



Please find a table of FAQ's and responses to help students and families who are currently working from home remotely. This is not an exhaustive list so if you have any further questions please feel free to follow this link www.shorturl.at/jDO69 and add any further questions you may have and we will endeavour to answer them as quickly as possible.

| Common Questions | What you need to do | Video or internet link guidance |
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| <p>What if my child can't log on to their email or Google Classroom</p> | <p>Please email student_admin@flixtongirls.com who will be able to reset the password. You must ensure to give the students their full name in the email.</p> <p>To access your school email follow the webmail link and type in your username and password (do not put flixtongirls.com in the username section)</p> | <p>School email link https://webmail.flixtongirls.com/owa</p> |
| <p>Where does my child answer the attendance question?</p> | <p>The attendance question is set daily and will be in the students YEAR GROUP Google Classroom</p> | <p></p> |
| <p>What if my child has forgotten their GCSE POD password?</p> | <p>Step 1 - If they should forget their login details, students can click on <i>'I've Forgotten My Login Details'</i> and follow the onscreen steps to recover them.</p> <p>Step 2 - If they still struggle they should email student_admin@flixtongirls.com who will reset it</p> | <p>https://cms.gcsepod.com/help_centre/password-resetting/</p> <p>Staff can follow the instructions in the link above to reset the password</p> |
| <p>What if my child has forgotten their SAM learning password?</p> | <p>Please email student_admin@flixtongirls.com who will reset the student's password to User ID which is their date of birth followed by two initials: first name then last name.</p> | <p>https://samlearning.zendesk.com/hc/en-us/articles/115000963774-How-do-I-reset-a-</p> |

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| | Example: 010804DJ is the User ID for David Jones born 1st August 2004. | earner-s-password- |
| My child has never logged on to SAM learning before. How do they do this? | <p>Students go to the SAM learning homepage they need to type in the following:</p> <ol style="list-style-type: none"> 1. Centre ID = M41FH 2. User ID = which is the date of birth followed by two initials: first name and last name Example: 010804DJ is the User ID for David Jones born 1st August 2004. 3. When you first log in the password matches your USER ID but you can then change this | https://samlearning.zendesk.com/hc/en-us/articles/115000965513-How-do-Learners-log-in-to-SAM-Learning- |
| My child has never logged onto GCSE POD before. How do they do this? | <p>Students to go to the GCSE POD homepage How do I get it?</p> <ol style="list-style-type: none"> 1. Go to www.gcsepod.com and click "login" 2. Click NEW HERE? GET STARTED! 3. Click "Student" 4. Enter your name and date of birth* 5. Enter the school name in full: Flixton Girls School 6. Choose a username, password and the subjects you study | <p>Student video guide https://www.youtube.com/watch?v=decyziiveX8</p> <p>Parent guides https://drive.google.com/drive/folders/1DeoTOfbdi7YfZ7z04kXXe4Q_1WXebV-3?usp=sharing</p> |
| When will work be set for students on Google Classroom throughout the day? | This will be posted by the teacher either in the morning or just as the lesson starts. Some students may be asked to attend a live lesson with their teacher - they will have a google meet link posted in their classroom and need to click the link and enter the zoom like meeting | <p>Help videos https://www.youtube.com/watch?v=hhti35tLcAY</p> |
| As a parent or carer how can I see what has been set for my child? | <p>We are currently in the process of setting up the guardian function on Google Classroom. Once this is in place you will be added to your child's Google classrooms.</p> <p>When we invite guardians, you can't see the Stream, Classwork, People, or Grades pages. Instead, guardians get an email summary of their student's work. They get information about missing and upcoming work and class activities.</p> | https://support.google.com/edu/classroom/answer/6388136?hl=en |

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| <p>What should I do if my child is struggling with their work?</p> | <p>At present teachers are still having to support students in school as well as those at home.</p> <ol style="list-style-type: none"> 1. Students need to ask the teacher questions during the allocated timetable slot via the Google private message function OR during any live Google meet lessons 2. If students need help outside of the timetabled lesson they can message the teacher but the response WILL NOT be immediate and may not be answered until the end of the day 3. If your queries about work are urgent please email admin@flixtongirls.com (again the teacher is likely to be teaching so responses may not be immediate and we ask for your patience and support with this) | |
| <p>We are struggling understanding how to use Google Classroom and Google tools</p> | <p>Please follow the links to find access to videos and support guides that will help you with any queries about Google and how to use it</p> | <p>Beginners guide to Google Classroom https://www.youtube.com/watch?v=pl-tBjAM9g4&t=15s</p> <p>Google Meet guide https://www.youtube.com/watch?v=70oVMdxDXqE</p> <p>How to submit an assignment https://www.youtube.com/watch?v=LsD1QJEN0Yg&t=21s</p> |
| <p>Does my child have to engage with online learning at home?</p> | <p>Yes! It is a legal requirement for schools to provide remote education for its young people. Students must complete the work set by their classroom teachers and when asked to submit or hand in work this will be tracked daily.</p> <p>If students are not engaging - classroom teachers and heads of department will follow this up with parents and carers via email or phone call.</p> <p>*All class teachers are tracking engagement weekly*</p> | <p>Please read the remote learning plan for more detail about roles and responsibilities and student behaviour and safeguarding</p> <p>https://drive.google.com/file/d/1nmVSdx-r1_JFc_gnFmAcMTuK4nOFsqp/view?usp=sharing</p> |
| <p>Will all the lessons be live?</p> | <p>There is no requirement from the DfE for schools to teach live lessons (Mrs Trussell will</p> | <p>https://www.thenational.academy/</p> |

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| | <p>be sending more info about this out via her Headteacher update). We have a mixed model where classroom teachers will...</p> <ol style="list-style-type: none"> 1. Deliver some live lessons (the link gets posted in the students subject Google Classroom) 2. Deliver some pre-recorded lessons and the teacher will be live in the Google Classroom to answer any questions 3. Some may use the Oak National Academy videos - which have been set up in line with DfE and Government funding | |
| How often will my child receive feedback? | <p>Teachers will continue to give feedback to students on any work submitted/completed (to the standard required)</p> <p>This will take the form of either...</p> <ol style="list-style-type: none"> 1. Feedback from Google form quizzes - this feedback will be automated via a score and may have also written feedback in there 2. Feedback will be in the private message function to students from the class teacher 3. Students will receive feedback in live Google Meet lessons if they attend these 4. Students will receive feedback on the work submitted too | |
| Who should I contact if the chromebook school has loaned us does not work? | <p>Email admin@flixtongirls.com as they will liaise with the IT team to see if we can support.</p> <p>*Please Note* some platforms we use can go down due to overload and internet connection issues. When this happens we advise students attempt to re-log in and if it is down for sometime continue with other work that has been set and not to worry too much.</p> | |
| Who should I contact if my child has a learning need and would usually receive SEN support in school and needs help with home | <p>Please send any email queries to lmcevey@flixtongirls.com who will be able to direct your concerns to the designated SENDCO.</p> | |

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| How do I access rockstars timetables? | Go to the site and log in - if you have forgotten your password please email tarmstrong@flixtongirls.com who will be able to reset this for you. | Times Tables Rock Stars (ttrockstars.com) |