

## Online Lessons – Frequently Asked Questions

Question	Answer
<p><b>How can my child access their lessons?</b></p>	<p>All students have a Google Classroom account and should have their log-in details written in their planner. Their teachers will have manually invited them to join subject classrooms, which will show up as an invite on their Google Classroom homepage.</p> <p>Watch the video link to see how students should access their work through Google classroom:  <a href="https://drive.google.com/file/d/17eingtq7KN4IRM6oBRRv9Hj4PXkid6WY/view">https://drive.google.com/file/d/17eingtq7KN4IRM6oBRRv9Hj4PXkid6WY/view</a></p> <p><i>To access a streamed (live) lesson, students should click on the specific Google Classroom for the subject they are wanting to study.</i></p> <p><i>In the stream of the Classroom, there will be a “Meet” link which will appear once the teacher has started the lesson. Once a student has clicked on this, they will be asked to “join” the session. When joining, students should have their camera and their microphone off.</i></p>
<p><b>When should my child access the lesson?</b></p>	<p>Students should try to access their lessons at the same time they would if they were in school. Most of the time the lessons and work will be posted in advance and will be pre-recorded lessons, so there is the option for students completing these at a time that is convenient to the family (depending on equipment available).</p> <p><i>Sometimes, particularly for Year 11 students, they will be live lessons, which will be at the same time as their timetabled lesson. It can take a couple of minutes for teachers to move around the school. Teachers need to take a register and load their lesson prior to the streamed lesson launching. Therefore, if the link is not immediately available please wait patiently and refresh the classroom.</i></p>
<p><b>What should my child do if the work for a subject does not appear?</b></p>	<p>The students should message the teacher through Google classroom in the first instance.</p> <p>If it isn't resolved, then the parent should contact their child's Learning Manager who will then remedy the situation.</p>

<p><b>What will happen if a teacher is not in school?</b></p>	<p>If a teacher is self-isolating but feels well, they will stream their lesson remotely into school. However, if the teacher’s absence is unplanned, it is not always viable to set up a live lesson. Work will be provided on the Google Classroom stream as soon as possible for students at home.</p>
<p><b>How can my child contact their teacher if there is a problem?</b></p>	<p>Students can message their teacher through an assignment within that classroom. In many cases, a teacher will still be teaching so it is not always possible for teachers to reply to students whilst in the lesson, depending on the tasks being set. The teacher will respond to them when they are able.</p> <p><i>In a live lesson, students should mute the microphone when they join the lesson. We ask that students only unmute themselves when asked to do so by the teacher.</i></p> <p><i>Students can access the chat function at all times in the lesson should they need to ask a question. Google Meet also has a “raise hand” function which notifies the teacher that a student wishes to speak.</i></p>
<p><b>How will the lesson be different at home?</b></p>	<p>Teachers will continue to set work for their planned lessons, and resources will be provided on Google Classroom. Where possible, a video lesson will be available for the lesson with a teacher talking through the work, although this could be put on after the normal lesson time in some cases.</p>
<p><b>How can my child still access the resources that will be used in lessons?</b></p>	<p>All sheets and resources will be added to Google Classroom so that students can complete activities related to the lesson. However, logistically, not all activities will be suited to home study.</p>
<p><b>My child has left their exercise book at school. What can my child do?</b></p>	<p>Unfortunately, it is not possible to send these resources home. Students should do their best to continue with tasks on paper or on Google Classroom.</p>
<p><b>What will practical lessons be like remotely?</b></p>	<p>We have been able to bring back some practical elements in lessons. Therefore, there will be times when students at home are unable to complete the same tasks due to lack of resources. However, teachers are doing their best to involve all students.</p>

<p><b>How will PE be taught remotely?</b></p>	<p>Work will be set on Google Classroom for students to complete.</p>
<p><b>The sound is not working in a live (streamed) lesson. What is the solution?</b></p>	<p>If a student is in a lesson but cannot hear, please check that your sound is working at home. This can also be done by playing a video or song on a browser window. If the problem is in the classroom, this will be dealt with as a priority by the IT team. If your child believes that the teacher is not aware that they cannot hear, then they should use the chat function to speak to the teacher or use the “raise hand” function which sends a notification to the teacher. This may take a little while to fix if it is an IT issue and we appreciate your patience.</p>
<p><b>The teacher is sharing a video/resource that my child cannot see at home. What is the solution?</b></p>	<p>As with a sound issue, students should notify the teacher using the chat function or by using the “raise hand” function which sends a notification to the teacher within a live lesson.</p> <p>Teachers will re-share any videos or resources on the Google Classroom stream, if students have not been able to access them.</p>
<p><b>What else should we consider for a live lesson?</b></p>	<p>Students should try and access lessons in a quiet environment, where they are unlikely to be distracted.</p>