Halesowen College



Parent and Carer Guide

2026/2027

Here for you.

Welcome



Jacquie Carman
Principal and CEO

At Halesowen College we aim to be exceptional, and we do this through the delivery of high-quality education and development of skills for all of our learners.

We give everyone the opportunity to learn, flourish and succeed, and you can be assured that your young person will be supported by our team of highly qualified, dedicated and inspirational staff to enable them to thrive, gain independence and make the transition from school into adulthood.

We know that college isn't about just qualifications, it's about getting our learners ready for their next steps, whether that be for employment or Higher Education. Our Power Pack of Skills Programme is a skills-packed programme that not only enhances academic qualifications but enables learners to develop a key set of skills that employers are seeking. This includes digital confidence, resilience and independent living, communicating, problem solving and time and workload management.

Complimenting this is our 'Life Hack' Academy which includes life skills, preparing your young person for a life after college.

At the end of their study programme with us, your young person will have developed a skill set that they can demonstrate to future employers and Higher Education settings.

We want to ensure your young person's journey is successful, and it is vital that we form partnerships where parents and carers work with college staff to put your young person at the centre; keeping them motivated and supported to achieve and be the best they can.

This guide is intended to be a reference point - focusing on what you need to know so you can best support your young person in their next chapter.

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ID Badge Expectations

All learners must wear a visible College lanyard and ID card while on campus. This supports site security, safeguarding and a professional culture aligned with the expectations of employment and public spaces.



Halesowen College

Our Commitment to Parents and Carers

We will...

- Maintain our values of inclusion, care, ambition, respect and empower.
- Keep in touch with you about your young person while they are studying with us.
- Ensure you know who their Personal Coach is and how they can be contacted.
- Send progress reports and, for parents of full time learners an invitation to Parents'/ Carers' Evenings.
- Let you know if attendance falls below our accepted standard and work with you if we have concerns about punctuality, behaviour or work completion issues.
- Contact you if we have concerns about their health and well-being.



Our Student Code of Conduct

We will **not** accept or tolerate:

- Any inappropriate language, disrespectful behaviour, violence or abuse toward any learner, member of staff, employer or visitor.
- Discrimination or hate.
- Any form of bullying.
- An unsafe actions, promotion or instigation of violent extremist views or ideas, including online activity.
- Anyone coming onto any college site under the influence of illegal drugs, alcohol, solvents or any other harmful substances.
- The carrying of any weapon or use of any item as a weapon.
- Behaviour which causes a disruption to the learning of others.
- Any copying of the work of others (plagiarism), inappropriate use of AI and any academic or exam misconduct.
- Inappropriate or unauthorised use of mobile phones or other digital devices in lessons or college activities.
- Vaping or smoking on any college site, except in the designated areas.
- Any damage to college property or to that of our neighbours.
- Eating and drinking in lessons (other than bottled water, which is allowed except in science labs).
- Hats or hoods worn in the classroom.

Failure to comply with any aspect of the Code of Conduct, could be grounds for the disciplinary procedure to be instigated which may ultimately lead to exclusion.

Further information about Student Code of Conduct, Disciplinary Procedures and Complaint Policy can be found on our website.

Study Programme

Understanding the layout and structure of their study programme is key for learners to stay on track and make the most of their time at Halesowen College.

The study programme is designed to be comprehensive and enriching with a variety of elements to support your young person's growth and success.

Each component is designed to provide a balanced and well-rounded education, helping learners achieve academic excellence and personal growth.

Subject Content:

A deep dive into chosen subjects with engaging lessons and hands-on activities.

Tutorial:

Personalised support and guidance during one-to-one or group tutorials.

Resits (Maths and English where applicable):

Retake exams and assignments, to achieve the best results.

Trips/Visits:

Through trips and visits, learners expand their knowledge beyond the classroom.

Enrichment:

Activities to develop new skills and explore interests that enhance their overall experience.

6 in 6 Experience:

Learners connect with employers and industry leaders to consider career opportunities.

Skills:

Developing key skills, the Power Pack of Skills and Life Hack Academy prepare learners for life beyond college and future employment.

Work Experience:

Gaining practical skills and industry knowledge, preparing for future employment.

Attendance Counts

Regular attendance to college is a requirement; it gives learners the best chance of success and demonstrates dedication to their education, essential for achieving goals and maximizing their potential. By attending all scheduled classes, learners will benefit from the learning opportunities available so they can stay up to date with course material and build a solid foundation for their future.



