

# Student & Parent Virtual Learning Handbook 2020 - 2021



*Developing  
Tomorrow's Leaders,  
Today*



*Commitment to  
Community*



*No **One**  
Left Behind*

[willenhallacademy.e-act.org.uk](http://willenhallacademy.e-act.org.uk)  
[wea.info@e-act.org.uk](mailto:wea.info@e-act.org.uk)

Headteacher:  
Mr A. Bhugvandeem

# **Academy Duty of Care to Students who cannot access in-school provision**



## **Staff will...**

- Provide taught lessons to students not able to come into the academy for COVID-related issues.
- Ensure work is regularly set across the academy and quality and pitch is appropriate.
- Regularly set and monitor the completion of work.
- Provide feedback to students to support their learning.
- Ensure appropriate scaffolding/stretch is applied to teaching materials in order for all students to be able to access.
- The Pastoral Team will carry out regular checks on student welfare.
- All staff will liaise with parents and students to maintain support for all students and reinforce academy expectations around completion of work.

## **Students will...**

- Need to register each day through the academy website—both in the morning and in the afternoon.
- Log onto TEAMS and access lessons at the scheduled time (9.00am) and stay logged on for all four sessions scheduled throughout the day (until 2.00pm).
- Complete work set by teachers and submit this work to be marked.
- Respond to feedback given by teachers.
- Answer any emails and welfare phone calls made.
- Continue to use their Knowledge Organisers

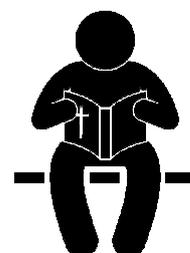
## **Parents will...**

- Update the academy on any cases of COVID-19 in the household and student health.
- Ensure that students are registering on the website twice daily.
- Ensure that students are engaging in the learning that has been set and logging onto the system between 8:45am—3.00pm.
- Respond to emails and phone calls from staff in order to support their child.
- Report to the academy if a child is not accessing work due to health reasons.

# Virtual Teaching & Learning Strategy

## Virtual Learning Platform:

- Students and Staff will log into TEAMS into the appropriate Year Group TEAM and access the learning session for the day. Students will follow a timetable of five lessons per day, all lessons will be accessed via TEAMS with expectation of engagement in each session.
- The PowerPoint Slides from the lesson will be shared via TEAMS and a microphone will be used in order for students to listen to the lesson that the teacher is delivering.
- Each lesson will consist of five very clear sections:
  1. DO NOW: This will consist of four questions to check what students remember from last lesson, last week, last month and last years learning.
  2. I DO: This is where new information (or previously covered information) will be presented to the students.
  3. WE DO: This is where the teacher will check if students understand the content that has been covered and give further examples where appropriate or opportunities to review.
  4. YOU DO: This section invites students to carry out independent practice in the form of questions or extended tasks.
- 1. EXIT TICKET: This is where students are asked questions on the topic they have covered in order for the teacher to check student understanding in preparation for the next lesson. Students may be asked to complete a written task and mail this to their teacher for marking.



# Virtual Learning Timetable (2021): KS3

## Year 7 Timetable

	Mon	Tue	Wed	Thu	Fri
Registration	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>
Form	<a href="#">Form</a>	<a href="#">Form</a>	<a href="#">Assembly</a>	<a href="#">Form</a>	<a href="#">Form</a>
8:45 - 9:15	<a href="#">JHU</a>	<a href="#">JHU</a>		<a href="#">JHU</a>	<a href="#">JHU</a>
Lesson 1 9:15 -10:15	<a href="#">English</a> <a href="#">HFA/CGA</a>	<a href="#">English</a> <a href="#">HFA/CGA</a>	<a href="#">English</a> <a href="#">HFA/CGA</a>	<a href="#">English</a> <a href="#">HFA/CGA</a>	<a href="#">IT</a> <a href="#">RPE/AAU</a>
Lesson 2 10:30-11:30	<a href="#">Maths</a> <a href="#">CGA/HFA</a>	<a href="#">Maths</a> <a href="#">CGA/HFA</a>	<a href="#">Maths</a> <a href="#">CGA/HFA</a>	<a href="#">Maths</a> <a href="#">CGA/HFA</a>	<a href="#">Music</a> <a href="#">AAU/RPE</a>
Lesson 3 11:30 – 12:30	<a href="#">Science</a> <a href="#">MTO/RPE</a>	<a href="#">Science</a> <a href="#">MTO/RBA</a>	<a href="#">Science</a> <a href="#">MTO/PBU</a>	<a href="#">Science</a> <a href="#">MTO/JSH</a>	<a href="#">Drama</a> <a href="#">DRE</a>
Lesson 4 13:00-14:00	<a href="#">History</a> <a href="#">RPE/MTO</a>	<a href="#">Geo</a> <a href="#">RBA/MTO</a>	<a href="#">RE</a> <a href="#">PBU/MTO</a>	<a href="#">Art</a> <a href="#">JSH/MTO</a>	<a href="#">DT</a> <a href="#">LTO/DRE</a>
Lesson 5 14:00 – 15:00	<a href="#">French</a> <a href="#">IBE/SLU</a>	<a href="#">Extra Curricular</a> <a href="#">Activities</a>			
Registration	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>

