Frequently asked questions for online learning

1. **Who do I contact for help?**
   Email enquiry@ilsley.bham.sch.uk and your email will be forwarded to the relevant department or person or call the school number 0121 706 4200

2. **How do I structure the day for my child?**
   - Aim to be dressed and ready to start the day at 9am
   - Try to maintain your usual routine
   - Establish working hours
   - Organise a work space – set aside a spot in your home as a work area, choosing a place that will help children to focus and avoid distractions
   - Use a 'To-Do' List
   - Remember to get children to take regular breaks
   - Remind them to reward themselves after completing each task
   - Go to bed on time and sleep

3. **What is Google Classroom?**
   Use this online tutorial clip https://www.youtube.com/watch?v=qOUEP29MX58

4. **How does my child access Google Classroom?**
   Student login details are on stickers in students' diaries. Students have accessed this platform before. It is the same username and password that the student uses to access the school computers.

5. **How do I login to ClassCharts?**
   - Open www.classcharts.com/parent/login
   - Enter your email address
   - Choose 'I don't' have an account yet'
   - Enter your parent access code and name
   - Choose a password
   - Click Login!

6. **I can't log into MyMaths?**
   Email enquiry@ilsley.bham.sch.uk and your email will be forwarded to the relevant department or person or call the school number 0121 706 4200

7. **How do log onto GCSE pod?**
   - Go to www.gcsepod.com and click **"Login"** in the top right-hand corner
   - Click **"New here? Get started."**
   - Select **"Student"**
   - Enter your child's **name, date of birth** and **the school name.**
   - Create a **username, password**, and a **password hint** to help them remember the password.

     USERNAME: this is your school email address (e.g, smithj12@ilsley.bham.sch.uk)

     PASSWORD: this is the same as your school password log in for Google/school computers

8. What do I do if technology is not working?
Call the school number 0121 7064200 or send an email via enquiry@ilsley.bham.sch.uk

9. What shall I do if I run out of pens, pencils or paper?
- You can collect some supplies from the school reception between the working hours of 8.45-3.10. Please ring or email beforehand.
- Call the school number 0121 7064200 or send an email via enquiry@ilsley.bham.sch.uk

10. Will my child's work be marked?
Teachers will be setting work and will be offering guidance where possible between the hours of 8.45-3.10.

11. Will the work be regularly updated?
- Teachers will aim to upload work on a two week cycle. The time frame completing tasks will vary depending on the task
- Check the school website **'Covid 19'** every Monday for an overview of tasks for each year group. Work will be uploaded to Google Classroom by teachers

12. How many hours should my child be working per day?
This will really depend on your situation. Use your judgement; there needs to be a balance of work, exercise and relaxation. Perhaps use this as a recommendation

Time	Activity
Before 9am	**Wake up**, eat breakfast, make your bed
9.00 - 10.00	**Morning Walk** - walk the dog or just go out into the garden or take a short walk around the block
10.00 - 11.30	**Academic Time** – Use Google Classroom, GCSE pod, online books, Accelerated Reader, Sudoku books, flash cards
11.30 - 12.30	**Creative Time** – non screen time activities, reading, drawing, colouring, play music
12.30 - 1.30	**Lunch** – try to eat healthy and remember your 5 a day
1.30 - 2.00	**Chore Time** – are there any jobs that you can do around the house to help out?
2.00 - 3.30	**Academic Time** – Use Google Classroom, GCSE pod, online books, Accelerated Reader, Sudoku books, flash cards
3:30 – 4:30	**Afternoon fresh air** – walk the dog, go outside
4.30 – 5.30	**Quiet Time** – talk together, reading, puzzles
5.30 - 6.30	**Dinner**
6.30 – 9.30	**Free Time**
	Bedtime

13. I can't do all of the work set.
We are just expecting you to do your best. It is important you take regular breaks, do some exercise and read in addition to doing some academic work

14. I have not got a printer / enough ink.
The vast majority of work does not require printing. Most of it can be done on paper / in exercise books. Some tasks require online submission (see instructions on how to use Google Classroom).

15. How do I find class work set, join a class and upload work to my teacher?
Follow the instructions on how to access Google classroom on the school website on the tab 'Coronavirus information'

16. What is the point of doing work when I am in year 11 / 13 and my exams have been cancelled?
Any unfinished NEA work that can be completed at home should be, and be submitted to your teacher as soon as possible via Google classroom or email. It is important you continue with consolidation tasks set by your teachers in all subjects as you may be in a position where you wish to sit exams when schools reopen. You also need to continue with studying as you need to maintain good working habits for your next steps in education or employment. We will, in time, also be providing A level bridge tasks .

17. What if my child refuses to complete any work?
- Some recommendations would be:
    - It will not happen overnight but with patience and effort you can encourage your child to want to learn even if they may appear lazy or disinterested
    - All students will fall behind, feel de-motivated or overwhelmed, or struggle with the balance of home learning, social time and what society is dealing with. When your child feels like this, berating and threatening them will have a negative effect. Talk to them about the issues, acknowledge their feelings and adopt a sensible attitude in wanting to find a solution. Help them prioritise and if necessary talk to the school where possible.
    - Consider using a reward structure to motivate and encourage your child. This is NOT bribery; it is a reward, just as you are rewarded by a salary or bonuses for working even when you don't feel like it.
    - Encourage creativity by setting aside time each week for painting, drawing, making up stories or doing crafts
    - Break up tasks into smaller chunks if need be
    - Remind your child that education is still a priority, it is not a punishment and learning is fun
    - Avoid behaviours that will put a negative or stressful connotation on school and learning, such as bribing, threatening, focusing on grades instead of what is being learned and being too critical

18. How do I know that my child is safe online?

Helpful tools and advice you can use to keep your child safe when they use the internet at home, at a friend's house or at school.

The internet is great for learning, sharing, connecting and creating. So try and balance how you guide your child on online safety with an understanding of why they want to use it. You don't want your child to feel they can't come to you if they encounter a problem online.

Set rules and agree boundaries as a family
- ✔ Set boundaries for how long your child can spend online and what they can do.
- ✔ Agree this as a family so that access to devices can be shared fairly.
- ✔ Remember there are tools that can help you manage and monitor access and use across all devices.

Talk about online safety and get involved
- ✔ Have conversations about online safety little and often and build it into other conversations.
- ✔ Ask questions about what they do online, such as what sites they visit and who they talk to.
- ✔ Make the use of the internet a family activity.
- ✔ Remember to share these rules with babysitters, childminders and other family members.
- ✔ Talk to other parents about internet use, such as what they do and don't allow.

Know who they are talking to
- ✔ Tell your child that strangers can pop up anywhere online: email, instant messenger, social networking sites or online games.
- ✔ Your child may feel they know someone well, even if they've only played a game with them online. So remember to talk to them about what they share with people they've only met online.
- ✔ Discuss boundaries and say you'd like to be friends on social networks, initially. Understand the games they play.
- ✔ Ensure your child knows what to do if someone they don't know contacts them, e.g. ask you for advice.
- ✔ Show your child how to report abuse and how to block people on the websites they use.

Check content is age-appropriate
- ✔ Check age ratings of games, online movies and websites.
- ✔ Use parental and privacy controls
- ✔ Check the privacy settings on social media and websites.
- ✔ Adjust parental controls to suit your child's age and maturity.
- ✔ Make sure you always logout of your online accounts.

For more help and advice visit www.nspcc.org.uk/onlinesafety or contact the NSPCC helpline on 0808 800 5000 to discuss any concerns