Learner Responsibilities

Learners at Halesowen College are expected to:

Maintain Full Attendance:
Attend 100% of all scheduled activities and lessons.

Report Absences Promptly:
Inform the College of any absence due to illness or other reasons by 8:45 am on the first day and each subsequent day of absence. Absences can be reported using the **Report Student Absence** link found on our website.

Minimise Absences:
Schedule medical appointments and other personal commitments outside of class times whenever possible, except in emergencies.

Don't Take Holidays During Term:
Plan holidays outside of term time to ensure attendance.

Provide Medical Documentation:
Submit medical evidence for absences lasting more than five consecutive days.

Notify in Advance:
Learners should inform the college ahead of time if they anticipate missing a class.

Adhere to Policies:
Understand that there are consequences if attendance falls below 90%. Our Attendance and Punctuality Policy can be found in the Policies and Reports section of our website.

What parents can expect if attendance drops

- Absence texts and follow-up contact where there has been no explanation.
- Supportive conversations led by personal or progress coaches.
- Letters or formal attendance support plans where poor attendance continues.
- Closer monitoring and, where necessary, home contact or additional safeguarding action.

It is a legal requirement for all 16-18 year olds to be in education or training. Being absent from college without a valid reason will lead to disciplinary action. We also have a legal obligation to notify the Local Authority of none attendance which will affect any child benefit payments you receive.



Every Day Matters

Small gaps lead to big misses!

Missing just 1 day a fortnight adds up to 4 weeks of lost learning each year.

Attend today = succeed tomorrow

95% attendance = 10 days missed

90% attendance = 19 days missed

85% attendance = 29 days missed

80% attendance = 38 days missed



My Halesowen

Stay on track with your young person's learning and success through My Halesowen.

Visit: my.halesowen.ac.uk

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College Staff

Staff Roles and Their Responsibilities

Understanding the roles of college staff will help you know who to contact for the right advice and support. Whether you have a question about attendance, progress, behaviour or wellbeing, our staff are here to help.



Teachers

Teachers are key to your young person's education, delivering high-quality lessons in their specific subjects. They assess work, provide feedback and offer support so learners can excel. Tutors are available to answer questions, help learners understand new concepts and guide them through their academic journey.



Personal Coach

Personal Coaches are your first point of contact and are available to discuss any concerns you have. Personal Coaches provide individualised support to help learners navigate their academic and personal life. They offer guidance on personal development, well-being and balancing college responsibilities. Personal Coaches are there to help learners achieve their full potential.



Progress Coach (A Levels)

Progress Coaches support your young person's academic journey by monitoring their progress and providing guidance. They help set academic goals, track achievements and address any challenges. Progress Coaches offer personalised support to help learners stay on track and succeed in their studies.



Curriculum Manager

The Curriculum Manager supports the Curriculum Director in the management of a specific division. They also promote and celebrate learner success, create enrichment opportunities and work closely with employers and placement officers to ensure learners gain industry experience where appropriate.



Curriculum Director

The Curriculum Director is responsible for the overall management and leadership of their division. Ensuring high standards of teaching, learning and achievement, they oversee the curriculum, strategic objectives and address any issues within the division.



Head of Pastoral Care

The Head of Pastoral Care oversees the well-being and personal development of all learners. They work with curriculum staff as well as with support services related to mental health, behaviour and emotional well-being to ensure a safe and supportive environment.

Raising Concerns

Working together to resolve issues fairly

Halesowen College has a complaints procedure to ensure that complaints are viewed as an opportunity to learn, improve and put things right. It encourages concerns to be resolved informally, promptly and appropriately where possible and states that written complaints can be made to the Executive Office. The Policy is publicly available on the College website.

A simple process to follow

1. Where appropriate, encourage your young person to speak first to the relevant teacher or personal coach.



2. If the issue is not resolved, contact the relevant curriculum or support team.



3. If needed, use the formal complaints process so the concern can be logged, investigated and responded to consistently.



Respectful communication matters

The Parental Code of Conduct Policy (including Vexatious Complaints Policy) makes clear that the College expects communication to be courteous, reasonable and focused on resolution. The policy explains that repeated, persistent or unreasonable contact can delay responses for others, affect staff capacity and hinder effective resolution.

