

FAQ Remote Learning 12 January 2021

Q: In the first week of partial school closure, why did other local schools look like they were doing more live lessons than Park?

- We believe a mixture of pre-recorded lessons by the teacher; links to nationally approved videos; Assignments/quizzes that regularly assess the learning of students; POSTs explaining the work and documents and images are a better way of learning than going live every lesson.
- We want to ensure that all our students and staff are safeguarded online and have spent the last week preparing for this.
- There is no evidence that one mode of learning is better than the other so we want a mixture of learning styles and approaches.

Q: What do I do if I don't have a laptop?

- Our remote learning strategy is set up for all students to access MS Teams via a mobile phone and are utilising POSTs to signpost what work needs to be completed.

Q: What do I do if I don't have the internet or enough data on my phone?

- Contact school and complete the online Form that has been sent to parents
- We can apply for more data to be put on your phone if you don't have family internet.

Q: What do I do if there not does seem to be any work for set for my lesson?

- Ensure you are opening the tab POSTs and not looking in Notifications or Assignments only

Q: What do I do if I am getting too much work from my teachers?

- The work for your lesson should not take longer than an hour to complete. If the work does seem to be taking longer than that then stop at an hour and send the work in that you have managed to do in that time. You could always drop your teacher an email to say this is an hour's worth of work. They will be happy that you have tried your best!

Q: What do I do if I don't understand the work that has been set by my teacher?

- Email the teacher through your Outlook account or reply to the Microsoft Team Post

Q: What do I do if I can't upload the work that the teacher has asked for?

- Email the teacher through your Outlook account or reply to the Microsoft Team Post

Q: What do I do if a link on the work set by my teacher does not work?

- Email the teacher through your Outlook account or reply to the Microsoft Team Post for them to re-attach it.

Q: What do I do if I am having issues logging in and accessing my account?

- Email the icthelpdesk@park-high.co.uk

Q: What do I do if another student knows my password and is logging in?

- Email the icthelpdesk@park-high.co.uk

Q: What do I do if another student has sent me a nasty message online?

- Email your Director of House who will then get in contact with you.