

Q&As

We hope this document will help you manage this new way of working. Please continue to let us know of any issues you are having.

Communication

How will I receive whole school messages?

We will continue to communicate with you in the same ways: text, email, via our website.

I want to communicate with a specific teacher / member of staff. Can I?

Please use parents@holbrookacademy.org so we can direct your enquiry to the right person. Staff are working in different ways at present. Students can send a direct message to the member of staff who set work on ShowMyHomework (SMHW) and Google classroom.

How quickly will members of staff respond to questions and queries?

Staff will do their very best to answer your questions promptly but responses will vary as staff are working differently.

I have information to share about my child. How should I do this?

Please use parents@holbrookacademy.org. If the information is health related or linked to our current care provision in school, please use health.advice@holbrookacademy.org

I'm not sure where to get the latest advice about Coronavirus Covid-19

Please use the official government website: <https://www.gov.uk/coronavirus> and NHS: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Will schools have to register students?

During this period, schools do not need to take an attendance register. For administrative purposes Code # (planned whole or partial closure) will be used. Schools will only be expected to register students accessing the Academy care provision and submit a daily return to the government.

If my child becomes poorly, do we notify the school?

Although we are not formally registering students, understanding how they are getting on will help us make any amendments for them with their learning. It also means that we can extend our pastoral care for them. Please use health.advice@holbrookacademy.org If there are cases of coronavirus in our community, it will help us to manage information sharing in support of all.

I am a key worker and may need to access the care provision in school. How do I go about this?

We understand that this provision may have to change in response to local need. Please email health.advice@holbrookacademy.org with any questions about accessing this provision.

When will schools reopen?

Schools remain closed until further notice.

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Learning

I am worried that my child doesn't understand the work he/she has been set. What should I do?

Your child can ask the teacher who set the work via ShowMyHomework and Google Classroom directly; students are already asking their teachers questions about their learning and will receive help via these platforms.

My child has worked hard on their work. How will it be assessed / marked?

Increasingly students can submit work via Google Classroom and this will be marked/assessed and returned to them with WWW/EBI (What Went Well / Even Better If) feedback, as it is in school. School staff will develop other methods of collecting the evidence of students' work using technology. Where it is not possible to do this 'online', students should keep their work organised to submit when they return to school in the future.

My child has special educational needs / My child needs extra support. How can I support them?

Where possible, resources used online will be suitable for your child's learning needs and academic ability. Teachers know your child and their learning needs well. To help your child at home, support them by reading the question/activity to them and check their understanding.

Giving sentence starters tasks in written tasks is a useful way of supporting students.

Providing definitions of more challenging words is also useful for students, and ensuring that they are using their coloured overlays / glasses as they would at school.

Using 'brain-breaks' is also a way helping students to learn; 'chunking' activities into smaller 'bite-sized' activities ensures that students don't get easily distracted when sitting at a desk for long periods of time.

I don't know what resources I need.

Most resources will be available on SMHW / Google Classroom and your child should be able to complete any work set using these platforms without need for further resources. Teachers will signpost other online resources for their subject.

Will lessons will delivered via video link like at other schools?

This is something we are exploring and will be providing an update on this soon. We need to make sure we have everything set up, that staff are fully trained and that we are able to engage students safely.

What about end of unit tests?

Some departments will be setting these once teachers are satisfied that students are ready to sit them. These will be the same as the tests used in school (or as near as possible) and will marked in the same way, with grades uploaded to Go4schools.

Should students stick to their normal lesson timetable? How much time you think our children should be studying each day? How many subjects should they do in a day? How should I structure my child's learning experience at home?

It is important to have some structure to the study routine at home and the school timetable might be a good starting point but the routines at home will be different for every family. Discuss what is best with your child. To help understand which subjects you should spend longer on, please look at how subjects are allocated on their timetable. For example, over the fortnight, students will have more 'core' lessons (English, Maths and Science) then a spread of foundation subjects or options in the upper school. We build

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PE lessons in and also build physical activity into our enrichment programme so please makes sure you do too! Please cover all of their subjects where possible.