What the College may do if contact becomes excessive or unreasonable:

- Direct communication through a single point of contact.
- Request that routine communication is made only through the formal process or in writing.
- Set clear expectations for response times and meeting arrangements.
- Take further action where behaviour is abusive, threatening or seriously disruptive.

This is not about stopping legitimate concerns. It is about making sure concerns can be resolved fairly, consistently and safely for everyone involved.

Useful links:

Complaints Policy

Policies and Reports

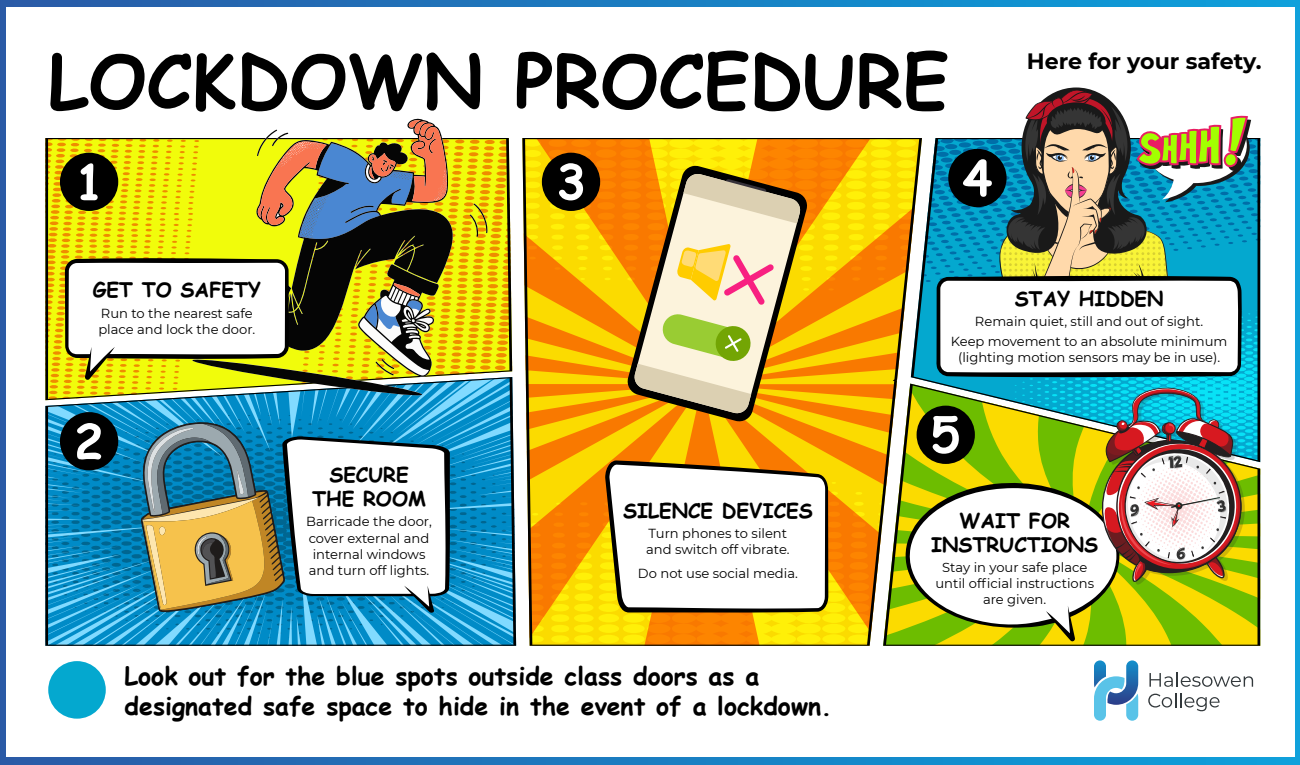
Health and Safety

Why the College does what it does

The Health and Safety of learners, staff and visitors is paramount and we take steps to maintain a safe and welcoming environment.

Why drills and simulations are carried out

The College must not only respond to risks when they happen, but prepare for them in advance. This includes emergency drills and lockdown procedures so that staff, learners and visitors know how to respond quickly and consistently if a serious concern arises.



Parent FAQ - Lockdown and Emergency Response

Why am I not always contacted immediately during a lockdown?

Because staff must first focus on securing learners and managing the incident safely. Communication follows when it is safe and appropriate.

Why can't I come to site to collect my young person straight away?

