion 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 exclusion 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.

