

Willenhall E-ACT Academy
Furzebank Way
Willenhall
West Midlands
WV12 4BD

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Dear Parent/Carer(s),

Firstly, I hope you and your families are well.

Thank you for all of your support in helping students register and complete the work that we have set this week and last, it was encouraging for us to see that many students had logged on, attempted the work and submitted the work through to their respective teachers. However, we are aware that some students had difficulties navigating through the website to locate and access the work set for them. In response to the enquiries that we have had over the last week and suggestions made by students and parents, we have decided to change the way online work is accessed and submitted by simplifying the whole process. Today we launch: Willenhall E-ACT Virtual Academy – our online learning platform designed to support our students and their learning.

Where do I access work from?

Go to the academy website www.willenhallacademy.e-act.org.uk. Click on “Student work due to emergency closure”. Click on the relevant year group. Open the timetable.

How do I register?

Open the timetable (see steps above) Click on “Click here to register”

When I click on the link it asks me for my email address, what do I use?

Use your Willenhall E-ACT Academy email address, example: JoeBloggs12@willenhalle-actacademy.org.uk

What is my password?

Please note, that due to a suspected data breach, we had to reset all student’s passwords. Parents will receive an email or text message with your child’s new login details. If you do not receive any communication regarding and cannot login, please contact studenthelpdesk@willenhalle-actacademy.org.uk

What should I do if I have forgotten my password or have any other technical issues?

Email IT support at studenthelpdesk@willenhalle-actacademy.org.uk

Will it work on other devices?

Yes, you should be able to access the work on any smart phone or android device. You may need to download the Microsoft Teams app first. You can then use any device to complete the work set.

We also understand that every family's situation will be different, and there may be occasions when it is difficult for students to complete the set work at a particular time of day. I am sure we would all agree that whilst maintaining students' academic progress is very important, the absolute priority for us all at this time is ensuring the physical and mental health of our families.

In line with government advice, the vast majority of our students are being kept at home. Here we outline the main things that parents and carers need to be aware of about our provision over the coming weeks.

Temporary relocation of our provision to a neighbouring E-ACT Academy

As we have already advised, we have temporarily relocated our provision for the children of key workers and our most vulnerable students to West Walsall E-ACT Academy.

This means that our staff that we currently have in attendance have been relocated to West Walsall E-ACT Academy which is operating as our regional hub. By temporarily relocating our provision we can provide our students with an even better quality of care in an equally safe, well-staffed academy environment in the local area. The move will also enable us to provide our families with the support they need over a longer, more sustainable period of time.

Our provision over the Easter holidays

We will continue to support the children of key workers and our most vulnerable students over the Easter holidays, including on Good Friday and Easter Monday. Parents and carers can also collect their free school meals from West Walsall E-ACT Academy during this time – we will advise you of the time and day for collections.

Please be aware of fraudulent free school meal emails

We have been made aware of fraudulent emails claiming to be from the Department for Education being sent to the parents of children in receipt of free school meals. If you have received such an email, which will typically contain a request for bank details, please do not respond and delete it immediately.

For students in at West Walsall E-ACT Academy

We are taking the following precautions:

- We are keeping class sizes and student gatherings as small as possible.
- All students are encouraged to frequently wash their hands with soap and water for 20 seconds.
- We are carrying out deeper cleans throughout the academy day in line with the latest government guidance.
- If a student is unwell, they will be moved to a safe, isolated room until their parents can collect them.
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Arrangements for students at home

Staff who are not currently based in the Academy are working remotely and setting classwork online. Students are encouraged to engage with the resources designed specifically for their year group to minimise any knowledge gaps.

GCSE and A level examinations will not be taking place this year

I would like to reassure you that we will be doing everything in our power to ensure our students are awarded the qualifications they deserve and have worked so hard for. We are working closely with the Department for Education and Ofqual, and we will be in touch with parents and carers as soon as we have any more information on the process by which our students will receive their grades.

Supporting your child's mental health during this period of uncertainty

To help support your child's mental health during this time, we have highlighted four practical things you can do to support your child:

- Look out for any changes in behaviour: young people may respond to stress in different ways - have you noticed any changes in their emotional state or physical behaviours?
- Provide clear information about the situation: talk openly about what is happening and provide honest answers to any questions they have. Also explain what is being done to keep them and their loved ones safe.
- Acknowledge concerns: young people will be hearing things from friends and through social media. Talk to them about what is going on, listen to them and acknowledge their concerns.
- Create a new routine: routine provides reassurance and an increased feeling of safety, especially if they are not in academy. Make a plan for the day or week that includes time for learning, physical activity and relaxing.

For more detailed guidance, visit gov.uk by clicking [here](#).

Keeping your child safe online

We understand that some parents and carers may be feeling anxious about the fact that your child is likely to be spending more time online over the coming weeks. The websites below contain expert support and practical tips on keeping your child safe online:

- [Thinkyouknow](#)
- [Internet matters](#)
- [Parent info](#)

You can find more information on gov.uk by clicking [here](#).

If you or your child start to feel unwell over the coming weeks

If in the coming weeks someone in your household is advised to self-isolate by the NHS, please let us know as soon as possible using the email address absent@e-act.org.uk. We will need your child's name, year group and the academy they attend. The latest guidance from the NHS can be found [here](#).

We find ourselves in very uncertain times, yet our students and families, our staff and our wider communities have pulled together despite the challenges we face. We are being reminded every day of just how fortunate we are to serve such a special community.

Thank you for your continued support of the Academy.

Kind regards,



Mr A Bhugvande
Associate Headteacher