Are the dates being set on ShowMyHomework actual deadline dates or can we work flexibly? We currently have some massive projects with very short deadlines.

ShowMyHomework triggers teachers to put a deadline and, until we have a better understanding of this new way of working, our work expectations and deadlines might not be realistic. We will keep this under review and appreciate feedback to help us get it right.

Is all work being set on SMHW or is it on a mix of SMHW, Google Classroom, Educake, Linguascope etc? Staff have been asked to set all work on SMHW and link to other sites where they are needed to complete the task.

Learning and Technology

What if the internet goes down / I can't access the internet?

This is out of our control and we would advise students to continue working 'off-line' where possible. Printing some resources out if possible will help, or continuing to read, write creatively and practise spellings, punctuation and grammar or mental maths are all useful 'off-line' activities.

Resources are not loading properly and I'm unsure what to do.

In the first instance, contact the member of staff setting the work to check if there has been an error when uploading.

We are struggling to access certain online learning tools.

For My Maths: First login using the school's username: holbrook and password: primes.

Then log into 'My Portal' using their individual login (which is a 4 digit number) and their password (3 letters).

If your child has forgotten their login details, they can send a message to their maths teacher via SHMW.

For others:

Email the reset password team on passwordreset@holbrookacademy.org stating the username that needs resetting, and which system it is that you are trying to log into (Google, SMH, GCSEPod, etc.)

The ICT support team will receive this email during office hours, and acknowledge receipt. They may ask for some further information.

A text message will be sent to the primary number held on SIMs with the new password. If there is no mobile number held, an email will be sent instead.

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Support

My child is struggling to manage their feelings. Who can help?

We have signposted some services here: <http://holbrookacademy.org/students/useful-information-for-students/>

You might also find this helpful: <https://www.healthysuffolk.org.uk/>

Our pastoral team will be making contact with students they are worried about.

I have concerns about a child's safeguarding. What should I do?

How to make a safeguarding referral and report a concern about a child or young person at risk of harm, abuse or neglect:

If it's an emergency, you can call:

- Customer First on **0808 800 4005** if you're worried that a child or young person is at risk of harm, abuse, or neglect
- the police on **999**

If you would like to make contact with our pastoral team because you have a concern/your child is struggling emotionally, then please do so by emailing george.anstee-parry@holbrookacademy.org or sophie.crabtree@holbrookacademy.org or Stephanie.keinzley@holbrookacademy.org and they will listen/advise/signpost.

Year 11 (From Mr Hart)

My child in in Year 11. What happens next for them?

This has been a very strange time for our Year 11 cohort. Nobody would have chosen their time at Holbrook to end like this. Teachers will soon be setting their final predicted grades to be sent to the exam board for processing – further details on this can be seen below. In the meantime, I have advised students who are concerned that their predicted grades may not be as they wished, to continue studying and revising in those subjects as though they were still due to sit the exams. Students are entitled to appeal any grade awarded to them by the exam boards and are further entitled to sit an examination in any subject as part of that appeal process. By continuing their studies, any student wishing to appeal a grade will be in a strong position to achieve well in the exam. Furthermore, it is recommended that students continue to make best use of materials supplied by their teachers in any subject that they are intending to study in their Post 16 setting.

Will the prom and other leavers events go ahead?

It is the Academy's intention that Year 11 will still have a prom. Staff are already looking to firm up a rearranged date and it is hoped that Year 11 students will be part of that process by informing us of their preferred option. Choices will be sent out by way of a short survey and should be completed by the recommended date.

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How will my child's GCSE results be calculated?

As per guidelines received from government, subject teachers will be setting your child's GCSE results using the wide range of assessments they would have completed during the two years of the GCSE

courses. Mock examinations will play a big part in this, but will not be the sole indicator used. Teachers will consider any incomplete elements of the course, as well as the general trajectory of their students' performance against set assessments. Once predicted grades are finalised and sent off to the various exam boards, there will be further calculations carried out which will look at a student's starting point and expected level of attainment. At the time of writing, we are still awaiting further instruction from the government as to how best calculate predicted grades.