## Year 8 VLE Timetable

	Mon	Tue	Wed	Thu	Fri
Registration	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>
Form	<a href="#">Form</a>	<a href="#">Form</a>	<a href="#">Assembly</a>	<a href="#">Form</a>	<a href="#">Form</a>
8:45 - 9:15	<a href="#">JDE</a>	<a href="#">JDE</a>		<a href="#">JDE</a>	<a href="#">JDE</a>
Lesson 1 9:15 -10:15	<a href="#">English</a> <a href="#">DGR/NMZ</a>	<a href="#">English</a> <a href="#">DGR/NMZ</a>	<a href="#">English</a> <a href="#">DGR/NMZ</a>	<a href="#">English</a> <a href="#">DGR/NMZ</a>	<a href="#">IT</a> <a href="#">LJO/JSH</a>
Lesson 2 10:15-11:15	<a href="#">Maths</a> <a href="#">NMz/DGR</a>	<a href="#">Maths</a> <a href="#">NMz/DGR</a>	<a href="#">Maths</a> <a href="#">NMz/DGR</a>	<a href="#">Maths</a> <a href="#">NMz/DGR</a>	<a href="#">DT</a> <a href="#">JSH/LJO</a>
Lesson 3 11:30 – 12:30	<a href="#">Science</a> <a href="#">REV/SPE</a>	<a href="#">Science</a> <a href="#">REV/SPE</a>	<a href="#">Science</a> <a href="#">REV/SPE</a>	<a href="#">Science</a> <a href="#">REV/SPE</a>	<a href="#">Music</a> <a href="#">AAU/NDU</a>
Lesson 4 12:30-13:30	<a href="#">History</a> <a href="#">SPE/REV</a>	<a href="#">Geo</a> <a href="#">JSI/REV</a>	<a href="#">RE</a> <a href="#">RPE/REV</a>	<a href="#">ART</a> <a href="#">ESM/REV</a>	<a href="#">Drama</a> <a href="#">NDU/AAU</a>
Lesson 5 14:00 – 15:00	<a href="#">Extra Curricular</a> <a href="#">Activities</a>	<a href="#">French</a> <a href="#">SME/IBE</a>	<a href="#">Extra Curricular</a> <a href="#">Activities</a>	<a href="#">Extra Curricular</a> <a href="#">Activities</a>	<a href="#">Extra Curricular</a> <a href="#">Activities</a>
Registration	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>

