

Barnes Farm Junior School

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Support + Frequently Asked Questions



Remote Learning



What is our remote education offer?

Our offer can be found [here](#) and currently comprises of three live teaching episodes every day with some other signposted activities and whole class or whole school assemblies too. This provides around 4 hours of learning a day led by our teaching team.

This remote offer should:

- ✓ Provide a sequence of learning
- ✓ Give access to high quality resources
- ✓ Provide opportunities for feedback
- ✓ Explain new content
- ✓ Broadly match the needs of the children and be able to adjust the pace or difficulty

We will soon be rolling out *Mindful Monday*, every fortnight, starting on Monday 25th January where the children will have a diet of activities which are all based away from a screen and can be easily completed in or out of the home (as part of exercise).

What isn't it?

It isn't 'school' and cannot replace the rich and broad curriculum we are able to deliver onsite. Whilst our offer does provide opportunities for feedback (particularly during the live lesson), our teachers will not be able to provide the same level of marking and feedback that would be achieved in school. Although there is daily teacher/pupil contact, it does also not replace the many varied and often personalised interactions that occur every day in school.

I'm having an issue with my child's remote learning and don't know who to contact at the school.

We have set up a new service - remotesupport@barnesfarm-jun.essex.sch.uk Any parent can use this to send in an issue to do with any aspect of remote learning. This might be issues from a lesson, technical enquiries or just requests for further support from a teacher. This will be monitored daily with the aim of a 24-hour response turnaround. Please use this rather than contact the teacher through your child's email account or on the general chat in Teams.



My child is accessing Teams on a phone and it's just not working. Can school help with a device?

- ✚ Did you know you can access Teams via an Xbox or Playstation? [This article](#) explains how you can. If you need a usb keyboard we may be able to help loan one to you.
- ✚ We have been allocated laptops for only 6.5% of our pupils by the DfE. If your child is eligible for the pupil premium, we should be able to support you. Even if your child is not eligible, we will do our best to redeploy any equipment not currently being used in school so please contact the office.

I'm using mobile data to access your offer rather than wi-fi but I'm worried about costs. Can you help?

We can now submit your phone number to a portal to request an uplift in data (and possibly even a 4G router depending on your circumstances). Get in touch through remotesupport@barnesfarm-jun.essex.sch.uk to register your request and current challenges.

I'm worried about keeping my child safe whilst they are online. Where do I go for support with this?

The laptops we have distributed have had a factory set-up with security settings already on them. In addition, our Safeguarding section of our website is [here](#) and has a whole range of guidance about general internet safety to specific app and gaming guidance. Further details can be found from [Childnet](#).

What feedback can my child expect to receive?

The live lessons will be engineered by the teaching team to enable immediate and quick feedback to the topics being covered. This is proven to be the most effective form of feedback¹. Teachers may also add in short quizzes or polls at the end of a lesson to help gauge understanding. Finally, there may be work submitted via assignments. This work will be looked at and the teachers may respond with general observations at the next lesson to help with next steps. This form of feedback is least effective and therefore, is not prioritised by the teaching staff. Please do not expect individual comments on work submitted as this is not the most effective use of teaching time in the current emergency circumstances.

The children keep using gifs on the chat and it's proving disruptive.

We have been able to block the use of gifs across Teams but are finding it more difficult to disable emojis. The chat function is really useful for children (particularly in Y3 and Y4 where larger numbers are in each lesson) to flag any issues they are experiencing. However, some children are still using the chat unnecessarily (just like in real life!) Most of the lessons have the chat being monitored and repeating offenders may be removed from the meeting to better help the majority of learners. Please talk to your child about appropriate etiquette during lessons.

¹ <https://educationendowmentfoundation.org.uk/evidence-summaries/teaching-learning-toolkit/feedback/>



My child is nervous of asking something on the chat that everyone else can see. What should she do?

Using Teams can be really nerve-wracking for some users (and teachers). In the chat function, children can click on the staff name and send them an email (click the envelope icon). We have disabled the setting for children to chat individually to one another as this could lead to further difficulties. Teachers are experimenting with virtual breakout rooms to help enable group discussions which may help too.

My child is reluctant to learn today at home. What do I do?

This is a difficult time for everyone and it's perfectly ok to have good and bad days. If your child is not feeling 100%, get them to log in to the first lesson of the day and let their teacher know. It might help to give the first lesson a go (a bit like we would in school) and see if things improve. If the experience is really not going well, then consider some of the following options:

- Take a short break in a different room if possible
- Do some exercise
- Switch to a different form of remote learning such as [Oak Academy](#) or [BBC Lockdown Learning on the TV](#)
- Have a longer break from learning and rest

Please let us know and keep us in the loop so that we do not follow up unnecessarily. The staff all have the exact same safeguarding responsibilities as if the children were still in school and are legally obliged to act accordingly.

If you are concerned that there are longer-lasting mental health issues then please contact us for further support through remotesupport@barnesfarm-jun.essex.sch.uk

