

# PARENT AND CARER HANDBOOK

2025-2026



St Helens College





# Welcome by Simon Pierce, Chief Executive and Principal



**Simon Pierce**  
CEO/Principal

**A very warm welcome to St Helens College and Knowsley Community College. We are delighted that your son/daughter has chosen to continue their education with us.**

We want all our students to be happy, healthy and successful during their time with us. Making the transition from school to college is an exciting time but can present some challenges as young people adjust to their new surroundings.

Our support teams and teaching staff are very experienced and equipped to support our students, help them settle in and ensure they receive the best possible education and personal development opportunities whilst studying with us.

This handbook is intended to answer any questions you may have about your child's experience at College, however, please do get in touch with your child's Personal Development Tutor or Tutor, if you have any questions that you feel are not covered.

We are very proud of our College and look forward to working with you as we prepare your child for a bright and successful future.

# Student Standards for Learning

## Aims

The College has a range of policies, procedures and standards to ensure learning can take place in a safe, friendly, positive and supportive environment for all students and staff.

As a College, we aim to provide your child with the academic and pastoral support and guidance they will need to help them to perform to the best of their ability and achieve success.

The Standards for Learning identify the expectations the College has of students so that we can help them to achieve in a supportive and non-threatening environment.

## **The College provides a safe, friendly and positive environment for all students and staff.**

Our student policies and procedures are designed to make sure everyone knows what is expected of them whilst they study and work here. All policies and procedures can be found on our website by visiting:

[www.sthelens.ac.uk/policies](http://www.sthelens.ac.uk/policies) or [www.knowsleycollege.ac.uk/policies](http://www.knowsleycollege.ac.uk/policies)





## All absences from College must be reported

100% attendance is expected. Students are required to attend every timetabled session and any additional sessions deemed necessary to support their progress. Parents should notify the College Absence Line and their Personal Development Tutor of any absences before 8.45am for each day they are absent.

More information about our absence procedure can be found on the parent section of the website:

[www.sthelens.ac.uk/parents-carers](http://www.sthelens.ac.uk/parents-carers)  
[www.knowsleycollege.ac.uk/parents-carers](http://www.knowsleycollege.ac.uk/parents-carers)



**Punctuality -  
Be on time**

100% punctuality is required for all sessions and activities related to their personal timetable including:

- a) Lessons and other timetabled activities e.g. remote sessions
- b) Work or industry placements
- c) Appointments with College staff
- d) Internal and external interviews

Lateness is unacceptable and students will be required, at a convenient point during or after their lesson, to explain their reason for lateness.

Sanctions may also be applied depending upon the circumstances and frequency of lateness.

# Attendance and Reporting of Absence

## Expectations

During a student's time at College, we will help them to develop knowledge, skills and attitudes to prepare them for the world of work or further study.

We expect them to approach coming to College with the same commitment they would if they were employed.

As with any job, attendance at College is expected to be 100%. Good attendance at College is vital to successfully completing their programme of study.

Attending every activity related to their programme will ensure students have the best opportunity to successfully achieve their qualifications and to prepare them for future progression opportunities.

## Holidays

Students should not book holidays in term time.

## Driving Lessons and Examinations

Driving lessons and examinations should not be booked during College time.

## Medical Appointments

Students are expected to make appointments with their doctor and dentist in their own time, not during timetabled sessions and activities, except where absolutely necessary.



# Personal Development Tutor and Individual Progress and Tutorial Sessions

Students will be allocated a Personal Development Tutor to guide and support them to successfully achieve their programme of study, help them to achieve their aspirations to enable them to make positive progress to the next stage of study or employment.

The Personal Development Tutor will undertake one-to-one reviews with students to check, track and monitor progress.

Students will be guided to set ProPortal SMART targets in order to remove any barriers to learning.

The Personal Development Tutor will record Performance Improvement Meetings and review these weekly to identify whether students are 'On Track' for success.

