

Remote Learning FAQs

What do I do if my child doesn't have access to a device to access Google Classrooms?

Students can access Google Classrooms through their phone, laptop, tablet, desktop computer or games console (instructions for how to access through a games console are published on the Remote Learning page on our website <https://www.bassingbournvc.net/covid-19-return-to-school/remote-learning/>).

If your child does not have access to a device, please contact the school office (office@bassingbournvc.org) and we will contact you to discuss the support we can provide.

How does my child log in to Google Classrooms?

To get the most out of Google Classrooms, including being able to access the live lessons, students should use the Google Chrome browser. They can either search for Google Classrooms on Google or go directly to the website (<https://classroom.google.com>).

Their username is their school email address in the style of 20ast@bassingbournvc.org where the number is the year a student was in Year 7 and the following letters are the initial of the student's first name and the first two letters of their surname. For a small number of students this may be the first 3 letters of their surname.

The password, as long as the student hasn't changed it, is set by default to be their date of birth in the format ddmmyyyy.

A student will need to log in using their school email address to ensure they have access to all the materials. Students will not be able to access live lessons if they are not using their school account. If they are having difficulty accessing the live lessons, students should check that they aren't signed in to Google with a different account.

Students can change their passwords by going through Office 365:

- Going to <https://portal.office.com/> and logging in with their school email address and password.
- Menu in the top right on the image, which may be a photograph or your child's initials
- Selecting **View account**
- Choosing **Change Password**

or

We've also got the following facility: <https://adfs.mat.uk.net/adfs/portal/updatepassword>

If your child has forgotten their password, please ask them to email office@bassingbournvc.org

How does my child access the work?

Once logged in the student will see their dashboard featuring all of their classes. To access the subject classroom, the student clicks on the classroom name. If a student wishes to directly access an assignment, they can click on the assignment name.

Students can also access their 'To do' list from the dashboard, which lists all the work to do from their different subjects.

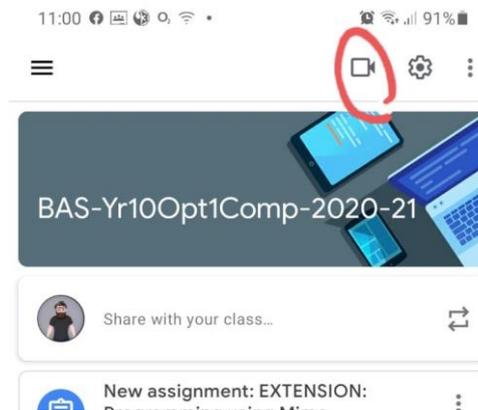
Subjects will set a variety of different tasks for their lessons, including links to external websites such as Oak National Academy. Expectations of lesson content can be found on the Remote Learning page of the school website.

How does my child access live lessons?

Live lessons will be conducted through the Google Meet aspect of Google Classrooms. Students will find the link to the lessons in either their class stream, the banner at the top of the classroom or in an assignment. If the class teacher has placed the link somewhere other than the stream, e.g. the banner at the top of the classroom or attached to an assignment, there will be a message in the stream directing the students to this. The link will only become live immediately before the lesson and will be deactivated afterwards so that students are not left

unsupervised on the video call. Students are expected to behave appropriately, as they would in a classroom in school.

If students are using Google Classroom on a mobile device, then the Google Meet link won't appear in the banner for them like it does when they are accessing it through a web browser on a laptop/desktop computer. In this case, students should click on the video camera icon instead to join the Google Meet as highlighted in the image below. This appears above the classroom banner. They will also need to have the Google Meet App installed on their mobile device for this to work. The list of Apps needed have been posted in the year group classes and can also be found on the Remote Learning page of our website.



How can I find a copy of my child's timetable?

Timetables are visible on Progresso's parental portal which can be accessed either through a computer or via the mobile phone app. To download the app, search for "Cloud Parent" in the app store. You will need your Progresso log in details. If you need a reminder of these or need to set a new password, please email progresso@bassingbournvc.org. Alternatively, please contact office@bassingbournvc.org and we can arrange for a copy to be sent to you.

How can my child contact their teacher during a lesson?

Students can contact teachers either through a message on the stream or a private message. If the question is about the work that has been set, the student should post their question in the stream. This way the other members of the class can support each other with their learning and the teacher can clarify information in a way that all students can see. The teacher may post an answer to several similar questions in one message on the stream, though this may not be immediate as they could be supporting a different student. Students should check the stream to see if their question has been already been answered before posting as teachers will not necessarily respond to questions where the answer is already visible. A private message should only be used if a student has a specific question about the work they have individually produced or if the teacher has asked them to communicate information in this way. Private messages may not be answered immediately, especially if the teacher is live teaching or supporting other students.

During a live lesson, students can contact their teacher through the 'Raise a hand' feature, using their microphones, or using the chat feature. The teacher will explain to the students which method to use, dependent on the task in hand. As the teacher will be in the process of teaching, questions in the chat may not get answered immediately and teachers may answer the question verbally, rather than in writing.

Is the stream/chat a place for social conversation?

The stream/chat is a place for students to ask relevant questions and support each other. Whilst the classroom they are currently working in is virtual, they should behave in the same way as they would in the school building. Questions and comments should be focussed on the work and should not feature any inappropriate language. The stream/chat is monitored by the class teacher and parents will be contacted if there is inappropriate behaviour.

Can parents use Google Classrooms to contact a teacher?

Parents should not be using Google Classrooms to contact the class teacher. Please use email in the same way as during periods of non-Remote Learning. Staff emails are in the format of ateacher@bassingbournvc.org and will be responded to following the school policy.

What should my child do if they have finished all the work or there is no work set?

Students can access extra resources at the Oak National Academy, BBC Bitesize, and the exam board websites. Information about the topics, and links to the above websites, that students are studying can be found on the Curriculum Overview on the Remote Learning page of the school website. Students can also be using the time to be making revision resources in preparation for any upcoming assessments.

What should I do if my child is ill or unable to complete work due to technical difficulties?

If your child is unable to be completing the work set due to either illness or technical difficulties, please contact the school office (office@bassingbournvc.org) so that their class teachers can be informed. When your child is able to, they should access Google Classrooms and use the information there to catch up any work they have missed in preparation for their next lesson.

Useful websites for more support:

Google Classrooms	https://classroom.google.com
Bassingbourn website with link to school email	https://www.bassingbournvc.net/
The Oak National Academy	https://www.thenational.academy/
GCSE Pod	https://www.gcsepod.com/
Seneca learning	https://senecalearning.com/en-GB/
BBC Bitesize	https://www.bbc.co.uk/bitesize/secondary
Kahoot	https://kahoot.it/
Dr Frost Maths	https://www.drfrostmaths.com/
Using Google Classrooms	https://www.youtube.com/watch?v=IMOLD3CNZaU
Accessing Live Lessons	https://www.youtube.com/watch?v=d3wUIZf5tMY
GCSE Pod – parent introduction	https://www.gcsepod.com/parent-resources/