



# Spring 1

## FAQs

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## Introduction

School provision, along with almost every facet of our lives since the outbreak of the COVID-19 virus, has changed beyond all recognition. While there is no doubt that communities across the country have responded magnificently to the demands of lockdown, one of the most frustrating things has been in accepting that there are currently more questions than answers. However, it is worth knowing what there are answers for, and I hope that this document will provide some degree of reassurance in very unsettling times.

## School opening

**Q Is the school open?**

*A Only partially. A skeleton staff is on site to look after the children of key workers.*

**Q When will the school open again for all students?**

*A We don't know. The indications are that the current system of learning from home will be in place until at least March and possibly for the rest of the academic year, but this may change.*

**Q I am a key worker and my child is attending school. What happens during holidays?**

*A Staff have volunteered to come in so that we can support the work you are doing. We can look after your child from Monday to Friday during the half-term holiday. We will let you know the position for any longer holidays if the situation does not change.*

**Q My circumstances have changed and I think I may be entitled to send my child to school. Is it too late?**

*A No. We appreciate that many people are being redeployed to provide frontline services in the fight against the coronavirus. Contact the school as soon as you can and we will let you know if we can help.*

## Home learning

**Q How can my child learn from home?**

*A Our remote provision is fully live. This is done using Microsoft Teams, available through Office 365. Students can download O365 and the Teams App onto any device that has a camera and microphone function. Teachers share their screens with students and can talk them through learning. There is a chat function for students to ask questions and make relevant comments. Full guidance can be found [here](#).*

*A If we experience any Teams downtime, or we have days where a high number of staff are unwell are looking after unwell children, we will either offer a cover teacher or set work using the Team channel. We hope that these occasions will be small in number.*

**Q What does my child need to do this?**

*A Access to a computer/tablet or even his or her phone with internet connection.*

*A Exercise books/paper and a pen or pencil.*

**Q What if they do not have (regular) internet access?**

*A Contact your child's [Head of Year](#). Things have moved on considerably since last year and all children should be supported to have access to their own device and sufficient Internet data*

**Q I don't have a printer at home. Does this mean my child can't complete the work?**

*A No. Students can either work online on a suitable application such as PowerPoint, Word or Excel, or in an exercise book or on paper as they do in school.*

**Q My child needs new exercise books. Can we get new ones from school?**

*A Yes. If you call or email in advance, we should be able to supply the right colour/style of book needed.*

**Q We are having technical difficulties at home. What can I do?**

*Contact your child's [Head of Year](#). It is really important that this is done sooner rather than later. If need be we can arrange for you and your child to come in for a tutorial on using Teams and email*

**Q The assignments in Teams give a deadline. What happens if my child can't do the work?**

*A You or your child can contact your child's class teacher for that subject.*

**Q Will my child get into trouble if he or she doesn't submit work?**

*A No. However, we do want to ensure that we are providing work that is of a suitable quality so that your child remains engaged and positive.*

**Q What do I do if my child won't engage with the work?**

*A Let your child's form tutor know. He or she will liaise with the head of year. A phone call or even online meeting may work wonders.*

**Q My child is getting through the work very quickly and not finding it challenging. What can I do?**

*A Either you or your child should contact his or her subject teacher or form tutor to be given extension and challenge tasks. You may also wish to view the [National Academy](#) and [Bitesize](#) online lesson websites.*

**Q Should teachers be marking work?**

A *Your child should be getting feedback on any work submitted, together with the opportunity to improve it. This might be personalised feedback, but is more likely to be general feedback at a suitable point after a series of lessons. Assignments in the form of quizzes using Office 365 may well give students instant feedback. Depending on the subject, students can be given answers or model responses that they can use to do DIRT tasks.*

