



FAQ: PARENTAL GUIDE TO REMOTE ONLINE LEARNING DURING AN ISOLATION PERIOD

1. What Online Platform is The Grange Using?

- a. The Grange is using Google Classroom. We have access to the Google Suite and it's a platform with which our students are familiar.
- b. This can be used in conjunction with; Oak National Academy, GCSEpod, BBC Bitesize, Mathswatch, Seneca and Everlearner.

2. How flexible do I need to be as a parent in this process?

- a. Students are expected to access and log into the Google Platform every day (if they are asked to Self-Isolate) the only exception to this, is if a student is too sick and is unable log on.
- b. Where a student does not have access to a computer and the internet, requests for paper copies can be made.

3. How can my student access their classes?

- a. All students have a Grange Academy email address
- b. Your child's teachers will email them an invitation to their Google classroom through their email. When the student clicks on the accept button the link takes them to the Google classroom.

4. Will my students be meeting virtually at their regular class times?

- a. Yes, if a 'Bubble' is asked to go into Isolation students will continue to be taught 'virtually' by their classroom teacher. (This will be when whole Year groups have been asked to isolate)
- b. Students will be asked to follow their normal school timetable
- c. Links to join these live lessons will be sent to your child either by invite to their school email, or via the relevant Google Classroom.
- d. If you have space available it would be beneficial to have a designated workspace for students to limit distractions and any supplies that would assist in their learning.

5. What happens if my child is isolating but the 'bubble' has not been asked to isolate?

- a. Work will be sent to the google classroom
- b. It will be at the discretion of the teacher as to whether your child is invited to attend the class 'virtually' (You child can contact the subject teacher directly if they wish to virtually sit in on the lesson.

6. What do I do if I don't have Internet access or enough devices?

a. A recent survey has been sent to parents in order to highlight this issue. If your child does not have access to the above- please contact the academy directly.

7. Where can I get help during Distance Learning?

a. Assistance for student, contact the teacher by email.

b. Technical problems with your laptop or device, contact IT
itsupport@thegrange.futureacademies.org

8. My child does not understand what to do. How can they get help?

- a. Please be mindful that online learning is a significant change for teachers as well as students. We will all adapt as quickly as possible, but the more enquiries we receive, the longer it will take to respond to them. If your enquiry is essential, please don't hesitate to contact the relevant subject teacher via their school email address.

9. Where is my child's work?

All learning activities will be on Google Classroom and/or through 'live virtual lessons' and your child should be working through this platform each day. All students have received training on Google Classrooms and use this online platform regularly.

10. I know lots of the learning activities are on Google classroom. I can't seem to make that work.

Try setting your Internet browser to Google Chrome. This can give greater functionality. If you have any issues with IT access please use the email itsupport@thegrange.futureacademies.org

If you have a question not answered above, please contact Mr Wride, Assistant Principal:
j.wride@thegrange.futureacademies.org