During a lockdown we believe there is a credible risk to life. Therefore you entering a college campus puts yourself and others at risk. We work with agencies to determine when it is safe to release learners and staff.

Will my young person be supervised?

Yes. Learners are supervised by trained staff and kept in designated safe locations until the situation is resolved.

How will I know when it is over?

The College will provide accurate information and next steps as soon as it is safe and appropriate to do so.

What can I do to help?

Wait for official communication, avoid attending any campuses unless instructed, and ensure your contact details are up to date.

Help and Advice

Where can your young person find help?

At Halesowen College, we understand that academic success and personal well-being go hand in hand. That is why we offer a range of support services designed to help learners thrive during their time with us.



Student Services

Our Student Services Team are the **first point of contact** for any questions or concerns learners may have and are available for learners at all campuses.

0121 602 7888 **studentservices@halesowen.ac.uk**

Monday to Thursday 8.30am-5.00pm, Friday 8.30am-4.30pm.

Our friendly team can help with:

- Timetable Queries
- Financial Support
- Free Meals at College
- Coach Information
- College ID Cards
- Enrichment Opportunities
- Free Sanitary Products
- Appointments for Wellbeing and Counselling Support

The team can also signpost learners to many other services both internal and external to college, such as:

- Emotional Support
- Pregnancy Testing
- Contraception Advice
- Help to Stop Smoking
- Mental Health Support
- First Aid Support
- Alcohol and Drug Misuse Support
- Sexually Transmitted Disease Testing

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What? The What? Centre Ltd

wisdom wellbeing

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Library

The Library is upstairs in Block 2 and provides essential resources and study materials to support a learners academic journey. Books and quiet study spaces can be accessed, all designed to enhance their learning experience.



SEND Support

We aim to identify a learners needs early and put the right support in place at the right time. This may include a range of support including in-class assistance, adapted resources, assisted technology, personal care support, employabilty skills and exam access arrangements.

Parents and carers are encouraged to share information early so transitions and support can be planned.

Support is based on individual need and college assessment, not a label or diagnosis. The Learning Support Team, personal coach and wider pastoral staff work together to remove barriers to learning wherever possible.

We may be able to support exam access arrangements for learners with specific needs to access assessment fairly. Arrangements must be based on current need and must reflect the learner's normal way of working.



The Hive
An accessible facility for all SEND learners to access.



The Safeguarding Team

Every learner should feel safe, valued and supported. The Safeguarding Team offers a safe space to discuss concerns confidentially. They provide emotional support and guidance, ensuring that learners have someone to turn to in times of need. We work with Local Authorities and external agencies to provide additional support and resources for learners facing significant challenges.

Mental Health and Wellbeing Team

The mental health of our learners is a priority at Halesowen College. Our Mental Health and Wellbeing Team provides confidential support, counselling services and workshops focused on stress management, resilience and emotional wellbeing. They are here to listen and provide the guidance needed to maintain a healthy balance.



Coach Service



Coach Travel Rules

At Halesowen College, we are proud to offer a **free coach travel service** across the region. This ensures that learners arrive to college in a safe and environmentally sound way and access all educational opportunities on offer at Halesowen College.

The coach service is a privilege not a right and in return **we expect cooperation and maturity.** We all have a role to play in making this service safe, respectful and well-managed. Every learner's behaviour reflects on our whole college community.

Learner Expectations for Coach Travel

To keep a place on the free coach service learners must:

- **Always wear their college ID badge - no badge, no travel**
- **Board safely and follow staff instructions**
- **Treat all staff, drivers and learners with respect**
- **Follow safety and behaviour guidelines**
- **Remain seated and act responsibly while travelling**

These rules exist to **protect your young person, their peers and the future of the service.**

The College subsidises the coach services so there is no direct charge to learners. If learners do not respect the coach travel, this privilege will be removed.