## Year 9 VLE Timetable

	Mon	Tue	Wed	Thu	Fri
Registration	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>
Form	<a href="#">Form</a>	<a href="#">Form</a>	<a href="#">Assembly</a>	<a href="#">Form</a>	<a href="#">Form</a>
8:45 - 9:15	<a href="#">ACH</a>	<a href="#">ACH</a>		<a href="#">ACH</a>	<a href="#">ACH</a>
Lesson 1 9:15 -10:15	<a href="#">English</a> <a href="#">ABR/RSI</a>	<a href="#">English</a> <a href="#">ABR/RSI</a>	<a href="#">English</a> <a href="#">ABR/RSI</a>	<a href="#">English</a> <a href="#">ABR/RSI</a>	<a href="#">Music</a> <a href="#">AAU/NDU</a>
Lesson 2 10:30-11:30	<a href="#">Maths</a> <a href="#">RSI/ABR</a>	<a href="#">Maths</a> <a href="#">RSI/ABR</a>	<a href="#">Maths</a> <a href="#">RSI/ABR</a>	<a href="#">Maths</a> <a href="#">RSI/ABR</a>	<a href="#">Drama</a> <a href="#">NDU/CTA</a>
Lesson 3 11:30 – 12:30	<a href="#">Science</a> <a href="#">SPR/RBA</a>	<a href="#">Science</a> <a href="#">SPR/RBA</a>	<a href="#">Science</a> <a href="#">SPR/RBA</a>	<a href="#">Science</a> <a href="#">SPR/RBA</a>	<a href="#">DT</a> <a href="#">JSH/AAU</a>
Lesson 4 13:00-14:00	<a href="#">History</a> <a href="#">RBA/SPR</a>	<a href="#">Geo</a> <a href="#">SPE/SPR</a>	<a href="#">RE</a> <a href="#">RBA/SPR</a>	<a href="#">Art</a> <a href="#">SNA/SPR</a>	<a href="#">PE</a> <a href="#">CTA/SPR</a>
Lesson 5 14:00 – 15:00	<a href="#">Extra Curricular</a> <a href="#">Activities</a>	<a href="#">Extra Curricular</a> <a href="#">Activities</a>	<a href="#">French</a> <a href="#">SLU/SME</a>	<a href="#">Extra Curricular</a> <a href="#">Activities</a>	<a href="#">Extra Curricular</a> <a href="#">Activities</a>
Registration	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>	<a href="#">Click to register</a>

# Virtual Learning Timetable (2021): KS4

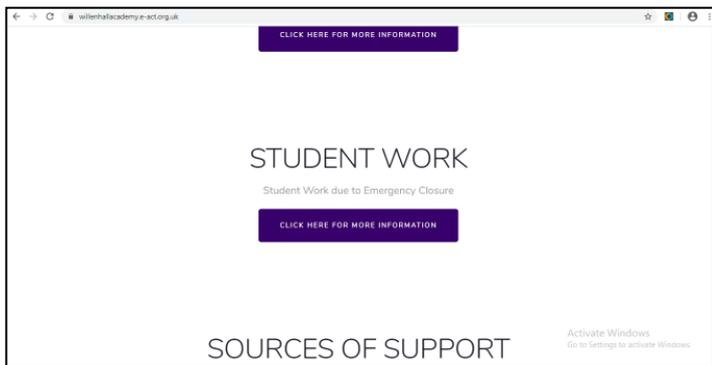
<b>Year 10 VLE Timetable</b>					
	Mon	Tue	Wed	Thu	Fri
Registration	<a href="#">Click to register</a>				
Form time	<a href="#">Form</a>	<a href="#">Form</a>	<a href="#">Assembly</a>	<a href="#">Form</a>	<a href="#">Form</a>
8:45 - 9:15	<a href="#">LSM</a>	<a href="#">LSM</a>		<a href="#">LSM</a>	<a href="#">LSM</a>
Lesson 1 9:15 -10:15	<a href="#">English</a> <a href="#">NGO/AAA</a>				
Lesson 2 10:15-11:15	<a href="#">Maths</a> <a href="#">AAA/NGO</a>				
Lesson 3 11:30 – 12:30	<a href="#">Science</a> <a href="#">LCU/LTO</a>	<a href="#">Science</a> <a href="#">LCU/SNA</a>	<a href="#">Science</a> <a href="#">LCU/AAU</a>	<a href="#">Science</a> <a href="#">LCU/CWI</a>	<a href="#">Opt B</a>
Lesson 4 12:30-13:30	Study Support				
Lesson 5 14:00 – 15:00	<a href="#">Opt A</a>	Opt A	Opt C	Opt B	Opt C
Registration	<a href="#">Click to register</a>				
Extra Curricular	<a href="#">Extra Curricular Activities Link</a>				

<b>Year 11 VLE Timetable</b>					
	Mon	Tue	Wed	Thu	Fri
Registration	<a href="#">Click to register</a>				
Form	<a href="#">Form</a>	<a href="#">Form</a>	<a href="#">Assembly</a>	<a href="#">Form</a>	<a href="#">Form</a>
8:45 - 9:15	<a href="#">ANW</a>	<a href="#">ANW</a>		<a href="#">ANW</a>	<a href="#">ANW</a>
Lesson 1 9:15 -10:15	<a href="#">English</a> <a href="#">JKI/JAS</a>				
Lesson 2 10:30-11:30	<a href="#">Maths</a> <a href="#">JAS/JKI</a>				
Lesson 3 11:30 – 12:30	<a href="#">Science</a> <a href="#">DAL/CSO</a>	<a href="#">Science</a> <a href="#">DAL/CSO</a>	<a href="#">Science</a> <a href="#">DAL/CSO</a>	<a href="#">Science</a> <a href="#">DAL/CSO</a>	<a href="#">Opt A</a>
Lesson 4 13:00-14:00	Opt B	Opt B	<a href="#">Opt C</a>	<a href="#">Opt A</a>	<a href="#">Opt C</a>
Lesson 5 14:00 – 15:00	Supported Study				
Registration	<a href="#">Click to register</a>				
Extra Curricular	<a href="#">Extra Curricular Activities Link</a>				

