

## Parent FAQs

### Remote Learning

Please remember that if your question is of a technical nature, you can get advice from the Accord ICT team on [techsupport@accordmat.org](mailto:techsupport@accordmat.org)

They try to respond to enquiries as quickly as they can depending on the number of enquiries and at any rate within 72 hours. They are best placed to answer your IT issues.

- **If my child is self-isolating will they be provided with live lessons?**

If the whole class is self-isolating then live lessons will be completed by their class teacher (providing that it is not the teacher who is ill). If your child is self-isolating on their own then live lessons will not be able to be provided but work will be sent home either electronically or as a work pack depending on your preference.

- **Can my child interact with the live lesson, ask questions as the teaching is happening?**

Yes, there is a facility to ask the teacher questions or answer what the teacher has asked by using the **chat** facility. There is also a hands up feature, but we have found that this is not easy for the teacher to see when they are sharing their screen with the children so it is better to use **chat**.

- **I do not have a printer at home to print the work the teacher has set.**

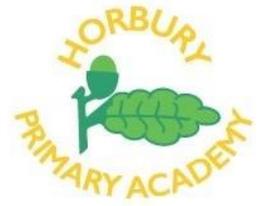
It is ok to write the answers on paper and photograph this and send back to the teacher. Work can be completed on word and uploaded to Teams. If you find it easier to use Seesaw to return work then this is fine too.

- **I cannot download the documents as they are in word and I have an apple device?**

Teachers are trying to upload work in a variety of formats to support access to the work. As above its ok to work from the sheet on screen and write onto paper.

- **I cannot see the teacher and the chat facility at the same time?**

This can depend on the device you are using. Some children have solved this by using a laptop/tablet and phone at the same time and whilst this isn't ideal it is one way of solving the problem.



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- **I'm working from home and cannot support my child with their learning.**

We have found that if children are able to watch the live lessons then they can then access the learning themselves. They might just need to be reminded that it is like being at school and they should stay in their 'learning place' and get on with it. To support this, teachers will create a timetable which shows the children what they should be doing and when. We have also built in breaks, lunchtimes and chat times with their friends in class. Children like routine and we think this will help them keep their school routine whilst at home.

- **I would like to support my child with their learning but I have to fit this around my work.**

It is ok to plan your child's learning around what works for you. This might mean that they watch the live lessons and then do the work later.

- **We have a laptop at home, but I need this to do my work?  
The laptop/tablet we have does not seem to support Microsoft Teams?**

If you have contacted our tech support and this doesn't seem to have solved the problem, we can arrange for a work pack to be created. The live lessons could be watched on a mobile phone and the work completed on paper. School does have a small number of devices which can be loaned out to children for the duration of their self-isolation-but these may not always be available. In this case a work pack will be provided.