

Frequently Asked Questions

1. How many hours a day will my child be learning remotely?

- As we are following our normal timetable for each day, the usual timetabled sessions will be set wherever possible. In the lower years, this will not be completely possible.
- There will be two “live” sessions each day at 9.30am and 1.30pm and work set linked both to those sessions and the foundation subjects.

2. Will you be following the normal curriculum or have you changed it?

- We are following our normal curriculum as far as possible.
- We have had to modify our approaches especially for the youngest children.
- We have now included Golden Friday which reflects our very popular ‘Golden Time’ on a Friday afternoon.

3. What should my child expect from their teacher and the lesson?

- Teachers will be ‘in’ their Google Classroom during the day between 9am and 3pm to facilitate and guide the learning and answer questions and queries. If this is not possible due to illness, either the “class” will be covered, or this is not possible, then the class will join a partner class so that they will still have live lessons taught by a teacher.
- That the lesson has a filmed introduction from the teacher using the Loom screen video capture app, which places the lesson in context, outlines key learning points and outlines expectations.
- To receive daily feedback.
- All learning queries posted by pupils are answered during the day. Please note, the response cannot be instant as teachers are both live streaming, marking work, responding to other queries, monitoring “attendance” online and planning lesson for the following days.

4. How will you provide feedback on the work?

- Using a range of scores (e.g. 9 out of 10), streamed responses, comments posted on work and offering a “next step” for pupils daily.
- Some teachers are exploring the use of Mote voice-recording app to support feedback.

5. What should my child do if they are stuck or want to ask a question?

- They should use the ‘stream’ in the Google Classroom to pose questions or raise issues.

6. How should parents contact teachers and the school?

- Please **DO NOT** use the stream in the Google Classroom as a parent. This is for pupil / teacher communication only and the staff have been asked not to respond to parents via the stream. Please use the contacts below if you need to ask a question as a parent.

Logging into Google Classroom

ALL schools:

Email primaryreset@swecet.org

Stating child's full name (as on the register)

Year Group

Which primary school your child attends

Advice/Support with a learning issue

Chadwell St Mary	yearr@csm.swecet.org
	year1@csm.swecet.org
	year2@csm.swecet.org
	year3@csm.swecet.org
	year4@csm.swecet.org
	year5@csm.swecet.org
	year6@csm.swecet.org
Deneholm	yearr@dps.swecet.org
	year1@dps.swecet.org
	year2@dps.swecet.org
	year3@dps.swecet.org
	year4@dps.swecet.org
	year5@dps.swecet.org
	year6@dps.swecet.org
Stifford Clays	yearr@scp.swecet.org
	year1@scp.swecet.org
	year2@scp.swecet.org
	year3@scp.swecet.org
	year4@scp.swecet.org
	year5@scp.swecet.org
	year6@scp.swecet.org

General enquiries

School	Email Address
Chadwell Primary	admin@csm.swecet.org
Deneholm Primary	administrator@dps.swecet.org
Stifford Primary	admin@scp.swecet.org

7. How will you support my child's welfare and safety?

- We are monitoring daily whether pupils are online and the work that they are producing.
- We will contact parents if we have a concern about this.
- If we cannot contact a family, we will conduct a 'doorstep' visit to ensure that we are satisfied that the child can be safely accounted for.
- Our pastoral staff will continue to maintain contact with our identified families to offer weekly contact and support.

8. If my child is unwell or unable to take part in their online lessons that day, what should I do?

- You need to contact the school as you normally would if they were not in school.
- Class teachers are reporting children absent from Google Classroom each day if they have not attended a live lesson or submitted any work during the day. The administrative team in each school will be contacting those families to check why the child is absent and to ensure all is ok at home.

9. I want to send my child into school instead of learning remotely. What should I do?

- We currently have provision on site in each school for the children of key workers and vulnerable children.
- The Government guidance now states that key workers "should keep your child at home if you can".
- We need to limit the number of children in school in order to support the national effort to limit the spread of the virus.
- It is very likely that there will be cases within our bubbles in school and then the whole group will have to self-isolate. This will prevent parents from being able to fulfil their key worker role and so might be counterproductive if your child can learn at home.
- If you are a key working family and need to access the in-school provision, please complete the following form for the school your child attends:

CSM - <https://forms.gle/TT6YYm6FTDPcFCfdA>

DPS - <https://forms.gle/5fwThzXQB4NxY8jr9>

SCP - <https://forms.gle/kkvn1iDDELUqnfq49>

10. My child needs one of the laptops that have been issued to schools by the Government. How do I go about getting one?

- If your child cannot access their online provision, please contact us to discuss how we can help you using the admin email for your child's school.
- As well as using laptops, tablets and phones, children can their Xbox or PlayStation to access Google classroom.

11. My child is in Year 2 or Year 6, what is happening about their SATS?

- SATs have been cancelled.
- We are certain there will be teacher assessment and there will be more information to school in due course. We will keep you informed.

12. What happens if my child receives Free School Meals?

- If your child is eligible for an LA assessed free school meal due to your family income and access to certain benefits, then you will receive a voucher payment.
- Since the start of this term, the South West Essex Community Education Trust has issued Free School Meal Vouchers via a provider called Wonde.
- From Monday 18 January, the Trust is to continue with a voucher system but the voucher will be issued by Edenred, which is the Government's provider and the provider of vouchers in 2020.
- If any parent has a question or needs help, please contact Peter Melville, the Trust's Chief Operating Officer via a dedicated email address fsm@swecet.org.
- Please note that if your child is in year R, 1 or 2 and they receive a universal free school meal because of this, the voucher system does not apply at this time.

13. Are you still going to hold Parents' Evening? If so, how will you do this safely?

- We will ensure that we provide information for parents and are reviewing how we will do this. Our next Parents' Evening would normally be in March and so it will depend on what the Government decisions are regarding schools remaining closed to most children.
- Further information will be provided in due course.

14. What happens if my child has an EHCP and the annual review is due?

- We are working through these currently and will ensure that all annual reviews are held by phone/Zoom by their deadline.

15. How is provision for children with an EHCP being met?

- All pupils with an EHCP have been offered a place in school.
- For those in school, provision is being met as far as possible during this current lockdown.
- Where possible, in most cases, external agencies are still working with pupils remotely.
- For those at home, we are providing as much provision as we can virtually. SENCoS will be in touch directly.
- Where provision cannot be met due to the circumstances, plans will be put in place for when pupils are back at school.
- All pupils with an EHCP whose parents have chosen to keep them at home are being called weekly by SENCo/Pastoral staff.