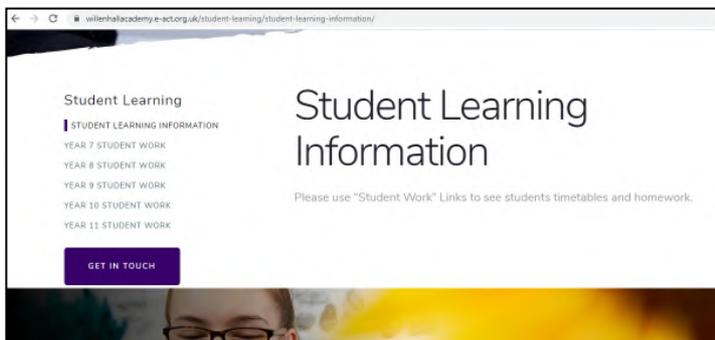
# Accessing Microsoft Teams

## Accessing Work VIA the School Website

Go to school website and select the Tab on the homepage labelled 'Student Work'



Click on your year group



Open the timetable and select the links on the timetable to access work for your lessons. **Make sure that you complete the register by clicking the 'Click to Register' link**

	Mon	Tue	Wed	Thu	Fri
Registration	<a href="#">Click to register</a>				
Form time	<a href="#">Form</a>	<a href="#">Form</a>	<a href="#">Assembly</a>	<a href="#">Form</a>	<a href="#">Form</a>
8:45 - 9:15	<a href="#">LSM</a>	<a href="#">LSM</a>		<a href="#">LSM</a>	<a href="#">LSM</a>

## Accessing Microsoft Teams Via Laptop/ PC

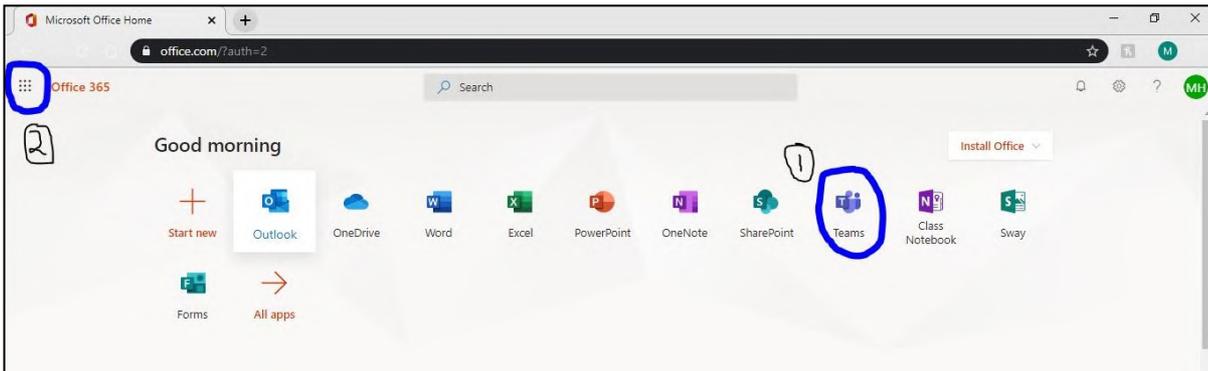
Open Google Chrome (not internet explorer) and open Office365

