

# Frequently Asked Questions (for website/automatic reply)

## Students and potential students (16-18)



HEART OF  
WORCESTERSHIRE  
COLLEGE

### **Do 16-18 year olds have to pay for college courses?**

No, further education (FE) is free for 16–18-year-olds. If you are an 18 year old learner on a university level higher education (HE) course, then there may be fees, but a member of staff will be happy to discuss this with you in more detail.

### **Do you offer A Levels?**

HoW College is an alternative to A Levels, we offer vocational courses. One of our Level 3 courses is the equivalent to three A Levels. All vocational courses at HoW College offer a mix of practical and classroom-based learning, and ensure you are industry ready.

You can find information about all our further education courses here:

[Further Education | Heart of Worcestershire College](#)

### **Does the college have a dress code?**

No, the College does not have a dress code. However, some courses require you to wear a uniform or protective equipment for practical lessons, this includes courses such as hair and beauty, hospitality and catering, engineering, construction, electrical installation and automotive.

### **Can I come and have a look around?**

Yes, if you'd like to book a tour you will need to fill out our tour request form. Please email [marketing@howcollege.ac.uk](mailto:marketing@howcollege.ac.uk) and they can sort this for you.

Alternatively, you can visit one of our open events, which happen regularly throughout the year. You can find the dates and more information here:

[Open Events | Heart of Worcestershire College](#)

### **What do I bring/wear on my first day?**

Please wear comfortable casual clothing on your first day at college. We would also recommend that you bring a pen and paper.

If you have any concerns or worries on your first day, then please remember that there will be lots of staff around to support you with anything you need.

### **Where do I find the intercampus bus timetable for travel between Bromsgrove and Redditch?**

You can find information about travel support and the intercampus bus timetable here: [Travel Support | Heart of Worcestershire College](#)

## **Where can I buy food when I'm at college?**

We have three main canteens at across our campuses, The View in Worcester's All Saints Building, Eden Cafe at our Redditch campus and a canteen at our Bromsgrove campus. These sell a variety of snacks, hot and cold meals and hot and cold drinks for all HoW College staff and students.

As well as this, you are welcome to go out on your break and lunch times and buy food, or bring in your own food from home. We have water machines across all sites, so you can fill your bottle free of charge at any time.

## **How many days a week will I attend in person?**

Timetables will be confirmed during induction week but for full time courses expect to be on campus for three of four days per week, with additional independent study to do. Onsite classes are normally on Monday-Thursday, with students not usually required to attend in person campus on Fridays.

## **I am 16, can I join an Access course?**

No, Access to HE courses are aimed at adult learners, aged 19 and above.

## **Can I join a part time course?**

You must stay in full time education or training from age 16-18, which also includes doing an apprenticeship, or other training programme.

For more information about your options, please use the following link:

[School leaving age - GOV.UK](#)

## **How and when do I apply?**

We would recommend that you apply as early as you can, as places may be filled on popular courses. Each course page has an 'Apply Online' button on the right hand side, which will take you through the application form. Our Admissions team will then contact you to arrange an interview, to ensure the course is the best fit for you and your goals.

## **How do I know if I've been accepted?**

You will normally be informed at your interview, and you will also receive an email 5-7 days after your interview confirming your offer/acceptance.

## **How do I get the job or career that I want?**

Please do have a look at Careers Coach on our website for information regarding occupations (link below).

This can also be accessed via the top tool bar on our [website: www.howcollege.ac.uk](http://www.howcollege.ac.uk)

[Career Coach - Welcome to Career Coach](#)

## **I don't know what course I want to do; can you help me to decide?**

There are lots of ways to help you decide which college course is best fit for you and your goals. You may have already had some careers advice at school, or have access to this service.

