

21st January, 2021

Dear Parents/Carers,

Re: Your feedback matters

Firstly I would like to say thank you for your feedback with regards to our remote learning provision, all of the feedback we receive helps us to either improve our provision or support you to ensure your child received the best learning experience possible. The feedback we received was extremely positive with many of you making comments about how the provision was a huge improvement on the previous lockdown which is really good to hear.

We have collated all of your concerns and would like to share with you the outcomes, actions and further information, below are the main issues that you raised

1. You were concerned that students are in year group teaching sets
 - Years 9, 10, and 11 will be split into higher and foundation for English, maths, and science in the first instance, this will take effect from Monday 25th January.
 - In years 7 and 8 we will be teaching to the top and using resources and scaffolding techniques to support those students who are struggling. If you do feel that your child is struggling, please share this with the member of staff when they make their safe and well call or contact the year team
2. You raised concern that students didn't have devices
 - We have a limited supply of devices that the government have provided and these have been issued to those most in need,
 - Where students have no device available to them at all at home we have issued laptops, 65 + have been issued
 - Where students don't have internet at home we have issued dongles and sim cards, 10 + have been issued
3. You asked for additional information such as; timetables, individual VLE usage, pre-warning about resources for lessons
 - Timetables are revised and placed on the academy website each week. As an additional way of accessing timetables we are now also emailing timetables to students on a Monday and placing them in the corresponding Microsoft TEAMS channel.
 - If you would like to know your child's remote learning usage and completion of assignments, please ask the member of staff who makes your safe and well call, they will either be able to tell straight away or get back to you with this information.
 - Teaching staff have been asked to inform students at the start of the lesson if they need specific resources (or alternatives if they are not available) and give students time to collect said resources.
4. Technical support needed



Headteacher: Mr A Bhugvandeem

- We have added some FAQs to our academy website to help you with some of the common issues [FAQ-for-parents.pdf \(e-act.org.uk\)](#)
 - There is a remote learning parent handbook also available on our website which has step by step guides [WEA-Student-Parent-Virtual-Learning-Handbook-2021-1-1.pdf \(e-act.org.uk\)](#)
 - Students and parents can email studenthelpdesk@willenhalle-actacademy.org.uk if you need technical support.
5. SEND and learning support needed
- We have learning support staff in timetabled lessons who support through the chat or hold break out groups for student.
 - If you have specific concerns about a SEND please email gemma.hunt@e-act.org.uk
 - Please share with the member of staff who is doing the safe and well call if you feel your child needs additional learning support

Kind regards
E Smith
Deputy Headteacher
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