Learners may lose access to coach travel if:

- Health and safety instructions are ignored
- Inappropriate or disrespectful behaviour towards staff, drivers or other learners is identified
- They fail to wear and present their college ID

In the event expectations are not met:

- Free coach access may be removed
- Parents/carers will be contacted immediately
- Future travel becomes parents/carers responsibility
- Charge for travel will be invoiced to parents/carers



Frequently Asked Questions

1. **The coach drove past because it was full. What should we do?**
   If the coach doesn't stop, your young person should wait for the next service. Additional coaches are deployed on busy routes.
2. **The coach has not arrived. How long should they wait?**
   Delays can occur due to traffic, roadworks, breakdowns or weather conditions. If the coach is significantly late, contact Prospect Coaches before making alternative travel arrangements.
3. **Why does my young person need to signal to the driver?**
   Learners should be clearly visible at the stop and signal as the coach approaches, especially at shared bus stops. Learners must let the driver know when they wish to get off.
4. **What if the stop is closed due to roadworks?**
   Where possible, we'll notify them by text. Use the next available stop on the route and ensure contact numbers are up to date on College systems.
5. **What if my young person misses their coach?**
   Coaches are unable to wait for late arrivals. If you believe the coach left early, please report it using the Coach Issue Reporting Form.
6. **Is their College ID badge required to travel?**
   Yes. Learners must tap on and tap off with their College ID badge every journey. **No ID badge = No travel.** Learners may only use their authorised route(s). A second route can be added for learners travelling from two households (evidence required).
7. **My young person left something on the coach. What should I do?**
   Contact Prospect Coaches with details of your journey. Recovered items are returned to Reception at the Whittingham Road Campus on the next working day.
8. **How do I report concerns?**
   Report issues such as vaping, inappropriate behaviour etc. using the Coach Issue Reporting Form on My Halesowen.

For live updates on delays, breakdowns, missed stops or overcrowding, contact Prospect Coaches 01384 895436. For all other non-urgent transport issues, use the Coach Issue Reporting Form on My Halesowen.

Drop Off and Collection

To maintain good relationships with our neighbours and ensure everyone's safety, please **avoid blocking driveways, roads** and **pavements** when dropping off or picking up your young person.





Life After College

Options and pathways to success

It's a great idea to have a conversation with your young person to outline various routes available once they leave Halesowen College. Career paths are no longer linear; people may move between education and work, constantly retraining and shifting careers.

While understanding this flexibility can help reduce the pressure, it is important that parents and carers engage and explore the pathways available to find career areas aligned to their young person's interests, strengths and goals.

What is UCAS?

UCAS is the central application service for university and college higher education applications in the UK. UCAS advises applicants to research options, understand deadlines and complete the application process carefully, including all key stages before and after submission.

How you can help

- Encourage early research into courses, campuses and entry requirements.
- Talk about why a particular subject or route is the right fit, not just where they want to go.
- Support organisation: deadlines, open days, references, course choices and application milestones.
- Encourage broader preparation for university life: budgeting, travel, independence, time management and self-advocacy.
- Remind your young person that a strong application is built over time through attendance, achievement, reflection and relevant experience.

Here are the typical routes learners pursue after college:

University and Higher Education

University remains a popular choice, with the UK Higher Education entry rate rising from 24.7% in 2006 to 36.4% in 2024. All higher education applications in the UK are submitted online via UCAS.

Many professional careers require formal qualifications, including medicine and law.

Undergraduate degrees: Traditional Bachelor of Arts (BA) or Bachelor of Science (BSc) degrees last three or four years. Some undergraduate degrees offer a year-long industry placement or the opportunity to study abroad.

Vocational degrees: Practical, career focused courses, including nursing and teaching, offer specialised training in workplaces with practical assessments.

While a degree can open doors to professional careers and is still linked to higher employment rates overall, it does not guarantee a job. The graduate job market is challenging, with an increased number of graduates competing for fewer entry-level roles and competitive graduate schemes.

Apprenticeships

Apprenticeships offer hands-on training across a wide range of industries. Seen as an alternative to Higher Education, they allow learners to enter the workforce and earn whilst they continue to learn.

Apprenticeships typically follow an 80% work, 20% study structure, which usually translates to four days of work and one day of study per week. They can last between three and six years and offer a direct route into professional roles.

Degree apprenticeships enable learners to earn a salary while gaining a degree without having to pay tuition fees, which makes them an increasingly attractive option for college leavers.

Full-time Employment

Some learners opt to move into full-time employment after college and start earning a salary immediately. Your support can make a real difference.

Encourage them to create a clear and accurate CV that highlights their education, skills, strengths and any relevant experience. Help them develop a regular job-search routine, making use of reputable job websites and the College Careers Team. Remind them to tailor each application to the role they are applying for, rather than sending the same CV or covering letter every time. Finally, reinforce the importance of professional behaviours such as punctuality, good communication and appropriate workplace.