1. You can also do the following: Take a look at our careers tools on our website. Our careers coach can help you discover courses and in-demand careers, and education based on your interests [Career Coach - Welcome to Career Coach](#)
2. Have a read through our careers service & support page on the website, here you can find information about our careers programme, our careers team, how to book a careers appointment, useful information and more. [Careers Service & Support | Heart of Worcestershire College](#)
3. Take a look through our prospectus, this is a great way to see what courses we offer and get a feel for who HoW College are. You can find our online prospectus here: [Prospectuses | Heart of Worcestershire College](#)
4. Visit an open event. Open events are great as you can meet our friendly staff, view our state-of-the-art facilities, make an application and discover our range of courses. Our open event dates can be found here: [Open Events | Heart of Worcestershire College](#)

## **I'm home educated, can I still apply for a college course?**

Yes, we welcome applications from home educated learners; you will find the entry requirements for each course on the individual course page.

If you won't be sitting any exams, you can still apply for our L1 Progression courses, more information can be found here: [Search Results | Heart of Worcestershire College](#)

## **I don't have any GCSEs; can I still apply for a college course?**

Yes, we have a pathway for everyone here at HoW College. Our Level 1 Progressions courses do not have any entry requirements and are the perfect stepping stone to a Level 2. More information can be found here: [Search Results | Heart of Worcestershire College](#)

## **What will I do on my course?**

All information regarding course modules can be found on our course pages on the website: [Courses | Heart of Worcestershire College](#). We would also recommend coming to an open event to discuss your course with our expert tutors.

## **Where do I collect my certificate from?**

When your certificate is ready to collect, you will be contacted by our Exams team to let you know.

Certificates can be collected from Reception at Redditch and Bromsgrove and from the Advice Centre in Worcester between 9am and 4pm daily. Please remember to bring ID with you or if collecting on behalf of someone else, written permission from them.

I have left college now, but I need to get back into my account, how do I do this?

Please email [lhhelpdesk@howcollege.ac.uk](mailto:lhhelpdesk@howcollege.ac.uk) to request access. If you have not been a student with us for three months or longer, unfortunately you will not be able to access your account.

## **Do I come into college to collect my GCSE results?**

Your results will be emailed out to you on GCSE results day.

For other courses, you will be told when to expect your results, and what the individual process will be.

## **When is induction day?**

Induction is always the first week of September, actual days and times will be confirmed by email during August.

## **Are you accepting new students?**

We accept new students for full time courses until the last Friday of September, after this date it will only be part time courses.

If you have missed this deadline and need further guidance, please contact us for further advice.

# **Parents**

## **My son/daughter is under 16 and home educated, are there are courses they can join right now?**

Thank you for your message. Unfortunately, we do not have any provision for learners under 16, although we would welcome an application from them to join us in the September following their 16th birthday.

We would recommend that you contact your local county council education department, or other colleges in your area for further advice.

## **Is there any financial support available for costs like equipment and travel?**

Yes, we do have a College bursary scheme available, to help with costs like travel, equipment, books, and childcare while you study, for students with children.

You can find information about the bursary and how to apply for financial support (both FE and HE) here: [Student Finance | Heart of Worcestershire College](#)

## **Can my son/daughter still get free school meals?**

If you qualify for free college meals, we can help with that. You can find more information about free meals (16 - 18-year-olds) here: [Further Education Finance | Heart of Worcestershire College](#)

## **Can I pick my son/daughter up from the college car park?**

The College car parks at Bromsgrove and Redditch are managed for the College by Parking Eye Limited. Students are able to park free of charge but please ensure they register your vehicle (or up to three vehicles) on the student portal when they first start at college. Please DO NOT park on double yellow lines or block entrances/ exits when picking up your child/ children. There is also a 15 minute drop off limit, but we recommend adding your registration details to the system.

## **How do I find out how my son/daughter is getting on at college?**

In the first instance, please contact your child's Personal Tutor for an update.

## **What are the expectations of my son/daughter while they are at college?**

The expectations of all our learners are detailed in our Student Standards policy, you can find more information here: [61791-student-standards-2425-v3.pdf](#)

## **What types of careers do your students go on to?**

Our students go on to a range of careers once they leave HoW College, you can read our 'Where Are They Now?' stories here: [Latest News | Heart of Worcestershire College](#) This explores our some of our past students' experiences during college and what they went on to do with their qualifications.

## **Do your students go on to university?**

Yes, our students have a variety of progression routes open to them, including university, and many of our students choose this option.