## Tutorial Sessions

Students will be timetabled for a Tutorial Session each week. Within the session they will:

- Set ProPortal SMART targets for attendance, punctuality, academic assessments and homework tasks.
- Develop a ProPortal Individual Learning Plan (ILP) including their careers and progression action plan.
- Undertake topics to enhance and enrich their personal development.



# Study Programme and Progress Points

## Study Programmes

A Study Programme is a combination of qualifications and personal and employability learning experiences that will prepare students to progress into employment or further study.

It includes the following:

- Maths and English
- Vocational or technical qualification
- Tutorial sessions
- Work experience
- Enrichment opportunities

## Review Weeks

During a student's time at College, their overall performance will be monitored regularly.

One of the mechanisms for doing this is our tracking system. The system is divided into three sections:

1. Behaviour and Attitudes
2. Personal Development
3. Progress

Each will be reviewed at three points during the College year.

The purpose of reviews is to monitor and record student progress across a broad range of skills, knowledge and behaviours, all of which will help to prepare them for their next step, whether this is employment or further learning, such as an apprenticeship or studying in higher education.

A student's overall 'Progress Status' reflects their progress against all expectations.

The teaching team will assist the Personal Development Tutor in reviewing performance and making informed judgements on whether students are working either 'Below Target', 'Meeting Target' or 'Exceeding Target'. This will allow students to set ProPortal SMART targets in tutorial sessions, which will support them to work towards achieving their highest possible standard.



# Useful Information

## Reception:

**St Helens:** 0800 99 66 99      **Knowsley:** 0151 477 5850

**Absence Line:** 01744 623154

## Safeguarding and Wellbeing Team:

Our students are our priority. Their wellbeing and safety at College is very important to us, which is why we have a dedicated wellbeing service for students who feel they need help or support with a range of mental health and emotional issues.

## Contact Our Safeguarding and Wellbeing Team

Jeanine Williams	07545 103 527 / 01744 623 842	jwilliams@sthelens.ac.uk
Jackie Campbell	07540 672 819 / 0151 477 5869	jcampbell@knowsleycollege.ac.uk
Olivia Flaherty	07768 745 991 / 01744 623 379	oflaherty@sthelens.ac.uk
Suzanne Littler	07814 667 808 / 01744 623 379	slittler@sthelens.ac.uk
Sam McLean	07748 133 734 / 01744 623 379	smclean@sthelens.ac.uk
Lynda Manning	07833 309 564 / 01744 623 379	lmanning@knowsleycollege.ac.uk
Hannah Smith	07833 309 517 / 01744 623 379	hsmith@sthelens.ac.uk
Julie Heap	07580 510 038	jheap@sthelens.ac.uk

## Academic Progress and Development Managers:

**Cath Jones**  
07766510382 / 01744 623272

**Donna Critchley**  
07545103522 / 01744 623269

## Learning Support and Careers

**Learner Support**  
Anne Ignatius  
01744 623260  
aignatius@sthelens.ac.uk

**Careers Advice**  
**St Helens:** 01744 623236  
**Knowsley:** 0151 477 5883

# Keeping You Updated

St Helens and Knowsley Community College has a “Parent Portal” where parents and carers can access information about their child’s progress on their course.

You can see comments from tutors, track attendance, and monitor progress towards target grades.

You can access this via the college website, and selecting “Parents and Carers” from the top menu, and then selecting “Parent Portal”. From here, you can register and monitor your child’s progress remotely.

## Parents and Carer Evenings

We host two online Parents and Carer Evenings in the academic year. You will be invited to the events via the email address provided at enrolment.

This year’s dates are:



## Need to update your details?

If yours or your child contact details have changed since enrolment, you will need to let us know as soon as possible.

Simply send your child’s name, their date of birth to [admissions@sthelens.ac.uk](mailto:admissions@sthelens.ac.uk), with the new details and we can ensure this is updated against your records.

# Get Social With Us

Keep up to date with all the latest news and events taking place at St Helens and Knowsley Community College on our websites and social media channels.

Make you add and follow us on.



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St Helens College

