



Guidance for Pupils and Parents

Accessing work and support
during an extended school
closure

This document details how to access work and support during an extended school closure.

Staying safe

Whether working within school or remotely, safeguarding is of paramount importance to us. Careful consideration has been given to following aspects:

- During on-line interaction between staff and pupils via Microsoft Teams, staff will continue to use the appropriate mechanisms if they feel there are any safeguarding concerns that Designated Safeguarding Leads need to be alerted to.
- All interactions on Microsoft Teams are logged. It should also be noted that one-to-one and school device webcams have been disabled.
- Although there are internet filters in place on school devices, parents need to be aware that online safety is their responsibility, whilst pupils are working remotely. Your Internet Service Provider will also be able to offer certain levels of home filtering.
- Through social media we will continue to advise and update pupils about keeping safe online.

If you have any safeguarding concerns that you feel school should be aware of then please contact our Designated Safeguarding Lead directly on eheaton@ribblesdale.org.

Pupil work

We aim to support your son/daughter with their learning by giving them a structured routine. Work will be set / monitored by subject staff on a daily basis during the school closure. Our expectation is that your son/daughter will work each day on the subjects they would normally have in school, if they followed their timetable. Please follow the guidance, detailed later in this document, which details how to access the work set. Microsoft Teams can be accessed in the following ways:

- Through the Teams app on your son/daughter's one-to-one school device
- By opening a web browser on any computer/tablet/mobile phone and going to <https://portal.office.com>. They will then be asked to login. The username is your son/daughter's school e-mail address and the password is the same one they use to access computers in school.

The points below detail how work will be set, the frequency and how much:

- Instructions outlining the work to be completed will be given in the 'Posts' area within each Team (see guidance later in this document on how to access)
- Teachers will post instructions for their lessons at the beginning of each day to support your child in organising their learning time.
- For each timetabled period your son/daughter studies, approximately 30mins work will be set. For example, if a pupil studies science for 3 periods a week, then the equivalent of approximately 1.5 hours of work will be assigned each week.
- The work will be set on the day when the pupil normally has their timetabled lessons.
- Our expectation is that pupils try to complete the work set during their normal timetabled period, as this will provide pupils with an opportunity to interact with other pupils in the virtual lesson/learning.
- Subject staff will monitor the 'Posts' area on the 'General' channel within each of your son/daughter's class Teams and respond/support pupils as required, when they are able to do so. As a minimum, teachers will be online every morning from 9.30am to 11.00am to prepare pupils for their learning that day and to offer guidance and support. Pupils should be aware that there will be an expectation that high standards of online behaviour and etiquette will be maintained, and that teachers and ICT support staff will be monitoring this.

If you need to contact a specific subject teacher, please e-mail them on their school e-mail address. These are in the format of initialsurname@ribblesdale.org. For example, Mr J Smith would be jsmith@ribblesdale.org.

Form Tutor Support

Form Tutors will be on hand, at a minimum, each morning from 9.30am to 11.00am to provide support via their Form Group Team. Form Tutors will share messages in 'Posts' section of the 'General' channel of their form group Team. The aim of this message is to virtually 'check in' with their form group and highlight that they are available to help as required.

Form Tutors will also share their e-mail address with pupils, so that they can contact them directly via email should they have a specific problem, which it

isn't appropriate to share in the Teams conversation. The Form Tutor will respond directly to the pupil via email and involve other pastoral staff should the need arise.

If your child is unwell, contact school via the email address attendance@ribblesdale.org or by calling 01200 400098, between the hours of 9.30am and 11am. This will allow us to have awareness of pupils who are unable to complete the work their teachers are setting them during school closure. Please also inform school in the same way when your child is well enough to resume their school work.

IT Technical Support

If your son/daughter encounters a technical issue with their one-to-one device or is struggling to connect/use any of the usual school platforms, including Teams, they should inform the ICT Support Team as soon as possible. This can be done by sending an e-mail to 121Support@ribblesdale.org . The ICT Team will respond via e-mail at the earliest opportunity.

As you can appreciate, the ability of our support team to resolve issues will be limited due to them not being able to physically check your son/daughter's device. They will, however, suggest some basic things to can check in their e-mail response, to try to fix the problem. Obviously, if there is a physical problem, such as the device not charging or damage to a device, this will be logged and resolved once school re-opens.

As a backup alternative, pupils can also access Teams, email and all the Microsoft apps from any device, via an internet browser. To do this they will need to go to <https://portal.office.com>. They will then be asked to login. The username is your son/daughter's school e-mail address and the password is the same one they use to access computers in school.