We also offer Higher Education courses here at HoW, which means that students can obtain a degree or other university level qualification right here. You can find more information about our Higher Education courses here: [Higher Education and Professional | Heart of Worcestershire College](#)

## **My son/daughter needs additional support, how can I find out more about this?**

We have Academic Skills Support Mentors and a Specialist Learning Support team who can support your child whilst at college. Further information can be found here: [Learner Support | Heart of Worcestershire College](#)

# **Adult learners (19+)**

## **Are adult courses part time or full time?**

Adult courses are mostly offered on a part time basis, but some Access courses are offered on a full-time basis.

## **Will I have to pay for my course, and how much does it cost?**

Our fees are individual to each course, and can be found on our website, on the right hand side of each course page. Adult courses: [Adult, Hobbies & Leisure | Heart of Worcestershire College](#)

Higher Education and Professional: [Higher Education and Professional | Heart of Worcestershire College](#)

If fees are not included, this is because we are waiting for external funding to be allocated before we can confirm the fee. As soon as this information becomes available, it will be updated on our website.

For further information about this or to ask about a specific course, please feel free to contact us.

## **Can I pay my course fees in instalments?**

Yes, you can pay in instalments. If the fees are over £250, payments can be split into six monthly payments; with the first payment being 25% of the cost of the course, payable on enrolment.

Further information can be found here: <https://www.howcollege.ac.uk/media/4489/61145-financial-implications-and-payments-brochure-2024.pdf>

## **Are there any concessions available?**

Some courses do offer concessions if you are unemployed, on a low income or receiving certain active benefits, for more information please contact our Enrolments team by emailing [enrolments@howcollege.ac.uk](mailto:enrolments@howcollege.ac.uk)

## **Can adult learners access financial support too?**

Yes, you can find information regarding student finance (FE and HE) and travel support here: [Student Finance | Heart of Worcestershire College](#)

## **Can you sponsor my student visa?**

Unfortunately, Heart of Worcestershire College doesn't have a sponsor licence so is unable to provide a CAS certificate for a Student Visa. You may find the UKCISA website useful to provide more information about studying in the UK: [www.ukcisa.org.uk/](http://www.ukcisa.org.uk/)

## **Do you offer English and maths courses?**

All our English and maths courses for adults can be found here: [Search Results | Heart of Worcestershire College](#)

Some English and maths courses may be funded on your behalf if you don't already have a grade 4 (or C) or equivalent, so can be free of charge.

## **Do you offer ESOL courses?**

Yes, you can find out more about our ESOL courses here: [Search Results | Heart of Worcestershire College](#)

## **Does the college have parking onsite?**

We only have parking for students at our Redditch and Bromsgrove campuses, please ensure you add your vehicle details to the portal when you first join the College. There is limited student parking at our Worcester campus but only in the Evening, you should register your vehicle details with your course tutor.

## **I took an examination years ago, how do I find out my results?**

We would recommend that you contact the exam board that you took the exam with. If you don't know which board was used, you can contact [exams@howcollege.ac.uk](mailto:exams@howcollege.ac.uk) for more information.

Please be aware that we may not have this information for qualifications taken several years ago.

### **I've lost my certificates; how do I get a new copy?**

We would recommend you contact the relevant exam board to request a new certificate.

### **Are student loans available?**

There are student loans available for many of our higher education courses, you can find out more information via this link: [SFE - Student Finance England](#)

Some of our further education courses at Level 3 and above may be eligible for an Advanced Learner Loan to cover your tuition fees; you can find out more here: [Advanced Learner Loan: Overview - GOV.UK](#)

For further information, please contact our Enrolments team by emailing [enrolments@howcollege.ac.uk](mailto:enrolments@howcollege.ac.uk)

### **I need careers advice, can you help?**

Information regarding adult guidance can be found here: [Adult Guidance | Heart of Worcestershire College](#)

## **External guests**

### **I'd like to be a guest speaker, who do I contact?**

Please contact [marketing@howcollege.ac.uk](mailto:marketing@howcollege.ac.uk) and they will pass on your details to the relevant department.