Gap Years

Gap years are popular among learners who may need more time to gain a wider perspective before committing to a long term path. A gap year often precedes higher education and may include travelling, internship and volunteering.

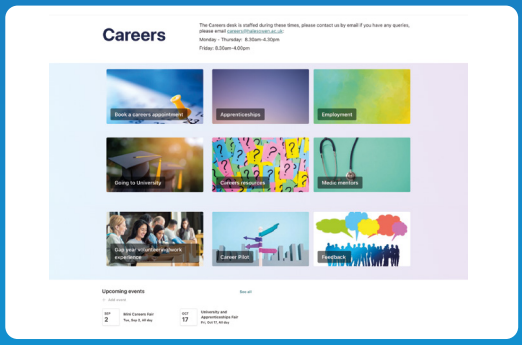


Careers Service

To support career aspirations and development, we have a team of qualified careers advisers that will help your young person at every stage of their career planning. Support includes:

- **Individual Careers Advice**
- **CV Writing**
- **Careers Workshops**
- **Careers Fair**
- **Trips and Visits**
- **Interview Training**
- **Mock Interviews**
- **Support with Applications**
- **Events with Employers**

Learners can find lots of helpful careers resources via the Careers link on **My Halesowen**.



You can find helpful resources on Padlet to support your young person with their next steps by scanning the QR code.

Our Careers Team is based in Block 1, Whittingham Road Campus and offers drop-in sessions across all campuses.

For more information email **careers@halesowen.ac.uk**

Key Dates

Autumn Term

Week Commencing 31st August - Induction Week
Week Commencing 7th September - Classes Begin
9th October - Staff Development Day (No Classes)
12th October - College Closure Day (No Classes)
21st October - Parent / Carers Careers Webinar
Week Commencing 26th October - HALF TERM
Week Commencing 2nd November - GCSE Resits Exams Begin
4th November - Open Evening (No Afternoon Classes)
Week Commencing 9th November - A Level Year 2 In-Class Mock Exams
Week Commencing 30th November - GCSE Mock Exams
18th December - TERM ENDS



Spring Term

4th January - TERM BEGINS
18th January - Staff Development Day (No Classes)
25th January - A Level Year 1 In-Class Mock Exams
12th February - College Closure Day
Week Commencing 15th February - HALF TERM
24th February - Futures Fair (Careers)
Week Commencing 1st March - A Level Year 2 Mock Exams
Week Commencing 8th March - GCSE Mock Exams
Week Commencing 15th March - GCSE Mock Exams continue
25th March - TERM ENDS
26th March - Bank Holiday



Summer Term

12th April - TERM BEGINS
19th April - Parent/Carer Careers Webinar
27th April - Staff Development Day (No Classes)
3rd May - BANK HOLIDAY (No Classes)
14th May - GCSE Maths Resit Paper 1
14th May - A2 Study Leave Begins
Week Commencing 17th May - A Level Year 1 Progression Exams
24th May - GCSE English Resit Paper 1
27th May - GCSE Maths Resit Paper 2
Week Commencing 31st May - HALF TERM
8th June - GCSE English Resit Paper 2
Week Commencing 8th June - A Level Year 1 Mock Exams
14th June - GCSE Maths Resit Paper 3
11th June - Voc 1 of 1 and 2 of 2 Finish
2nd July - Voc 1 of 2 Finish





DATES ARE CORRECT AT THE TIME OF GOING TO PRINT AND ARE SUBJECT TO CHANGE.

Don't let finance be a barrier



Learner Support Fund

Financial Support for Learners

- **Daily meal allowance** - money loaded onto college
- **ID card** to be used within college.
- **Trips and visits** related to your course.
- **Equipment and uniform** essential to your course.
- **Travel costs** – University interviews/open days and work experience.
- **16-19 Care to Learn** - Childcare costs.
- **20+ Contribution to Childcare** costs.

- Is your household income **£45,121** or less?
- Is your household in receipt of any income based benefits?
- Are you 16-18 years old and in care or care leaver?