<https://www.office.com/>

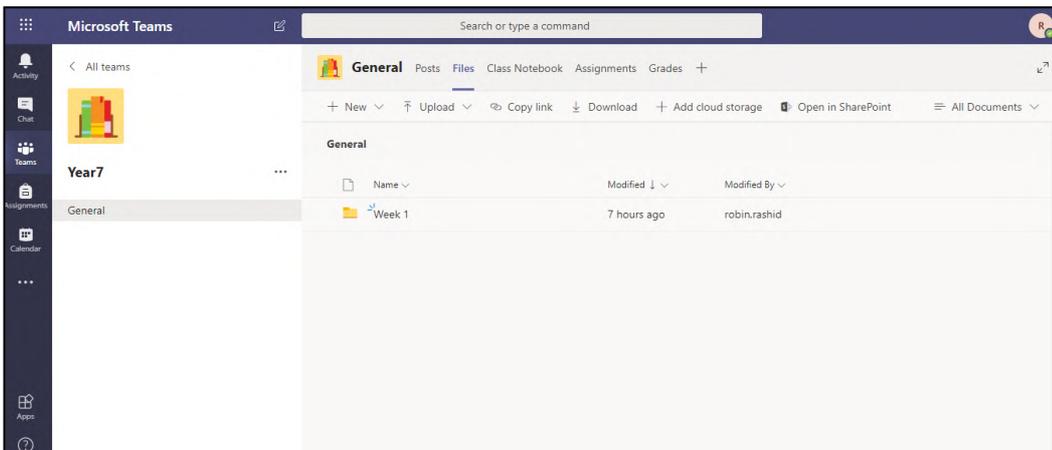
Log in using your Willenhall E-ACT Academy email. This will be your first letter of first name followed by full surname and year intake. E.g. Jack Wilson – Year 11 ([15-Wilson-J@willenhalle-actacademy.org.uk](mailto:15-Wilson-J@willenhalle-actacademy.org.uk))

The password will have been reset, if they do not have a password please email [studenthelpdesk@willenhalle-actacademy.org.uk](mailto:studenthelpdesk@willenhalle-actacademy.org.uk)

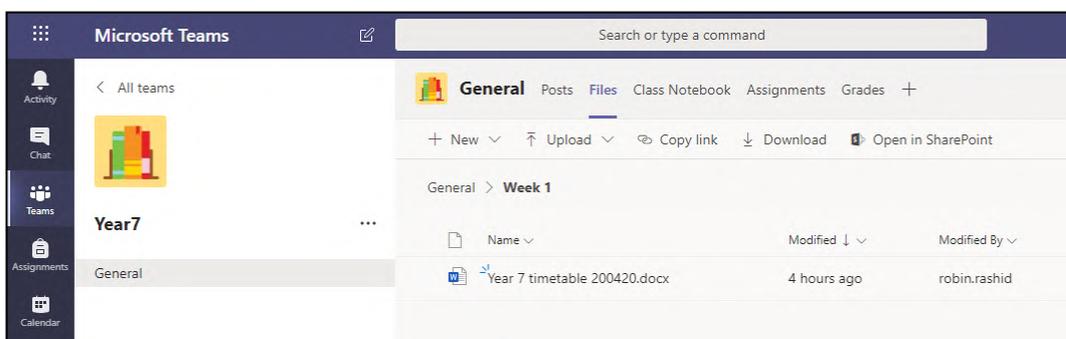
Once you have logged on, click on Teams located alongside all the other Teams applications. If it does not show, click on the small dots on the left hand side of the screen, and then click Teams



When you are in Teams, click on your year group and select the week number:



You will be able to see all of this weeks' lesson resources for all subjects within this week in this folder



Open the timetable and select the links on the timetable to access work for your lessons. **Make sure that you complete the register by clicking the 'Click to Register' link**

	Mon	Tue	Wed	Thu	Fri
Registration	<a href="#">Click to register</a>				
Form time	<a href="#">Form</a>	<a href="#">Form</a>	<a href="#">Assembly</a>	<a href="#">Form</a>	<a href="#">Form</a>
8:45 - 9:15	<a href="#">LSM</a>	<a href="#">LSM</a>		<a href="#">LSM</a>	<a href="#">LSM</a>

