Woodhouse Academy

Remote teaching via Zoom- FAQs

Question: my child does not have access to a device for part/ all of a day. What should I do?

Answer: Firstly, we would like pupils to attend as many live lessons as possible, although we recognise there may be constraints around this. If a student only has access to a device for part of a day, it would be fine for them to only attend some of their virtual lessons. This is also the case if the student has other arrangements e.g. accompanying you to pick up siblings, an appointment etc. Please do not worry if they cannot join all of the sessions.

In an evening, they could access the home-learning links stated below to carry out some work. It is ok if the home-learning day is not scheduled in the same way as a school day.

Question: is there access to other home-learning that my child can use if we are unable to access some zoom lessons?

Answer: on our website, we have various links to support home-learning outside of zoom lessons. These can also be used whilst waiting for zoom provision to be set up (as per our remote learning policy). These can be found here:

- Oak Academy and BBC Bitesize
  http://www.woodhouseacademy.staffs.sch.uk/serve_file/763731

- List of current topics being studied to accompany BBC Bitesize revision
  http://www.woodhouseacademy.staffs.sch.uk/page/curriculum-assessment-201516/19264

- English home-learning links (scroll down the list)
  http://www.woodhouseacademy.staffs.sch.uk/page/re-opening-information/79952

Question: will paper-based work be provided for students who are self-isolating in the case of a partial or full school closure?

Answer: As per government guidance, Woodhouse Academy is providing live remote lessons that are planned and delivered by teachers. Therefore, paper-based is not being provided as well. If a pupil cannot access the live lessons, they should see the links on our home-learning website. If they cannot access the internet at all, then the office will provide print outs from these websites at parents' request. Please note, the parent will need to pinpoint exactly which web pages they would like printed.

It is our hope that as soon as possible, we will be able to provide the links to recorded lessons so pupils can watch these at an alternative time if they are not able to make the live lesson.

Question: in the policy it states that lessons are being recorded. Can I have access to these after the live lesson?

Answer: We are aiming for all lessons to be recorded. However, as present we are experiencing some bandwidth issues due to the high use of Wi-Fi and uploads at present cannot be guaranteed. We are working on a way to rectify this and share with parents in a safe and secure way as soon as possible and will keep you informed.

Question: my child does not have access to any phone/ tablet/PC/ lap top device during the day. Can we borrow a device from school?

Answer: Unfortunately, we are not able to do this due to COVID-19 guidance and lack of resources.

Question: my child did not complete the work in the live lesson. Will there be repercussions from this?

Answer: absolutely not. As teachers we ensure that all students are brought up to speed on their return. We just want our students and parents to do their best in their own personal circumstances, which we know will vary from household to household.

Question: my child did not complete the work in the live lesson. Can the teacher provide the materials to catch up?

Answer: at present, our staff are working very hard to provide lessons for those remaining in school and remote lessons for those at home. Therefore, they will not be asked to provide materials to individuals who may have missed all or part of the lesson. If something is missed in a live lesson, it will be picked up once the child returns to school, or they can use the online resources to carry out some additional work. Please rest-assured, the progress of your child in school will not be hindered by this.

Question: my child does not want to join with the video facility. Will they get into trouble for this?

Answer: No, not at all. Using the video and audio is completely at the child's and parents' discretion. They just need to be able to hear the teacher.

Question: my child wants to address the teacher via the chat function but it is not available. What should I do?

Answer: as per our remote-learning policy, we have encouraged staff to disenable the chat function to enable them to focus on their lesson delivery and to ensure the chat function is not misused by students. If a child needs help and the chat function is not available, they need to raise their hand on the screen to ask the teacher for help. This can also be done using the emoji function. Each teacher will advise on what technique works best for them and their lesson.

Question: my child was late joining the live lesson because of technical difficulties/ my child was not admitted to the chat. What should we do?

Answer: it is really important that students try to be on time for lessons and have their name (not a device/parent's name, a nickname or an inappropriate name) to be entered into the chat. As per our remote-learning policy, teachers have been instructed not to admit

late-comers or those with names they do not recognise for security reasons and so as not to disturb the flow of the lesson. However, we have asked staff, where possible, to monitor the waiting room throughout their lesson to admit anybody who may have been late due to technical issues. Please bear with us though as our staff are still very much familiarising themselves with this new style of teaching and have a lot of things to monitor during the live lesson. If a student is not admitted, they should use the home-learning links to study that topic area. If a late-comer is admitted, please appreciate that the teacher will not be able to restart the lesson or cover what has already been taught.

Question: we have accessed Bitesize via the home-learning link. What should my child do now?

Answer: Bitesize is a really useful revision tool for all subjects and key stages. Pupils should locate their subject, then the topic they are studying. If a pupil is unsure, a list of topics studied in each year can be found here: http://www.woodhouseacademy.staffs.sch.uk/page/curriculum-assessment-201516/19264