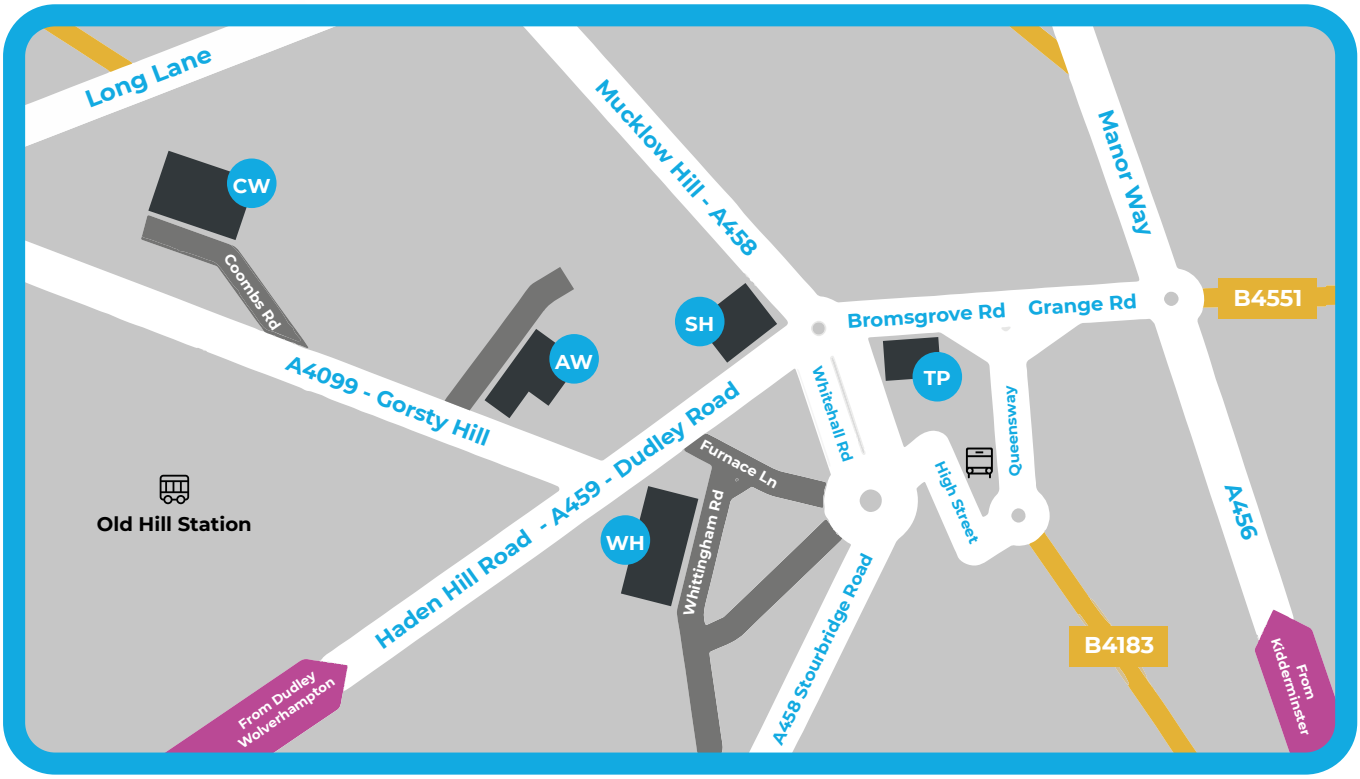
If yes to any of the above, you might be eligible for financial support.

Household income thresholds for support

Band 1	Up to £30,458	100% Award
Band 2	£30,459 – £37,227	60% Award
Band 3	£37,228 – £45,121	30% Award

For more information visit **www.halesowen.ac.uk** or speak to a member of our Student Services Team.

Campus Information



Whittingham Road

Halesowen College
Whittingham Road
Halesowen
West Midlands
B63 3NA

0121 602 7777
info@halesowen.ac.uk

Shenstone House

Halesowen College
Shenstone House
Dudley Road
Halesowen
West Midlands
B63 3NT

0121 602 7654

Coombs Wood

Halesowen College
Coombs Wood Business Park
Coombs Road
West Midlands
B62 8BB

0121 602 7770

Trinity Point

Halesowen College
Trinity Point
New Road
Halesowen
West Midlands
B63 3HY

0121 602 8500

Amber Way

Halesowen College
Amber Way
Halesowen
West Midlands
B62 8AY

0121 602 7854

Taylors Lane

Halesowen College
The European Business Park
Taylors Lane
Oldbury
West Midlands
B69 2BN

0121 544 0720

Useful Numbers

Student Services	0121 602 7688	**Exams**	0121 602 7787
Wellbeing	0121 602 7674	**Safeguarding**	0121 602 6001

www.halesowen.ac.uk

0121 602 7777