



## REMOTE LEARNING

### FREQUENTLY ASKED QUESTIONS

#### **Who can I contact as my child is struggling to do or access their learning?**

Please contact the class teacher directly as they know your child better and they will also be able to reassure or support you with whatever is required. If the issue is that your child doesn't have access to a device, please inform your class teacher and we will see if we can support you with a loan of one (see below).

#### **Has the school got any devices and laptops to lend to parents?**

The Government has made a very limited number of laptops available for school. If this is something, you would be interested in please let your child's class teacher know.

However, the numbers we have received is far lower than we expected.

#### **Why aren't you delivering 'live' lessons?**

After reviewing lots of best practice, we have been recording videos instead of teaching 'live' as it is felt that it best suits the vast majority of children in that they can pause and replay them, they access them whenever they want, therefore giving parents and children more flexibility and staff are still teaching in school.

We have also been using many professionally recorded videos such as ones from the National Oak Academy, White Rose and the BBC. All are widely recognised by the Department for Education.

#### **Why are you sending home so much work?**

In our parental survey in September, 72% of parents said they wanted 3 hours or less of work to do at home. However, the Government has now stated that we must set 3 hours of work for KS1 children and 4 hours a day for KS2 and it needs to reflect as much as a normal day would be in school.

#### **Why is my child having so much learning from a screen?**

The Department for Education expects us to provide a mix of online and offline learning and that is why we have sent home packs of work and/or exercise books. It is also important to be aware of keeping children safe online and what the risks are. Please contact your child's class teacher or a member of the Safeguarding team.

#### **Why haven't I received a reply to my child's class teacher?**

This isn't specific to remote learning. Teachers are teaching in school during the day teaching classes and will ensure they reply before the end of the day when they can.

## **Who do I complain to about my child's remote learning?**

Hopefully most parents will be patient with us as school, children and parents get used to this new system. However, the class teacher is always the first port of call for any concerns followed by the names and contacts in the Remote Learning policy.

Failing that then please refer to the school's Complaints policy on the school website for the next step for any further concerns.