Further information on this point can be found by visiting this link:

<https://www.gov.uk/government/publications/coronavirus-covid-19-cancellation-of-gcses-as-and-a-levels-in-2020/coronavirus-covid-19-cancellation-of-gcses-as-and-a-levels-in-2020>

For the Year 11s how important/necessary is it that they continue to work from home, do they need to be doing the work that is being set on the learning platform?

It is the Academy's recommendation that students continue to complete work set by their teachers. The benefits of doing so are plentiful but, students may well find they would like to appeal grades received from the exam boards. By continuing their studies, they will be well-set to complete any external examinations set as part of the appeals process.

Is this work going to be considered as part of their GCSE grades?

Work completed outside of the Academy is unlikely be counted by teachers in setting their final predictions, unless otherwise stipulated. It is important to the integrity of the process that staff can be sure that each student is responsible for their own work.

When will we know the results of the latest year 11 mock exams?

Staff are busy marking the mocks at the time of writing and results will be posted on G4S in due course. This is likely to be after the Easter break.

Should the year 11 students carry on working on their different subjects until they know which grades they are allocated, in case they want to appeal?

Yes, as mentioned above.

If a year 11 decides to appeal, is September a possible window for sitting the exams (obviously depending upon the fight against the virus evolves!)

At the moment, it is the Academy's belief that these exams will be held in the new year, although this is still uncertain at the time of writing. Parents will be properly updated on this once it is known.

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Will Midyis scores and Midyis predicted grades for each subject be submitted to the exam boards for evidence of potential at GCSE level?

It is not the intention of the Academy to use prior attainment data in the setting of final predicted grades. Exam boards will, however, take KS2 data into consideration, against the grades they receive from schools. Information on how this will work is detailed in the link from the government higher up this page.

How will my child prepare for post-16 education?

We will be linking closely with post-16 education providers to ensure that we can support and manage the transition for students. They will continue to contact students directly where these links have already been established.

Finance

We had a deposit paid for a trip or event. Will I get my money back?

Details for trips due refunds are as follows:

- *Oliver Twist - will be refunded in full*
- *Private Peaceful - will be refunded in full*
- *Stemtacular - will be refunded in full*
- *Prom - no refund as this will be postponed to a later date. Mr Hart will be asking students for their preferred choice of date,*
- *Activities week - tbc*
- *Paris - tbc*
- *Sailing - any lessons paid for that haven't gone ahead will be refunded in full.*

Once refunds are actioned by the Academy it will take 1 to 2 weeks to appear back into the payee's account.

We are struggling with managing our finances, what can we do?

Please see government updates <https://www.gov.uk/coronavirus>

My child is entitled to Free School Meals. What help will we get now schools are closed?

We are finalising the details of the voucher scheme and will be in contact with families soon.

Staying Safe Online

As the school has transitioned to remote working with students accessing their work via SMHW, Google Classroom and other school approved Apps, here are some tips to you keep safe whilst working online.

- *Keep your anti-virus software up to date.*
- *Keep privacy setting as high as possible when using social media.*
- *Do not share personal information; name, age, email address, address, phone numbers and your bank details!*
- *Do not befriend people you don't know, remember that not everyone online is who they say they are.*
- *Think carefully about what you say before you post something online, be kind.*



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- *Think before you post, once you post something, you lose control of it, especially if someone else screenshots or shares it.*
- *If you see something online that makes you feel uncomfortable, unsafe or worried; leave the website, turn off the computer if you want to and tell a trusted adult immediately.*
- *Ask your child to show you what they are doing online or the apps they're using (they are the 'experts') so they will help you understand them.*
- *Do not spent hours in front of a computer screen, about 45 minutes and then a 15 minute break.*