

## Remote learning – parent FAQs (frequently asked questions)

### What are the different roles and responsibilities for remote learning?

Who?	Role and Responsibilities
<p>Pupils will:</p> 	<ol style="list-style-type: none"><li>1. Join live lessons during their timetabled slot, as directed by their teachers.</li><li>2. Complete work to the deadline set by teachers.</li><li>3. Seek help if needed, from teachers or teaching assistants.</li><li>4. Alert teachers if there are any challenges in completing work.</li></ol>
<p>Parents will:</p> 	<ol style="list-style-type: none"><li>1. Support the school in ensuring that pupils are able to access remote learning and are meeting deadlines. <b>Parents should monitor Microsoft Teams using pupil login details to see what work is set.</b></li><li>2. Make the school aware if their child is sick or if their child is encountering any challenges in completing work.</li><li>3. Seek help from the school if they need it by emailing the class teacher. All teacher emails are available on the school website.</li></ol>
<p>The school will:</p> 	<ol style="list-style-type: none"><li>1. Set appropriate work 1 x each week using Microsoft Teams (with the exception of Skills Challenge at KS4).</li><li>2. Include pre-recorded excerpt from lessons.</li><li>3. Departments may host live lessons on Microsoft Teams. Timings for these will match pupils' normal timetable and details of these can be found on Microsoft Teams.</li><li>4. Monitor pupil engagement and notify parents if pupils are not engaging with home learning, during extended lock down periods.</li></ol>

### What if my child has forgotten their Hwb login details?

Please email you child's form tutor. Email addresses are available on the school website: click [here](#).

### What if I have a question about the work that is being set and/or how can I contact the teacher?

The best way to reach class teachers is via Microsoft teams or via email. All staff email addresses are available on the website: click [here](#).

### Do pupils have to follow normal school times to complete their work?

Pupils should visit their class Team at the start of their timetabled lesson. Their teacher will indicate what work is required for that lesson. If the lesson is a 'live lesson' there will be a link to join the meeting. Otherwise, there will be an assignment to complete. Pupils should complete work as per their timetable.

## Will the school notify me if my child is not engaging?

Parents/carers are encouraged to access their child's Teams to monitor which assignments are due to be completed. Further information on this is below. Please also talk to your child about what work is to be completed and check in with them on their progress. If you have concerns that your child is not engaging adequately with remote learning, please contact your child's Head of Learning who will be able to support you.

For short remote learning periods (i.e. up to two weeks), teachers will not be expected to contact home, however, they may choose to do so.

## Can I use Xbox or PlayStation to access Hwb?

Please click [here](#) for specific guidance on this.

## Will ALL lessons be 'live lessons'?

No. Work set will be a combination of 'live lessons', pre-recorded excerpts from lessons and independent work for pupils to complete. Teachers will decide the most appropriate provision, depending on what is being taught.

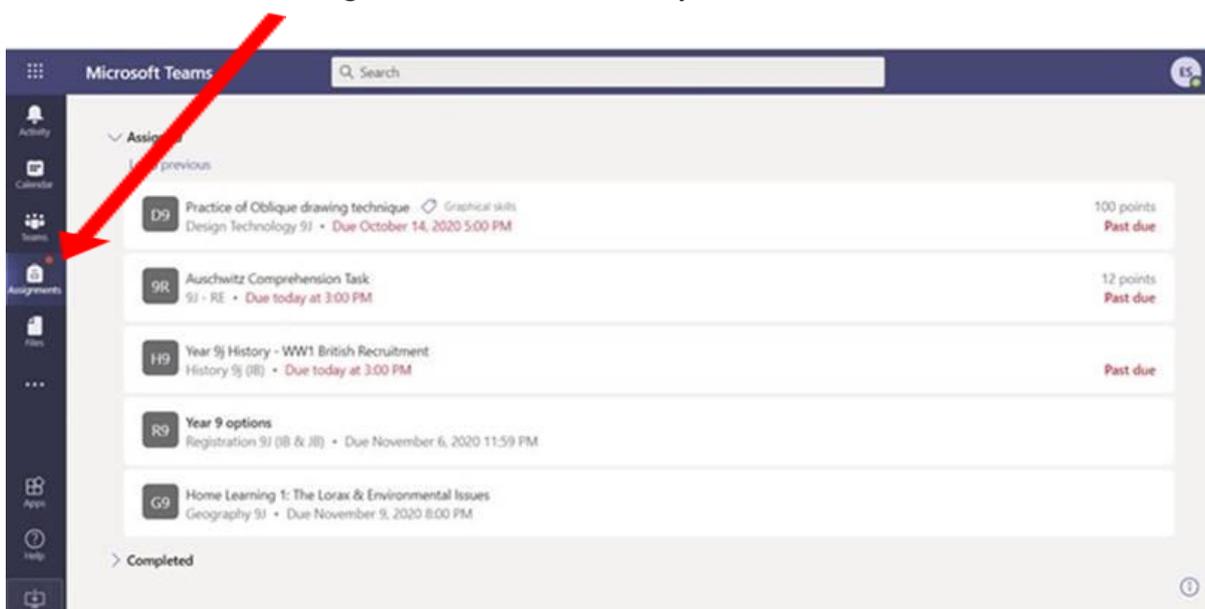
## How will I know what work pupils are expected to complete in each lesson?

Following feedback from parents and pupils, we have improved the consistency with which staff are setting work.

Pupils will need to access the class Teams at the time of their scheduled lesson, where they will see either:

- a) An invite to a 'live lesson' or,
- b) An assignment to complete

**You can check what assignments have been set for your child as detailed below:**



### What if my child does not have a laptop or suitable device?

All devices were allocated during the first lockdown. We have a very limited number of additional devices available. However we will look to prioritise pupils sitting public exams as well as those in receipt of free school meals. If you would like to register interest please email [ADavies@WMS.schoolsedu.org.uk](mailto:ADavies@WMS.schoolsedu.org.uk)

### Can the school recommended a suitable device that we could purchase to support our child's learning?

We recommend a Google Chromebook or a Windows 10 laptop should you wish to purchase a device.

In general, Chromebooks are the cheapest and easiest to use devices. They can be purchased for less than £200 and can be used 'out of the box' (all you need is a Google account). Google Chrome is also the recommended browser for Hwb and there is no need for an additional Antivirus to be installed. **Please take note that you do require an Internet connection to use a Chromebook.**

Alternatively, a Windows 10 laptop has all the features of a Chromebook with many additional features. It can also be used offline in a limited capacity. They tend to retail for around £300.

### Does the school offer tech support?

Unfortunately we cannot offer support to the wide variety of devices that will be found in all homes. However can we draw your attention to the booklet below, which will help you find your way around Hwb and get you up and running with Office 365. Under the Hwb licensing agreement, your child is eligible to download 5 copies of Office 365 ProPlus that can be installed on personal devices.

Hwb has a lots of helpful information to support parents and carers

Help with office 365: Click [here](#).

Support for parents & carers on Hwb: click [here](#).

### Who can I contact to provide feedback?

Please email Rhys Hopkins Assistant Headteacher teaching & learning  
[Rhys.Hopkins@wms.schoolsedu.org.uk](mailto:Rhys.Hopkins@wms.schoolsedu.org.uk)