

## Home Learning Provision – Some Useful Information

We appreciate the incredibly positive feedback we have received about our home learning provision to date; we also recognise that there will always be ways we can improve. We have put together a list of frequently asked questions to try to help with common queries. As queries tend to fall into one of three categories, we have set up additional email addresses to ensure that the right person sees your message. There will be times when it is not completely clear which of the categories your message relates to, please don't worry about this as we can direct these as appropriate.

### FAQs

#### 1. Technical problems

**Contact:** [help@whitehill.herts.sch.uk](mailto:help@whitehill.herts.sch.uk) or call 01462 621313

This email address will be monitored closely in the morning in order to help you set up for the day ahead.

#### ***What if we experience technical problems (before or during a lesson)?***

In the first instance, email [help@whitehill.herts.sch.uk](mailto:help@whitehill.herts.sch.uk) to let us know as soon as you experience a problem. Failing that or if you feel like a direct conversation is required to resolve the issue, please call the school office. We will do our best to resolve it there and then so that your child can join the lesson. This might not always be possible; if technical problems result in your child missing a lesson we will try to make a recording available or else advise how else your child can catch up.

**Please do not contact the teacher directly** (send an email, post a message in the class stream etc.): messages on these platforms are unlikely to be seen during live teaching and so we will be unable to respond in a timely manner.

#### ***I've emailed to say that my child can't log on – why has nobody responded?***

It is most likely that we are working on a solution but if you are concerned, phone the office (see above).

#### 2. Teaching and Learning

**Contact:** [consult@whitehill.herts.sch.uk](mailto:consult@whitehill.herts.sch.uk)

For questions or comments in relation to our home learning provision, please email [consult@whitehill.herts.sch.uk](mailto:consult@whitehill.herts.sch.uk)

#### ***My child missed a live lesson – what should I do?***

Most lessons are recorded so if you email [consult@whitehill.herts.sch.uk](mailto:consult@whitehill.herts.sch.uk), we will upload the recording (if we have it). If not, we can advise how to catch up.

***Does my child need to submit work for every lesson?***

Sometimes teachers will look at work with children during the live lesson and sometimes your child will be asked to submit a piece of work via Google Classroom. Your child will be told whether or not they are required to submit work and by when. If work is not submitted, we may contact your child directly via Google Classroom to ask for it.

***What feedback can my child expect?***

Feedback will be given in a variety of ways, it might be given to the whole class (during a lesson or in a follow-up lesson); it might be given individually during class or attached to submitted work. Work will be acknowledged with a positive comment, which might be short or more detailed. There is less likely to be a 'feedback dialogue' that might happen in class, simply because it is very hard to maintain with this way of working.

***How do I know if my child is doing alright (from the school's point of view)?***

As with our usual practice, we will contact you if we have concerns about your child's work or well-being. It is our intention to run parents consultations virtually (as we did in Autumn) in the second half of the Spring Term (please see school calendar).

***Can I continue to send in positive feedback?***

Certainly – the staff love receiving you positive feedback, especially when they're tired. It raises the spirits.

**3. Admin queries**

Contact: [admin@whitehill.hert.sch.uk](mailto:admin@whitehill.hert.sch.uk) or call 01462 621313

Please continue to use the contact above for general school enquiries whether they specifically relate to this period of lockdown or not.