**Q Should my child be working exactly the same hours as his or her timetable?**

A *We understand that families have different circumstances, and many are facing very grave challenges. However, we know that children need routine. We have put together a [fully live timetable](#) which we hope gives them this structure. Lessons should not last longer than 50 minutes, so that children have time to take a quick comfort break and organise themselves for the next lesson which starts promptly. All lessons are recorded, so if your child is ill or has technical difficulties (or wants to go over a key point again) he or she can view it again as necessary.*

## Contact with the school

**Q How can I make contact with the school?**

A *The school is open between 8.30am and 3.00pm each weekday. The telephone switchboard (01784 457275) is open during these hours. Please be patient, as we have a very limited reception team on duty. Phone extensions are not being manned, and voicemails may not be picked up for some time.*

A *You can also email any staff member. Full contact details can be found [here](#).*

**Q I know that things are changing fast. How will I know if changes are made that affect my child and me?**

A *The website is updated daily. All the latest information is shared through the announcements (which appear on the home page) and the Spring 21 tab. Parents are also emailed with any important updates and our social media feeds are updated at the same time.*

## Free school meals

**Q My child is entitled to free school meals. I have heard there is a government voucher scheme I can use. What do I do?**

A *You should have received an email or letter telling you how to use this scheme. If you have not heard anything from the school, please ring on 01784 457275 or email the business manager.*

**Q I have been contacted by the government asking for my bank details so that I can receive my voucher. What do I do?**

*A Nothing. This is a scam and it is not the government contacting you. The government scheme does not need your bank details. Please let us know if this has happened to you.*

## Wellbeing

**Q How often will the school be in touch?**

*A Form tutors 'see' their tutor groups once a week. They also deliver wellbeing lessons in the same way as other lessons. Heads of year are emailing parents of the students in their year group once a week.*

**Q Is this the only way that my child's wellbeing is looked after?**

*A No. Please see the [Wellbeing](#) section of the Spring 21 tab. As well as many ideas and activities for students and families to undertake during lockdown, it also reminds student and parents of the support lines if things get really hard.*

**Q I am really worried about my child's mental or emotional health. What should I do?**

*A Contact your child's form tutor or head of year. If you know that your child works with Clare Sampson, our Relational Support Worker, mention this in your email or phone call and we can ask her to make contact. We also have a number of other adults in school who are skilled at talking to children and who will know your child well.*

**Q I am feeling really stressed and not coping well. Is there anything the school can do to help me?**

*A Yes. It may simply be that we can let you have information that you are finding hard to access. It may be that you are worried about your child, and we can intervene to help. It may be that you need someone to talk to and we can provide that or put you in touch with someone else who can.*

## Exams

**Q My child was due to take GCSE exams this summer. What is going to happen?**

*A We don't know exactly. There is currently a consultation between the DfE and Ofqual. This will be complete at the end of January, and we will await the outcome. We will contact parents and students as soon as we know the details.*

**Q What has happened about the new school building?**

*A We have moved! It is desperately disappointing that we cannot all appreciate the facilities of this impressive building just yet. Please take a look at the [images](#) on the*

website. The old building will be demolished over the coming months, and the area landscaped for sport and recreational areas.

## Surveys

**Q I recently completed a survey about the provision my child was getting during this period of home learning. What have you done with my comments?**

*A We ask children and parents to complete surveys on alternate weeks. We are very grateful for the comments we receive. The results of all surveys and our actions in response to them, are posted on the feedback section of the school website.*

## Preparing for the return to normality

**Q How much notice will we get about schools reopening?**

*A We have been told that we will get two weeks' notice of any plans to reopen.*

**Q I am worried that my child will find it very hard to return to school after such a long break. Is there anything you can do to reassure me?**

*A Yes. We are working with experts in schools locally, in the BET and across Surrey to plan for the best way to reacclimatise children when they return to school. One of the best things we can do is to ensure our home provision is as accessible as possible, and for tutors and heads of year to provide a vital link between home and school. As with everything else, please do not hesitate to contact us if you have concerns about your child. It is far better to address a problem early than to let it build up into a situation that feels impossible to overcome.*