

To: all Parents/Carers

February 2021

Dear Parent/Carer

Thank you for submitting your responses to the Remote Learning Questionnaire sent out on Wednesday 3 February 2021.

The questionnaire was anonymous and so we are unable to respond to individual comments, however if you have a concern or would like the school to contact you please email office@taverhamhigh.org or call us on 01603 860505.

The vast range of responses that we received represent the huge challenge we have in providing remote learning provision to cater for all our students. We would like to take this opportunity to provide some clarity and context to the main themes of feedback we received, alongside the many positive comments that were made.

Live Lesson Provision

Each subject should be offering a minimum of one 'live' session per fortnight. This is in line with recent research and should help provide a balance and a variety to our remote provision. Some staff have had challenges in meeting this expectation due to childcare, ICT provision and training but we now feel that staff should be increasingly able to offer the live lessons and will attempt to increase the number of these being available to students. These sessions may be pre-recorded or may not last the whole hour. This should help provide structure to a student's day and allow for variety in their learning with opportunities to learn independently away from their device for parts of the day. Student cameras are switched off during live lessons to safeguard them and the staff member.

Notification of Live Lessons

Students should follow their timetable at the correct times to access their live lessons which will be posted in their 'Year Group Remote Education Team'. We appreciate that some parents/carers wish to be informed of when the live sessions are. This is proving very difficult to resolve due to some of the restrictions and processes in Teams but we are trying to work on a solution for this.

Using Multiple Platforms

We are trying to streamline our provision to minimise the use of multiple platforms, with Teams being the primary platform. This is difficult in some circumstances where existing platforms are already embedded into subject area provision. Unfortunately Show My Homework does not offer live lesson delivery and so we are restricting its use through this process to avoid further confusion of using another platform. We understand this makes it more difficult for parents/carers to access their child's learning, but we must make decisions based on the overall feedback we receive whilst balancing workload for staff. Using 'Zoom' is not permitted under our safeguarding guidance.

Teams

The school have used Office 365 for several years and so this is the system we have to utilise through this process. Like many systems, Teams was not designed specifically to deliver a whole remote learning programme to our students. There are many benefits and strengths of using Teams and it is serving our purposes very well, however we are aware that there are some challenges which at times can present difficulties in its use. We have an experienced and dedicated ICT Support Team who are constantly working to resolve any issues we are aware of. Please contact them on itsupport@taverhamhigh.org if you are experiencing any difficulties.

Handing in Work

Not all work is required to be handed in to the class teacher; this would not happen in normal class teaching and would be overwhelming for class teachers. We recommend keeping a folder or workbook to keep completed work in. Staff members will state which pieces of work they want to be handed in and will set a variety of quizzes and questions that can be submitted through Teams. We do understand that at times a student may want some feedback on a specific piece of work - in this case please email it to the class teacher.

Feedback

Teachers will set specific pieces of work in line with their curriculum that they will provide individual written feedback on. This process should be conducted via assignments on Teams. Please encourage your child to submit their work through this process rather than emailing the class teacher as this increases the number of emails staff are receiving. Students should also be expecting some form of feedback every 4 lessons from their class teacher. This may be in the form of written feedback to a set assignment, feedback through a live lesson or feedback to a quiz for example. Teachers may also email feedback to the whole group to address any misconceptions or areas to improve.

Homework

We are concerned about wellbeing and screen time so have suspended homework at this time. However, we would recommend that Years 11 and 13 spend some time revising prior knowledge and content.

Lesson Instructions

All lesson instructions should be posted in the 'Year Group Remote Education Team' and should be posted on a lesson-by-lesson basis. We have asked all staff members to be very clear and concise in their instructions to allow students to access the work successfully. If instructions are not clear please contact the teacher directly, or the Head of Department if the issue is not resolved.

Contact/Support

We try to provide as much contact and support as is possible. The Monday morning form time has been a way of providing this and has been very well received. Due to this we would like to offer another form time per week after half-term, which will be every Wednesday. However, if you feel your child would still benefit from some extra support, please contact their Head of Year who will be happy to arrange this for you.



Too Much/Too Little Work

We have a mix of feedback concerning the amount of work that students receive. Students all work at different paces and have differing home circumstances. This can be difficult to judge when setting work for a whole class. Students are only expected to work for the hour duration of the lesson and so can stop working at the end of this time. If this is causing issues in submitting certain pieces of work, please contact their class teacher. Subsequently, if students require further work, please also contact their class teacher.

Organisation of Teams

Instructions and resources for each lesson should be posted in a clearly labelled folder in the Remote Education Team > Subject Channel. We have asked staff to make this as clear as possible and remove older folders to make the folders easier to locate.

Assignments are accessed through the student's class Team.

If your child needs any support accessing their work, please contact the school.

Response to Emails

Staff members are receiving an extremely high volume of emails from students and parents/carers. They do endeavour to reply to each email but please be patient for a reply. If you need to contact the school for other reasons, please call or email office@taverhamhigh.org which is monitored daily during term.

We hope this has offered some clarity and context to our remote learning provision. This is obviously a very challenging process and so your feedback is a valuable part of our continued evaluation. We have made several changes to our provision from parental feedback including adding an extra form time each week after half term and updating our feedback processes. We are sure that by continuing to work together we can provide the best possible learning provision in these challenging circumstances.

If you would like to discuss any of these points about remote learning or would like further clarity and context, please contact d_hyett@taverhamhigh.org

Thank you for your continued support and we hope that you have an enjoyable and relaxing half term.

Yours faithfully



Mr D Hyett
Assistant Headteacher