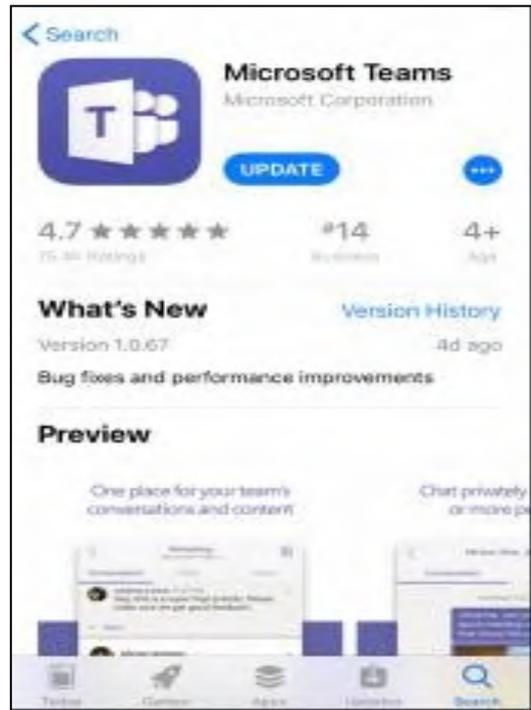
## Via Mobile phone/ Tablet

Open Play Store/ App Store on your device and download Microsoft Teams

Once it is downloaded, log in using Willenhall Academy email

Select year group team to and upload resources

NOTE – Please be aware that you have WI-FI connection and not using Mobile Data as this might incur in extra additional charges.



### Using Xbox or PlayStation to access Hwb

**Accessing your remote learning. An alternative method of accessing remote learning during times of lockdown.**

#### Xbox

1. Plug a keyboard in to the Xbox USB slot
2. Go in to my games and apps
3. Find Microsoft Edge and select
4. Type in: Hwb and log in as you would in school
5. You can then access your work through Google Classroom or OneDrive and use key packages including:
  - Word
  - Teams
  - Excel
  - PowerPoint
  - Your emails
6. To move around you use the Xbox control or plug in a mouse

#### PlayStation

1. Identify the PlayStation internet browser icon (it is WWW with dots around it)
2. Press the PlayStation logo on the controller
3. Go to the library and find options for games and applications
4. Go in to applications and you will find the internet browser
5. Type Hwb into the browser and log in as you would in school
6. You can then access your work through Google Classroom or OneDrive and use key packages including:
  - Word
  - Teams
  - Excel
  - PowerPoint
  - Your emails



# Extended Learning & Support Materials

## Extended Learning

You will note on the timetable that there is a session named ‘Extra Curricular’ or ‘study Support’. This is an opportunity for students to complete any written tasks off and submit to their teachers. Or to complete additional home study.

Please note that there may be occasions where staff require students to attend live lessons in this extended learning period, but you will be give adequate notice of such arrangements if and when they arise.

## Knowledge Organisers

All students will have access to knowledge Organisers for the Spring Term on their year group area in Teams. These documents will support to unit of student and can further support independent learning and revision.

It will comprise of some or all of the following:

Reading

Memorising Knowledge

Techniques to use for revision:

Self-quizzing

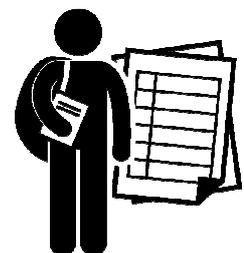
Dual Coding

Creation of flash cards

Mind maps

Storyboards

Direct practice exercises



# Study Support

Year 10 and 11 students have all got dedicated time for study support. This time should be used to revise and recap learning from the weeks' lessons as well as previous lessons. There are a range of techniques that the students can use alongside your knowledge organisers:

Quizzing

Self-explanation

Flashcards

Graphic Organisers

Dual Coding

Interleaved Practice

Prepare to Teach

The resources to support these techniques are available on Microsoft TEAMS in the Study support folder.

On average, everyone will like two or three of these techniques and will find they work best for them; they won't all work for everyone and it's important that students find their own way.

Use these resources and make your revision practical and active.

## Keeping Motivation Up

### **For Students**

Don't give up on things you find hard or dislike – talk to someone about any difficulties you are having – there is always a solution.

Revise your revision schedule if necessary and stick to it – even when you don't feel like it. Don't wait until you are in the mood – the further behind you get the less you will be in the mood (agree the schedule with your parents for a hassle-free life).

Resist the temptation to 'bury your head in the sand' if things are getting out of hand – talk to your parents/form tutor/teachers/Year Leader/Student Support Manager.

Ignore what friends and others are doing or saying – you are working for an easy life for YOU now and later – let your friends have the hassle of re-doing work or even the full GCSE.

## Getting Ready For Revision

Start revision early. The sooner you start the less you will have to do each day and the less stressed out you will be.

The most important thing is to make a realistic revision timetable that you will stick to.

Get one good revision book or aid for every subject. They do much of the initial work for you by breaking the subject down into 'do-able' chunks.

