



## Remote Learning FAQs

1. My child has forgotten their login details – can these be reset?

Yes, please email [ITServices@kingshurst.tgacademy.org.uk](mailto:ITServices@kingshurst.tgacademy.org.uk) to get them reset or call the school to speak to IT services.

2. How does my child login to virtual lessons?

Under the remote learning section of the website, there are a number of guides and video tutorials that go through the process. Please follow the link below;

<https://www.kingshurst.tgacademy.org.uk/remote-learning/remote-learning-guidance/>

3. Should my child be working a normal school day from 9-3pm?

Whilst the school closed to students, the expectation is that students will follow their normal school timetable. Registers will be taken and materials will be made available for all lessons.

4. My Child doesn't have access to any IT to complete work – can they have a laptop?

If your child does not have a laptop or access to the internet, please call the school and we will look into how we can support you.

5. My Child is completing written work I didn't know they had to be online?

Your child should attend all the online lessons and follow their normal timetable. There will be times that students complete written work in the exercise book they have been issued, but all work will be set online.

6. My child doesn't know how to access teams where is this?

Under the remote learning section of the website, there are a number of guides and video tutorials that go through the process. Please follow the link below;

<https://www.kingshurst.tgacademy.org.uk/remote-learning/remote-learning-guidance/>

7. My child has never heard from Bromcom what is that?

Bromcom is an online learning platform that students will complete assessments on. All students have had a lesson in school on Bromcom and also have an email in their inbox with their login details. There is also a Bromcom guide on the school website.

<https://www.kingshurst.tgacademy.org.uk/remote-learning/remote-learning-guidance/>

8. I need more guidance on online learning can a tutor call me?

All staff email contacts are on the remote learning section of the school website. In the first instance the class teacher should be contacted, but tutors will also be able to provide support. The best time to catch them would be during your child's normal tutor period which is 8.20-8.55am every morning.

9. I didn't know they had to be completing online learning, I thought it was the same as before just as and when?

We are continually refining our approach to online learning, which has changed a great deal. All students are now in a position to access remote learning and are required to follow their normal school timetable.

10. Can I have a free school meal food parcel?

If your child normally receives free school meals, then you are entitled to free food parcel. Please contact the school and we will arrange this.

11. I am at work, should my child still be accessing online learning?

Yes, all children need to be independent learners and have the skills and abilities to do this. They need to login to their online lessons and complete the work set by staff. All class teachers will be available for students to contact them via email during their normal lesson times.