

# FAQs for Parents – updated 03/01/2022

## **What are the expectations of students if they are working remotely?**

Students should follow their usual timetable as far as possible which provides a structure to the day and helps to ensure an even amount of time is dedicated to each subject as it would be if students were present at school. However, we appreciate that owing to shared devices across family members, this may not always be possible.

We recognise that students will respond in different ways to this working arrangement. Many will take to it very smoothly. However, those who find independent work difficult will find this challenging and need more support. Our tips and FAQs are designed to help all families during these challenging times. The FAQs include additional ways to contact the school should the need arise.

## **Where is my child's work?**

All work (including homework when school is operating on a normal basis) can be accessed via a student's Google Classrooms. Students need to log in to their school Google account, as they have been using since Easter 2020. Parents can sign up to receive daily emails about work set so that they can track their child/ren's learning. If a child is self-isolating they will be added to a year group specific Google Classroom to access learning whilst they cannot attend school.

## **What happens if an individual student needs to self-isolate?**

Once the school has been made aware that a student is self-isolating due to a positive Covid PCR test, the student will be added to a year group specific Google Classroom for the duration of their isolation period. This 'Covid' classroom will contain appropriate online lessons to cover the period of time that the student will be absent from school. Students should follow their usual timetable to complete the relevant lessons on the same day as if they were attending school. This may vary according to the student's year group, for example, students in sixth form will be expected to continue to access specific work for their KS5 courses as set by their class teacher.

Where a student is unwell, they are not expected to complete online learning.

## **How should work be submitted?**

Submitting work should be done via the Google Classroom for each subject. Teachers will provide instructions about how they would like the work to be submitted, along with any deadlines.

## **When will my child's learning activities be available?**

The amount of work will be set according to the usual school timetable. In some instances, several lessons might be set per subject in one go rather than setting work for a single one-hour lesson, so students can manage their time during the day. Work is likely to be set in advance. Should a whole class be at home, teachers will be online at the usual teaching time to support and facilitate the learning via the relevant Google Classroom.

## **The work seems to be taking my child longer than the usual one-hour lesson. What do I do?**

If you have any concerns regarding the actual work your son or daughter has been asked to complete, please contact the subject teacher that has set the work in the first instance. You will receive the fastest and specific response by doing so. The work set by teachers should be the equivalent of their usual one-hour lesson. Some students may find working at home in the peace and quiet, that they are getting through the work more quickly than one hour. If this is happening on a regular basis, please make the class teacher aware so they can adjust tasks accordingly. If the work is taking considerably longer, students should only work for the hour and then make the teacher aware that they have not managed to finish. They should not keep working and working to complete a task so that they then miss the next lesson on their timetable.

## **Where should my child complete the learning activity?**

This will vary for each subject and each task. Instructions will be in the lesson activities and all work should be completed online. However, if this is difficult, students can do it on paper or in their exercise book.

## **My child does not understand what to do. How can they get help?**

Teachers will be using Google Classrooms to keep in touch. Students can send messages to their teacher via the Google Classroom message system, this will be sent via the student's school email address. Students should make sure that they use their school emails if they want to contact their teacher. Teachers won't reply to a student's personal email address.

## **How do I get in contact with someone if I have a question?**

If you know the email of the member of staff you need to get in touch with, please contact them. Alternatively, email [office@cottesloe.bucks.sch.uk](mailto:office@cottesloe.bucks.sch.uk) clearly stating who your email is for.

Please respect wherever possible the school's working hours when sending emails. If an email is sent out of hours, it will almost certainly not be opened and responded outside normal working hours.

Please be mindful that blended and online learning brings significant change for teachers as well as students. We are all adapting, but the more enquiries we receive, the longer it will take to respond to them. If your enquiry is essential, please don't hesitate to contact us.

### **What do I do if I have a safeguarding issue that I want to discuss?**

There has been NO change in the processes and procedures for Safeguarding matters and the role of the school's Designated Safeguarding Lead, Chloe Hankin. You can contact the school's [Safeguarding Team](#) and one of the Safeguarding team will contact you to discuss and offer support.

Should there be an emergency, you should follow the [advice here](#) to take the appropriate next steps. The Safeguarding Team will be in contact with Children's Services and will continue to support your child if such support is already in place and is required.

### **How will my child access support from Team HUB?**

Students will be able to seek support as necessary from their form tutor, Head of Year or TEAM Hub. These adults will be in touch with students regularly to offer support as necessary.

### **How will SEND support operate now?**

TAs will work alongside teachers to provide resources for the students they would normally be supporting in class and these resources will be available alongside all other work on Google Classroom.

Students with SEND will be allocated a TA who will then regularly contact students via email and/or Google Classroom to ensure they are accessing work and to support them however they can.

### **My child is eligible for Free School Meals. Can you help?**

The school is currently providing free school meals on site as normal. If your son or daughter is required to self-isolate, then the appropriate arrangements for free school meals will be undertaken.

The provision will reflect the latest Government Guidance and any national initiative such as the Food Voucher Scheme.

### **If the school closes, when will you reopen?**

We are in frequent contact with the Local Authority and Health Officials. We will share reopening plans as advice becomes available.

## E-Safety

Please discuss e-safety with child/ren before they start our online learning programme. Childline has produced [an excellent resource](#) to help you with this.

## Other useful tips for Parents and Students

- **Establish routines and expectations:** start times, breaks and lunch at school are at clear times. Maintaining this routine can help maintain a positive work ethic. Get dressed!
- **Identify a clear physical space in which to work:** this will make it easier to focus.
- **Talk about the plan for the day, and the lessons ahead:** spending extended time working at home is unfamiliar territory. Talking about how things are going can help pre-empt any problems.
- **Set times to be on and offline:** There will be more screen time than normal when working at home. You may have to share devices with family members, setting time limits in advance can help manage this. Spending time offline is important to maintain a sense of balance in the day.
- **Remember to exercise:** Wellbeing is enhanced by physical activity, so do make time for this. The PE team has planned some excellent activities. This can really help if you are feeling anxious, which is completely normal whilst you are working from home.
- **Talk about things on your mind:** it has been a big adjustment for everyone to manage working from home every day. Talk about how things are going. It is normal to feel uncertainty about this too. Be conscious of how much of the news you watch and talk about what you are watching.
- **Read a book:** Escape, relax, unwind. Look after yourself.

## Sources

This document was produced using the following sources (all information is up to date as of 03/01/2022):

- [What parents need to know about early years providers, schools and colleges during COVID-19](#) GOV.UK - DfE
- [Contingency framework: education and childcare settings](#) GOV.UK - DfE
- [Actions for schools during the coronavirus outbreak](#) GOV.UK – DfE
- [What to expect when schools return after the Christmas break](#) GOV.UK - DfE