## *Doing Revision*

Go to all lessons and make them work for you – especially the ones you don't like or find hard.

When your teachers tell you about exam technique – try them all out to see which one will work for you best (it might even be the one you thought wouldn't work). The key thing is to reduce your notes to a single side of A3/A4 per topic area.

Match the revision notes you make to the sort of questions you will be asked. Get hold of old papers (ask teachers which websites to look at).

Have a clear goal for each revision period. For example – 'at the end of these 2 hours I will be able to label a diagram of the heart and answer a question on how the heart works.'

Have a start and finish time – and stick to it!

Get into the routine of following your revision plan – if you really don't feel like it, tell yourself you will do 15 minutes and then decide whether to carry on. At least you will have done 15 minutes. Set your aim for the session and get right on with it – ignore the impulse to suddenly tidy your room for the first time in 3 years!

STOP and take a break if you are becoming frustrated, angry or overwhelmed. Put aside the problem.

Don't waste time struggling – note down anything you are finding hard and take it to your next lesson.

**DO NOT BE INFLUENCED BY FRIENDS WHO TALK ABOUT HOW LITTLE WORK THEY ARE DOING.** Get your head down – your results don't matter to your friends – but they are crucial to your future. Tell yourself it's not for long!

Make yourself start no matter much you don't want to – the hardest bit is over with then.

## Improving Your Chances Of Getting At Least a Grade 5

There are a number of factors that cause students to lose marks in the exams. The factors below are often reported by examiners. You will also find them in revision books. Here is a list of factors that you need to be aware of and concentrate on:

Start in good time – leave it too late and you will start panicking.

Plan for half hour or, at most, one hour slots. Nothing extra is likely to sink in if one subject is revised for much longer.

When revising during the evenings plan 1 or 2 subjects only. Leave some time for relaxation.

Allow some days off, but not in the few weeks just before the exams.

Plan to revise specific topics or aspects of a subject – for example, not just 'Science', but human systems, or waves, or chemical reactions or electricity.

Read through a topic and then make brief notes on cards which can be used for further revision later.

Use colours to highlight key works.

Work in small groups to discuss a topic.

# Sources of Academy Support

Please note that these sources of support are not monitored at all times, for emergency/urgent assistance please refer to the sources of external support.

## I.T Support

For assistance in using Teams and any other I.T enquiry, please contact:

[studenthelpdesk@willenhalle-act.org.uk](mailto:studenthelpdesk@willenhalle-act.org.uk)

## Student concerns (including online concerns)

Students can send emails to

[wea.concerns@e-act.org.uk](mailto:wea.concerns@e-act.org.uk)

## Academy website

### Specific safeguarding information

There is information and different links for specific safeguarding issues on our academy website under 'safeguarding our students'

[wea.concerns@e-act.org.uk](mailto:wea.concerns@e-act.org.uk)

## General Enquiries

For enquires not relating to safeguarding please contact us on

[wea.info@e-act.org.uk](mailto:wea.info@e-act.org.uk)

## Safeguarding

### Safeguarding email address

For any concerns around safeguarding please email [wea.concerns@e-act.org.uk](mailto:wea.concerns@e-act.org.uk) to share your concern with our safeguarding team. Please include your contact details to help us assist you.

## Library

For help with Accelerated Reader, Literacy or Reading activities or support, please contact:

[librarywillenhall@e-act.org.uk](mailto:librarywillenhall@e-act.org.uk)



# Sources of Parental Support

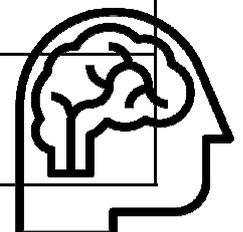
During this time of school closures, students may have increased use of the internet. Willenhall E-ACT Academy recommend the following resources to support parents in keeping their children safe online.

