

Parental Guide to Home Learning

Frequently Asked Questions

Families are helping enormously during this time by keeping children at home. The government's advice has made this very clear; Every person who can stay at home could be saving lives.

College staff are now working remotely, away from school to help stop the spread of the virus. They will be setting and monitoring work for students on Microsoft Teams wherever possible. We recognise that in these extraordinary times keeping some structure and purpose to our days will be important and the work set will help with this. We also understand that parents at home will be trying to work themselves and support children with any work they are set. This will not always be easy, and it could very quickly become overwhelming, considering the volume of work that may be set at one time for multiple siblings. Please do not feel a necessity to complete everything at once and use the work as and when you can, around staying safe, getting exercise, reading and interacting with one another as a family.

During this period, our teaching staff will be directed to work remotely as much as is possible, but many of them will be affected by the current situation themselves, either through illness, self-isolation measures or caring responsibilities.

Not all our support and administrative staff have access to equipment that would allow them to work remotely. This means that contact and communication with and between them may well be less consistent than usual.

1. How will we keep in touch with you?

Queries over email to teaching staff will be answered, but we cannot guarantee that responses will be as timely as we would usually be able to manage. Teachers will not be able to answer questions over the telephone.

Our website will remain a very important medium. We will be updating information as often as possible.

2. Will I need to register my child with you each day?

No. While the school is closed, you will be responsible for the care of your child during the day. We will not be monitoring their movements, nor can we be responsible for the extent to which your child engages with the work that is set. However, we will monitor their engagement via Teams.

3. Will the school provide work for my child to be doing while the school is closed?

Teachers will set work for students to complete and will be in contact through Microsoft Teams. Students and parents should not expect teachers to deliver content over Skype, Social Media or through remote 'chat' facilities. Teachers are also in the process of familiarising themselves with this new way of working so please bear with us as we get to grips with the technology. Any live lessons will be planned, ahead of schedule; students should receive at least 24 hours' notice if this is happening. No lessons will be delivered 1-1.

Teachers may email students if they have failed to engage via Microsoft Teams, but will only use their school email addresses.



4. My child and/or I don't know how to use Microsoft Teams.

In some cases, your child will have been shown how to access and use the system. The '365 Microsoft Learning Help Guide' is available on the Coronavirus Support page on our website: <https://www.wymondhamcollege.org/1586/coronavirus-support>

If you are still having difficulty, you can contact CISS for help at cissteam@wymondhamcollege.org

5. How much work should my child be completing during this time?

Teachers and departments will aim to set a similar amount of work as would be covered during a lesson, but this may be set over an extended period of time. Good study habits during this time should mean students spending around five hours or so a day engaged in learning. Clearly, they will have more flexibility around when that happens, but we would encourage them to maintain similar patterns and work hours to the existing school day. **We suggest that they adhere to their usual timetable and that they study those subjects for which they would normally have lessons at school on that day.** We will be monitoring students' engagement with the work being set.

Students will be able to access and continue with the activities teachers have set for them over the Easter period, but there will be more limited contact from teachers over the next two weeks and families should not expect new activities to be set over what would have been the Easter holidays.

6. Will work that students produce during this time be marked or assessed?

Where possible teachers will provide feedback. We will ask teachers to be as clear as possible about when work will be checked and what type of feedback can be provided. Doing this remotely is not as easy as it is in person, so we ask for your patience and understanding in this area.

7. Will I be expected to print off electronic resources?

No. Teachers will try to avoid setting work or sharing resources that cannot be completed on a screen.

8. Will planned trips, visits or events continue?

No. During the period of school closure, all planned school activity will cease.

9. My child tells me they can't log-on to school systems. Who do I contact?

Please email cissteam@wymondhamcollege.org from either their school email or your registered personal email address. You will need to clearly state your child's name and tutor group. IT support will not be able to give you advice about how to complete work, or what work should be completed. They will ONLY be able to provide advice about log-in details.

10. I am unsure what work my child should do. Who do I contact?

Before contacting teachers, please make sure that your child is following the instructions they have been given and have logged into Microsoft Teams.

In many cases, students will be advised what they should do by their teacher over Microsoft TEAMS. If this has not happened, or if you are unsure, please email the teacher directly. Should you not receive a response within two working days, please email the Head of Department.

Heads of House and House Parents are not able to be contacted and any queries should be directed to the appropriate academic member of staff.



11. My child is entitled to Free School Meals. I am worried about the cost of feeding them during this period of closure.

A voucher system has been set up that will allow parents to spend an equivalent amount of money in the local shops. Those eligible will be contacted shortly.

12. My child is becoming very worried and anxious. I'm concerned about their well-being. What can I do?

Please refer to the Safeguarding & Wellbeing Newsletter on the Coronavirus Support area of our website: <https://www.wymondhamcollege.org/1586/coronavirus-support>

This area will include links to various wellbeing resources as well as telling students who to contact if they have a safeguarding concern.

13. We do not have a computer that my child can use at home. What can I do?

We do not have enough laptop computers or devices to provide equipment to students for use at home, but we will work with you to try and provide solutions where possible. It is important that you tell us if your child is struggling to access or complete the work set. Please email Mrs Edmunds-Grezio, Deputy Headteacher at edmundja.staff@wymondhamcollege.org

14. I think my child's teacher is on Facebook or Twitter – should I contact them?

No. We have explicitly instructed staff not to use social media to communicate with parents or wider members of the school community. We have asked them not to respond if approached, so please do not be offended if you receive no response.

We ask you, as parents/carers, to please avoid using social media to criticise teachers or schools at this time. It only tends to spread misinformation and place people under further stress. If you are unhappy with an aspect of what we are doing, please get in touch with Mrs Edmunds-Grezio, Deputy Headteacher at edmundja.staff@wymondhamcollege.org

15. I have heard that another school is using a different approach. I don't understand why you can't do the same.

Please bear with us. The situation is unique, and schools will be learning a lot during this period about how best to work in this way. Schools and teachers also have varying types of software, resources and skill levels available to draw upon. We will be monitoring good practice throughout this time and will contact you should alternative or new approaches be called upon or introduced.

16. My child was due to sit exams this Summer, what happens next?

You will have received an email from the Headteacher, containing a letter published on April 3rd from Sally Collier Chief Regulator, Ofqual. The letter explains the process that all schools in England will follow regarding GCSE and A Level examination grades. More information can be found here - <https://www.gov.uk/government/publications/gcses-as-and-a-level-awarding-summer-2020>.

Answers to the many questions you will be asking at the moment can be found here: <https://www.gov.uk/government/publications/coronavirus-covid-19-cancellation-of-gcses-as-and-a-levels-in-2020/coronavirus-covid-19-cancellation-of-gcses-as-and-a-levels-in-2020>

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Please do not contact teachers at the College to discuss this guidance. Please note that teachers will not enter discussions about grades.

17. How will we update you when the situation changes?

We will use e-mail as well as updating our website and social media feeds.

At all times we will be guided by the latest advice from the government, Public Health England and the local authorities.

I'd like to take this opportunity to thank you all for your patience and understanding. Together, I am confident that we will navigate this difficult period effectively.

Take care and stay safe,

Mrs J Edmunds-Grezio
Deputy Headteacher