

Remote Learning at John Perry

Questions and Answers



Dear Families,

To help alleviate any concerns or doubts you may have, please find below some answers to questions you may have regarding blended/remote learning at John Perry during our school partial closure.

Some FAQ to support and guide parents and carers

There is so much to do and get my head round.

Be kind to yourself. Virtually overnight, schools have had to revert to remote learning, you have had to think about how to juggle this with your work commitments. You are doing enough. You are protecting your children and supporting them through a very difficult time. Look after yourself. Minimising stress is absolutely vital at a time like this for mental health. Don't let this be something that causes you unnecessary stress or anxiety. It's ok not to have all the answers, this is new for everyone, including teachers.

I am feeling overwhelmed with trying to work from home and co-educate my child.

Just do what you can do. You are doing your best... Don't compare yourself with others. We have given a suggested timetable that we as staff will work to and if your child can join us for parts of it, that would be excellent. We are also providing a range of pre-recorded, video sessions for your child to use when they can.

I don't have access to an online device so my child can't access Google Classroom. What shall I do?

The Year Group Learning Packs can be found in our school website (<https://johnperryprimary.co.uk/home-learning/>) and they are easy to access and download. If you cannot access the Learning Packs online, please email the school office via email office@johnperry.bardaglea.org.uk or phone 020 8270 4622) every Monday morning. Our Admin Team will be happy to print out a hard copy of the pack for you to collect; alternatively, this can be posted to you.

If you have a smart TV, an Xbox or PlayStation, Google Classroom can be accessed through these devices.

Please do inform your class teacher via the Year Group email (for instance, year4@johnperry.bardaglea.org.uk) or the school office if you do not have any type of online device, as we may be able to help.

My child has completed some work but I don't know how to return it to the class teacher.

Your child has been taught how to 'turn in' (i.e. return) work to the class teacher via Google Classroom. Your child has also been given a Remote Learning exercise book to record completed work and then post it back as an attachment to the teacher. If you are unsure as to how to return work, please contact your child's class teacher via the Year Group email and they will be happy to assist. Please bear in mind our Admin Team will not respond to such requests.

I have a question about my child's learning tasks. Who shall I contact?

Please inform your child's class teacher via the Year Group email.

My child woke up today and doesn't want to do the work and wants to play with their Lego.

Please encourage your child to join in the Live sessions in Google Classroom. Sometimes, simply seeing the class teacher or their peers is enough to motivate a child. If your child is still reluctant to do the work, or they don't want to work on their Learning Packs, ask them to do work during short periods of time and with a clear focus (for instance, 15 minutes reading; 15 minutes times tables practice, etc). Please do not let your child fall into the habit of not doing any school work, especially during school days.

There are so many Zoom sessions each day I find it hard to work and get my child on them all?

You will see in the timetable that there is a morning and afternoon 'Registration' slot. This is to support our vision of remaining connected with us here at school, and to support the children's wellbeing. In caring for you and ensuring the safety of all, we want to see/speak to your child on Zoom at least once every day. If you have a doctor/dentist appointment, please inform the school office and your class teacher on the Year Group email. If you are unable to attend due to work commitments, we ask that you try to attend at least one session, especially the morning one. If we are unable to see your child on any Zoom sessions, we will contact you by phone to check everything is ok.

I have other children trying to carry out online learning from secondary schools, but the times clash. Could my child attend a different class Zoom from the year group?

Absolutely – please liaise with your child's teacher and we will happily facilitate this.

My broadband connection keeps failing, what should I do?

Please inform us. We have purchased SIM cards for you to put into your mobile phone or other devices that are compatible with a SIM card. Please email the school office with the subject field *SIM cards*.

What do I do if I have technical difficulties and cannot get on Zoom?

Please inform your child's class teacher via the Year Group email.

I have tried to access Zoom, but I am still in the Waiting Room and cannot get in, what do I do?

We ask that children arrive on time for their Zoom session. If you have difficulty, try and access the later session. Alternatively, contact the Year group email. Staff will do their best to keep to time but if children steer conversations further, they could over run between timings so please bear with us as well.

I work full time and am working from home; I don't think we can complete all the work.

Every family has different circumstances; we ask that you use the work given to fit your personal circumstance. We want to work in a partnership with you and support families through this difficult time. As long as your child completes some work every day, that will suffice.

I find the work too difficult/easy for my child, what should I do?

Contact your child's class teacher via the Year Group email. The teacher will be happy to discuss your concerns.

I have set up my child with learning and found a problem. I have emailed a question to the year group inbox and haven't had a reply.

Staff will be monitoring mail boxes continuously, alongside the Google Classroom stream as well as continuing to prepare resources etc. from 8:45 -3:30 (pending staff being well) so please bear with us. We aim to reply within the school day to everyone.

On our parents WhatsApp chat all I hear is that other children are getting all their work done and mine isn't. I feel it's affecting me, can you help me?

These groups are amazing and generally do provide great support but sometimes they can be damaging to us as this pandemic continues to affect us all differently. Mute them if they are affecting you, take a break from them. Don't compare your child to anyone else's: every child is different. You are doing your best!

My child has lost his login details for Google Classroom, Bug Club, Purple Mash or BugClub. What should I do?

Please contact your child's class teacher via the Year Group email.

My child is unwell; do I need to inform anyone?

Please inform the school office.

My family are ill with COVID, should I inform school?

You must immediately inform the office if your child is attending Key Worker provision. If your child is at home, we ask that you inform the school via the office email.

My child has a medical need that has changed since December, should I let anyone know?

Yes, please contact the school office. Your child may need a Health Care Plan and the school will need to contact the school nurse so that a meeting can be arranged between the school and the parent. Please do not leave it until we are due to return. A child with a new health need cannot return unless the Health Care Plan has been completed and all information has been shared with relevant staff, including the training of administering medication.

Where can I find more information and details about blended/remote learning at John Perry?

Please refer to our Blended/Remote Learning Policy which you can find on our school website under the Parents section or click here:

<https://johnperryprimary.co.uk/wp-content/uploads/2021/01/John-Perry-Primary-Blended-Remote-Learning-Policy.pdf>

We hope this has been useful. If you still have any questions, please contact your child's class teacher via the Year Group email or the school office.

Thank you.