Frequently asked questions

**I can’t get into the zoom meeting, I am waiting to be let in, why can I not get in?**

A member of staff will let you in when the zoom is ready to start. Just be patient.

**Why is zoom asking for a password to let me into the meeting?**

This should not happen with the links provided by school, if it does it may mean that you are accessing zoom via an app. Please ensure you try joining the meeting directly from the link sent or close the link and try joining again. If this still does not work contact the main office who will be able to ask our IT company to help us resolve the problem for you.

**Why has the zoom lesson not started on time?**

Please be aware that, like you, we sometimes have technical issues with our IT. Please be patient and the session should start soon. If there is a significant problem meaning that the session needs to be cancelled we will text parents to inform them of this.

**Why are the hyperlinks for sessions and resources not working on my device?**

A member of our staff has the responsibility for checking all of the hyperlinks before the remote learning plans come to you to ensure they are all working. It seems that some devices do not allow them to be clicked, please try another device and if this doesn’t work contact us on the year group email.

**My child is finding it hard to get through all of the learning set, is this OK?**

The teachers will set activities to complete in each session. Your child should complete as much as they can in the time allowed for the session. If they do not complete everything set that is okay, they just need to submit what they have done.

**Does my child still have to read as this is not a specified time slot on their learning plan?**

Before the lockdown we asked parents to ensure that children read at home at least three times a week. This was for homework, outside class time. We would still ask that you continue this. We will teach reading sessions as part of the curriculum and your child’s teacher may read to them as they would in school time but it is still important that your child still reads their book at least three times a week.

**What if my child cannot come to a live registration/check in?**

We understand that this happens as other things can get in the way when your child is learning from home. Please ask your child to let the teacher know or contact the year group email. Your child can then do some learning from another resource from the activities on School Spider or Tapestry for Reception children.

**Can I have a paper pack of learning for my child?**

We are providing paper packs but these do not replace the interaction with the teacher and other pupils on the check ins so it is important, if at all possible, that your child accesses these. We have provided laptops to 32 pupils who were struggling with internet access and supported several others with broadband to ensure that the vast majority can get online. Learning completed does not necessarily have to be submitted at the end of the timetabled session and can be submitted later if this is an issue.