**Lakeside Primary Academy Remote Learning**

**Frequently asked questions**

*I can’t get into the zoom meeting, I am waiting to be let in, why can I not get in?*

5 minutes after the start of the session the staff member leading the session locks the meeting, when it is locked it no longer shows who is waiting to get into the meeting so if you have joined after this time staff cannot see that you are waiting. Staff do unlock the meeting at different points in the lesson to check to see if anyone is waiting. You could also try closing the link and opening it again as we have had problems with the fact that the waiting room has, at times, not shown that someone is waiting.

*Why do staff have to lock zoom meetings?*

This is to safeguard your children and ensure that no one from outside of our school attempts to join our meetings

*Why is zoom asking for a password to let me into the meeting?*

This should not happen with the links provided by school, if it does it may mean that you are accessing zoom via an app. Please ensure you try joining the meeting directly from the link sent or close the link and try joining again. If this still does not work contact the main office who will be able to ask our IT company to help us resolve the problem for you.

*Why has the zoom lesson not started on time?*

Please be aware that, like you, we sometimes have technical issues with our IT. Please be patient and the session should start soon. If there is a significant problem meaning that the session needs to be cancelled we will text parents to inform them of this.

Please [click this link](https://www.lakesidedoncaster.com/page/using-zoom/90148) to access our help page about using Zoom on our school website.

*Why are the hyperlinks for sessions and resources not working on my device?*

A member of our staff has the responsibility for checking all of the hyperlinks before the remote learning plans come to you to ensure they are all working. It seems that some devices do not allow them to be clicked, please try another device and if this doesn’t work contact the main office.

*What do I do if we have tried everything and my child cannot get into the live lesson so has no work set?*

If a live lesson is scheduled to take place and your child has missed it, all the resources you need for the lesson will be in your child’s home learning pack.

The daily homework on the VLE also contains a guide to what your child should do each day and some video guides as well.

*My child is finding it hard to get through all of the learning set, is this OK?*

The teachers will set activities to complete in each session. Your child should complete as much as they can in the time allowed for the session. If they do not complete everything set that is okay, they just need to submit what they have done.

*Does my child still have to read as this is not a specified time slot on their learning plan?*

Before the lockdown we asked parents to ensure that children read at home at least three times a week. This was for homework, outside class time. We would still ask that you continue this. We will teach reading sessions as part of the curriculum and your child’s teacher may read to them as they would in school time but it is still important that your child still reads their book at least three times a week.

*Is my child expected to complete the maths with parents homework we were set when they were at school?*

During the period of national lockdown, when lots of our children are learning at home we will not be setting homework and will not expect children to still complete tasks on maths with parents. We may use maths with parents as a resource during the planned maths sessions in school time.

*What if my child cannot come to a live lessons?*

If a live lesson is scheduled to take place and your child has missed it, all the resources you need for the lesson will be in your child’s home learning pack.

The daily homework on the VLE also contains a guide to what your child should do each day and some video guides as well.

If you wish to contact school to discuss this further please email admin@lakeside.doncaster.sch.uk

Can I have a paper pack of learning for my child?

All pupils have been provided with a paper learning pack of the resources we will use for remote learning..

*Is there any flexibility to the timetable given?*

As a school we recognise that lives are very busy when children are working from home and parents may have other things to do. The only sessions with no flexibility are the live daily Zoom lessons at 9am, 10am and 11am. The other sessions are either activities or recorded lessons which can be completed at any time. It is best that your child attends the live feedback sessions and end of the day sessions as offered but if these are missed on occasions we understand. Learning completed does not necessarily have to be submitted at the end of the timetabled session and can be submitted later.

V1