

## Frequently Asked Questions

**1. I have two children, how do I manage to help them both at the same time?**

We understand that each family may have to operate in ways which best suit their household even though it may not fit in with the strict and formal timetable. We understand and will never penalise students for not being able to be online. However, all work will remain on the shared 'Teams' and can be accessed at any time.

**2. My child does not know their user name or password and cannot log in; what do I do?**

Please contact the helplines during the school week between 8.00 am and 4.00 pm.

**3. My child cannot log in for registration at 8.00 am as we are in a different time zone - what do I do?**

Firstly, email the class teacher/form tutor to confirm attendance. Then access lessons for that day as per the schedule to suit your timings.

**4. My husband/wife and I both work and my children are at home with another adult who might not be able to support my child in the right way. What do I do?**

We understand that these are challenging times for parents and we know that you will do all that you can to make this work. Some simple ways would be to:

- download materials onto a secure device
- make use of television channels such as National Geographic and other suitable children's programmes
- print some of the materials for your child
- set a similar task which could be completed on paper, e.g. a story or a letter
- increase reading of fiction and non-fiction
- use approved websites such as *Mathletics*, *Education City*, *No Red Ink*, *Read Theory*
- remember, these lessons will be available in 'Teams', and they can be accessed at a time which best suits you.

**5. I have a concern about e-safety and online bullying, whom do I contact?**

In the first instance, in Primary, please contact your child's class teacher. For secondary students, parents should contact the form tutor. Staff will be able to advise you further or if required, refer the matter to the Senior Leadership Team.

**6. I am concerned about screen time; what do you advise?**

Hartland does not want its students staring at screens for hours every day. Yes, your child may need to have more access to technology than normal. However, once we become more expert at remote learning, we are confident that we will be able to address the balance between offline and online learning. We would strongly recommend that leisure time does not involve further screen time, e.g. Play Stations, mobile phone games etc.

**7. I do not have a printer at home, is this going to be a problem?**

No. All of the work is available online.

**8. I would like to speak to one of my child's teachers; how could I make contact?**

Teachers are on leave until March 22 after which they will be at school as normal. Please email as you usually would, and they will respond to you within 24 hours. In the case of an emergency, please phone school reception and someone will get back to you. Do remember you can make contact and ask day-to-day questions through Microsoft Teams through your child's log-in. Please be aware that this will not be a private conversation and can be seen by all children in the class.

**9. My child wants to work with some of his class friends. Does the school have any objection to them meeting up and working together?**

No, of course not – whatever works for parents and students works for us.

**10. What are my primary responsibilities as a parent at this time, and how can I make sure this works for my child?**

Your support is crucial to the success of this online learning. However, this is unknown territory for the staff as much as it is for you and your children. Any support that you can give will be of value to us. Please remember, as stated in our Home Learning Policy, 'Parents are requested not to interfere or participate in the actual learning above and beyond what is required to support the processes.'

The following guidelines may offer you further support:

- Establish routines and expectations. Try to ensure your child starts their learning at 8.00 am each day. Sunday to Thursday must be still seen as 'school days'.
- Remind your child to take breaks – just as they would in a regular school day as this will help them stay focused.
- Monitor communication from the school and your class teachers.
- Create a physical learning space for your child's home study. Avoid them using their bedroom for study, as this does not mimic a school environment.
- Talk to your child. Ask them about their learning, and if you notice that they are struggling, then please contact the teacher who will offer you additional support.
- Disable and discourage your child's ability to create private chat rooms, including within Microsoft Teams. Set clear rules about social media and their interactions with others. Snapchat, Facebook, Instagram, WhatsApp are not an appropriate means of communication with the school.
- Ensure that your child engages in some physical activity or exercise during the week.
- Try to keep their snack and lunchtimes as per the published timetable so healthy eating and their overall well-being are supported during this time.