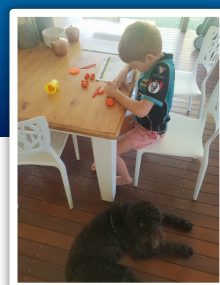
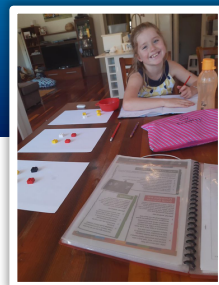
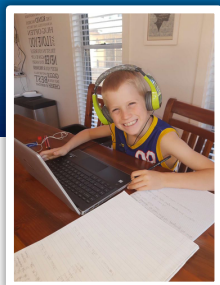
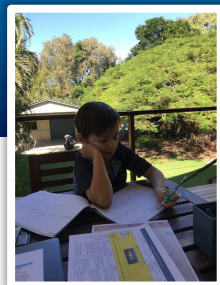
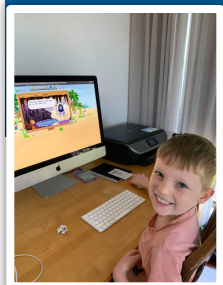


# SJV Frequently Asked Q's

*You are not alone! We are in this together!*



**Q: I can't find my child's log in details, what do I do?**

**A:** Please email the school [pmanly@bne.catholic.edu.au](mailto:pmanly@bne.catholic.edu.au) or your child's teacher to ask for these. You can contact the school on (07) 3097 2900.

**Q: I can't get onto Teams, what do I do?**

**A:** With the current level of students and parents logging onto TEAMS we have experienced server crashes over the past few days and we are working with Microsoft to fix this. We suggest downloading all files ahead of the week so you have all of the materials needed or printed. Link to TEAMS tutorial <https://youtu.be/baNXmPeG2tQ>

**Q: What can I expect each week from my child's teacher?**

**A:** Each week your child's teacher will email you the class newsletter and the Alternative Learning Grid. These files, along with support materials, will also be uploaded to TEAMS. You should receive a phone call from your child's teacher over the first two weeks to check in.

**Q: The links in the grids don't work, what do I do?**

**A:** Try hovering over the link and copying this and pasting it into a browser, if that doesn't work, google a suitable video that suits the context of the work you are supervising.

**Q: I have emailed my class teacher, why haven't they responded?**

**A:** As a school, we are working very hard to support you and your child during this time. However, please be aware that teachers are supervising students at school to complete the same online work that you are covering at home and may not be able to respond immediately. Teachers are also preparing resources for students, please wait 24 hours for a response.

**Q: What if my home learning doesn't look Instagram worthy?**

**A:** Try to avoid comparing yourself to others on social media. A photo online, doesn't tell the whole story, we are all adjusting to these new changes and are here to support each other.

**Q: What happens if I can't get all the work done?**

**A:** Do the best you can. When this is over, your child's teacher will consider the time missed at school and reassess your child's ability and the areas they need support. As long as you maintain daily reading at minimum and cover what you can whilst providing a safe space at home for your child, we can take care of the rest when school resumes.

**Q: What if my child refuses to do the work?**

**A:** You can view Mrs McKay's video on the Facebook page that talks to your child about their responsibility as a learner during this time. You may also like to try a reward system whereby your child is allowed to do something they choose after completing one school task. Breaking the work up into smaller tasks and having regular breaks may also help.

**Q: My child is missing their friends, what can I do?**

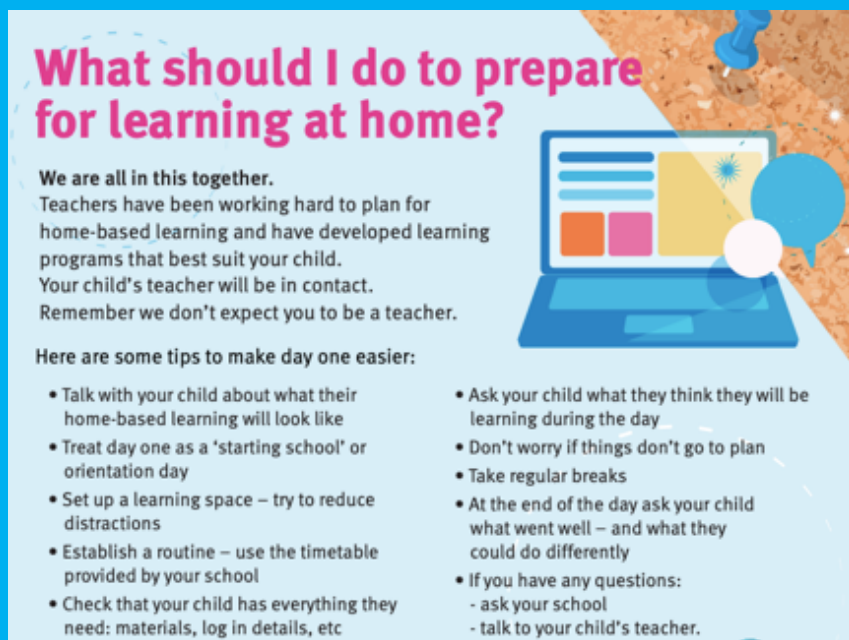
**A:** There are other ways to help your child maintain their school friendships. Your child could write a letter and post it in the mail, or send via email to their friend's parents account. You might also like to phone your child's friend and allow them to speak with them over. Other families have been allowing their child to facetime each other so they can see their friends whilst talking. Another option would be to visit the school Facebook page to look current photos of students working from home or past photos of school events. Students can also participate in class TEAM meetings scheduled over the coming weeks.

**Q: I am essential worker and sending my child to school, what does this look like?**

**A:** Currently your child is being supported in the hall by a rotation of teachers throughout the day. They are being supported to complete the same online materials as the students are at home. Desks are separated and students from various grades are together. This is very different to your child's previous experience with school so you may like to discuss this with them prior to attending and why this is so.

**Q: I have a question that is not on here, what do I do?**

**A:** Please email your child's teacher or the reception staff at [pmanly@bne.catholic.edu.au](mailto:pmanly@bne.catholic.edu.au). Our teachers are more than happy to help you along this journey.



**What should I do to prepare for learning at home?**

**We are all in this together.**  
Teachers have been working hard to plan for home-based learning and have developed learning programs that best suit your child. Your child's teacher will be in contact. Remember we don't expect you to be a teacher.

**Here are some tips to make day one easier:**

- Talk with your child about what their home-based learning will look like
- Treat day one as a 'starting school' or orientation day
- Set up a learning space – try to reduce distractions
- Establish a routine – use the timetable provided by your school
- Check that your child has everything they need: materials, log in details, etc
- Ask your child what they think they will be learning during the day
- Don't worry if things don't go to plan
- Take regular breaks
- At the end of the day ask your child what went well – and what they could do differently
- If you have any questions:
  - ask your school
  - talk to your child's teacher.