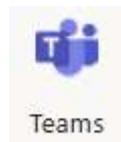
How to access work using Teams

Academic Work

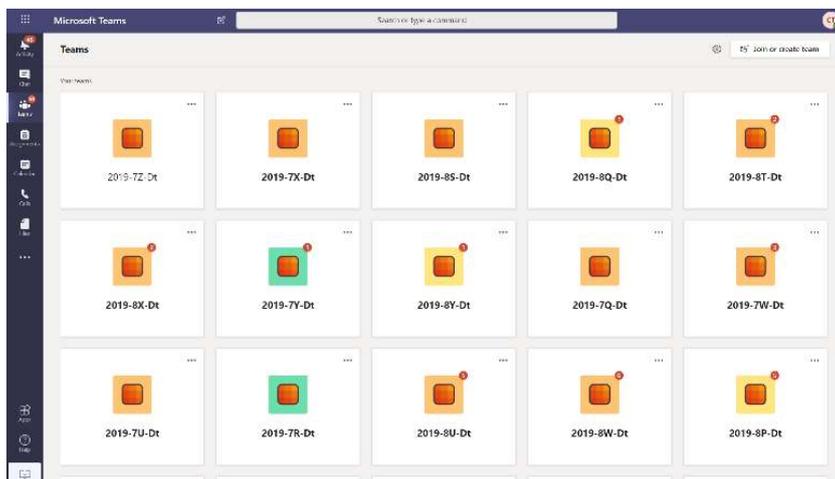
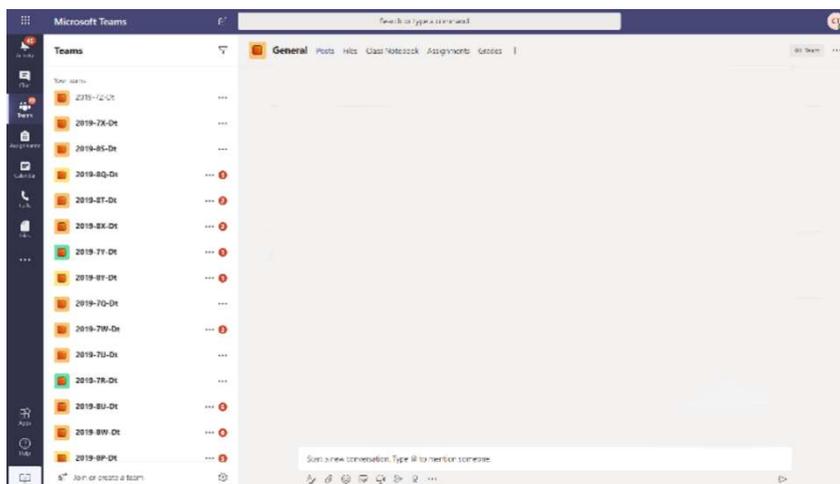
1. Open Microsoft Teams on your one-to-one computer or via a home device by going to the following web page:
<https://portal.office.com>

If you are prompted to login please use your normal school email address and password.

Then click on the Teams icon

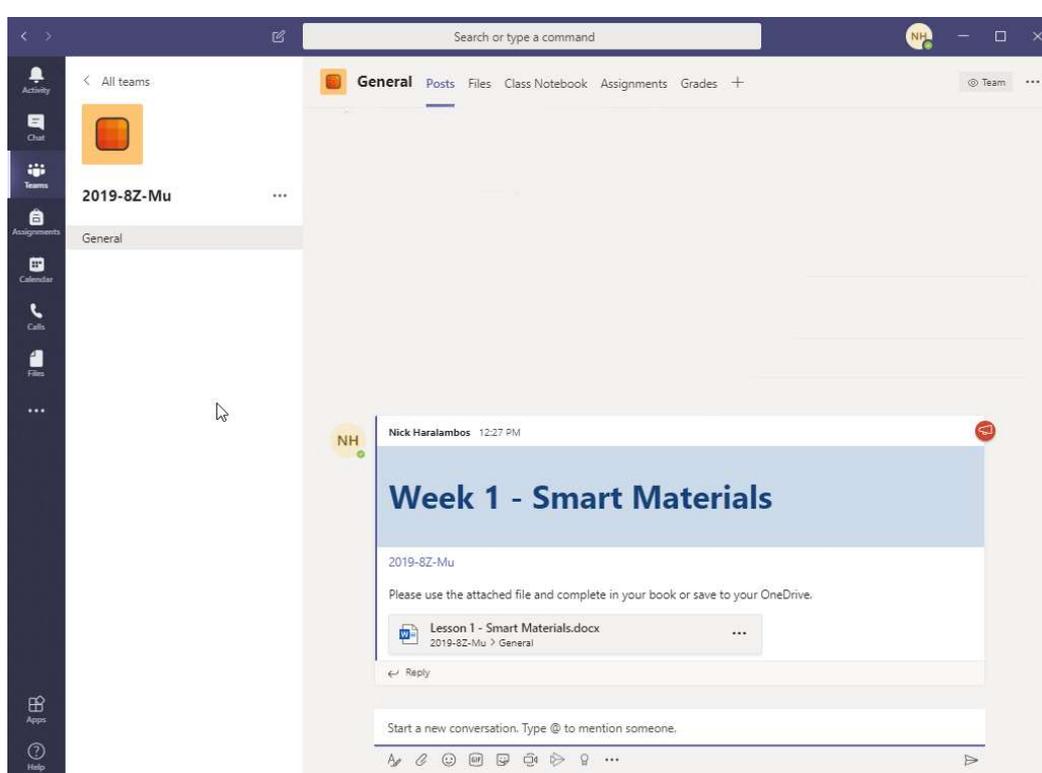


2. Open **Microsoft Teams** and you will see one of two views shown below:



3. Work is going to be set in the 'General' channel contained within each of your class Teams, e.g. 2019-8Z-Mu. You need to check all your class Teams, each day, to make sure you are aware of the work set.

Details of what needs to be completed will be given in the conversation, displayed in the 'Posts' section of the 'General' channel as shown below.



4. If pupils require any support or are unsure of what's required then they can reply to the original message, by clicking on the reply icon at the bottom of the message. Teachers will then respond in a timely manner, in the same place within the conversation.

Pastoral Support

Form tutors will be on hand to provide support as required and will post messages of the Form Group Team periodically. All pupils should check this Team, each day, to make sure they are aware of any pastoral messages. These messages can be found in the 'General' channel contained within each Form Teams, e.g. 2019-Form8A.

Should a pupil need to contact a Form Tutor or Pastoral Co-ordinator, they should send them a direct message via e-mail. The e-mail addresses for each Form Tutor and Year Leader will be posted in the 'General' channel contained within the Form Team.