To set up Parental controls on your home computers and mobiles then please see this website for advice:	<a href="https://www.childnet.com/resources/parental-controls">https://www.childnet.com/resources/parental-controls</a>
For all the latest on new platforms that students are using such as snapchat, particularly on mobile devices, then please visit:	<a href="https://www.childnet.com/resources/parental-controls">https://www.childnet.com/resources/parental-controls</a>
If you are worried about online sexual abuse then please contact both the Academy and CEOP:	<a href="https://www.ceop.police.uk/safety-centre/">https://www.ceop.police.uk/safety-centre/</a>
If you are concerned about any cyber-bullying then please contact the Head of Year, but as a precaution, here is how to take a screenshot:	<a href="https://www.take-a-screenshot.org/">https://www.take-a-screenshot.org/</a>
The UK Safer Internet Centre also has some useful information and can be accessed on:	<a href="https://www.saferinternet.org.uk/safer-internet-day/safer-internet-day-2019/education-packs/activities-parents-and-carers">https://www.saferinternet.org.uk/safer-internet-day/safer-internet-day-2019/education-packs/activities-parents-and-carers</a>
O2 and the NSPCC have come together to offer some really helpful advice on internet safety and the address is listed below:	<a href="https://www.o2.co.uk/help/nspcc">https://www.o2.co.uk/help/nspcc</a>
Some useful advice for parents/carers on internet safety	<a href="https://www.internetmatters.org/schools-esafety/parent-online-support-pack-teachers/">https://www.internetmatters.org/schools-esafety/parent-online-support-pack-teachers/</a>
Further advice for parents/carers on internet safety	<a href="https://www.thinkuknow.co.uk/parents/">https://www.thinkuknow.co.uk/parents/</a>
Young Enterprise & Young Money Resources	<a href="https://bit.ly/2QYPY3D">https://bit.ly/2QYPY3D</a>
Should you have any students who wish to discuss any careers information	<a href="mailto:WEACareersInfo@E-ACT.org.uk">WEACareersInfo@E-ACT.org.uk</a>



# Sources of External Support

Free, private and confidential services to discuss any worries or concerns
<p><b>Childline</b> <a href="http://www.childline.org.uk">www.childline.org.uk</a> 08001111</p>
<p><b>Samaritans</b> <a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a> 116123 <a href="mailto:jo@samaritans.org">jo@samaritans.org</a></p>
Police
<p>999 Emergency calls 101 Non-emergency calls <a href="http://www.west-midlands.police.uk/contact-us">www.west-midlands.police.uk/contact-us</a></p>
Children's Services
<p><b>Walsall children's services</b> 01922 658170 <a href="mailto:www.info@walsall.gov.uk">www.info@walsall.gov.uk</a></p>
Mental Health
<p>Dudley and Walsall Mental Health Services 0300 555 0262 <a href="http://www.dwmh.nhs.uk">www.dwmh.nhs.uk</a></p>
<p><b>Young Minds Charity</b> <a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a> Crisis Messenger Text YM to 85258 Parents Helpline 08088025544</p>
Foodbanks
<p><a href="https://greatbarr.foodbank.org.uk/">https://greatbarr.foodbank.org.uk/</a></p>
<p><a href="https://bloxwichblakenall.foodbank.org.uk/">https://bloxwichblakenall.foodbank.org.uk/</a></p>



# Remote Working Etiquette



## How can I get help from my teacher?

If you have attempted a task and you find you are unable to complete it because you need more guidance, you should first message your teacher (by email) if you don't get a response – there is a risk that your message may not have reached your teacher if something has gone wrong.

**You should never just 'leave' the work;** you are responsible for managing your work and it must all be **completed in full.**

## How should I communicate with my teacher?

You should send messages using email or to your teachers to ask questions or for support. Teachers are only expected to work between working hours so if you respond outside 8:45am– 4pm don't be surprised or upset if you don't get a reply straight away, they will however get back to you as soon as they can. If it is a safeguarding issue that cannot wait please email be address below: **Emma.Smith@E-ACT.org.uk.**

## Email etiquette

- You must only use your school email address and to contact staff at the Academy. You must not attempt to contact them using any other method.
- All emails/messages to be formally addressed 'Dear Miss X' and concluded 'Kind regards'.
- All requests to be made politely: 'I write to ask you if I could have some guidance with/if you could explain this task to me/when you would expect me to...'
- All emails to have a subject written in the subject line, such as 'Request for Guidance'.
- Only email the one person who you need to ask a question to or send your work to; **you should not email lots of people or hit 'reply all' if your teacher has emailed your whole class.**
- Never use slang, informal language or any kind of impolite language such as swearing, insults or anything that may appear offensive.

## Example email

*Dear Ms Smith*

*I write to ask for some more guidance about the task you have asked us to complete for this Friday. I am not sure which of the sources you would like us to use to answer question 5. Could you please tell me which one to use so that I can complete this work?*

*Kind regards,*

*Louise*