



# Wigston Academies Trust

Station Road, Wigston, Leicester. LE18 2DU | Company Number: 07975551  
Tel: 0116 2881228 | Fax: 0116 2880854 | Email: [admin@wigstonmat.org](mailto:admin@wigstonmat.org)  
Web: [www.wigstonmat.org](http://www.wigstonmat.org) | Executive Headteacher: Mr M Mitchley

## Frequently Asked Questions Updated 12.02.21

### Why does Satchel:One look different?

The timetable feature on Satchel:One has been activated so that attendance in live lessons can be completed remotely by teachers. The times of the lessons and in some cases the subject of the lessons can be ignored by students this is the 'normal' school timetable and times. Students are still to follow the remote timetables published. **Satchel:One should only be used by students to track work set and submitted.** The attendance data that is now visible is "year to date" and not just Remote Learning attendance.

### What do I do if I am concerned about my child's Well-being or Mental Health?

Visit the Health and Wellbeing menu on our school website [www.wigstonacademy.org](http://www.wigstonacademy.org) here you will find a selection of websites where support can be obtained. For general wellbeing tips click on this link: [www.childrensmentalhealthweek.org.uk/about-the-week](http://www.childrensmentalhealthweek.org.uk/about-the-week). If you require further support, please email Mrs Brennan at [mbrennan@wigstonmat.org](mailto:mbrennan@wigstonmat.org).

### How will I know how well my child is doing?

We know how important it is that you know how your child is progressing and that you want to know how to help and support them. The pandemic has made us have to change how and when we run our parents' evening and reporting programme. So please see the revised programme for this term, which we intend to run, of course with the usual proviso that things may have to change

Year 7	Virtual Parents' Evening (date to be confirmed)
Year 8	Virtual Parents' Evening in February. Please be aware that we will be trialling our new app with this parents' evening so please bear with us
Year 9	Electronic written report due in March
Year 10	Electronic data report in January followed by a virtual Parents' Evening later in the term
Year 11	Electronic written report to parents by February half term holiday
Year 12	Virtual Parents' Evening took place in January
Year 13	Electronic written report due in March

Teachers are setting regular tasks and activities for students in all years, and they will receive feedback. The feedback students receive will be in a variety of formats as per the examples below:

- Whole class feedback in 'live' lesson
- A voice note for students or chat comments during a lesson
- 1-to-1 interaction tools – for example a Satchel:One feedback message
- The use of google forms and/or Teams forms – this provides immediate feedback to students when it is submitted.

### How is attendance monitored?

Teachers have been asked to identify students who are not present in a live lesson or a live tutor time. At the end of each day an automated message will be sent home if a student misses one or more of the scheduled live

sessions. If a student is late to enter a live lesson for any reason please ensure that the teacher knows that they are in the lesson. This will prevent a student being marked absent and the message from being sent home at the end of the day. If a student is unable to attend for any reason, including logging in issues, again please let us know, this will also prevent any message being sent home if the reason for absence is beyond the students control.

The pastoral team will track individuals and if needs be follow up with a phone call home.

A list of students not engaging in the learning will be monitored and following local authority guidance, continual lack of engagement will be passed on to the attendance team to follow up.

Students in Year 12 and 13 will be monitored and attendance recoded through their attendance at online lessons. Sixth form staff will be in touch with any concerns.

### **What is happening with Tutor Time?**

To help support our students we reintroduced tutor time from **Monday 25th January**.

#### **Year 7, 8 and 9 tutor time**

Tutor time takes place on a Monday and Thursday each week. It runs, as a Teams meeting, for 5-10 minutes starting from 8:40am. During this time, your child's form tutor checks in with their group, delivers any messages and is on hand to address any of the students concerns.

#### **Year 10 and 11 tutor time**

Tutor time runs, as with Year 7 8 and 9 via a Teams meeting. It runs for 5-10 minutes but because of the number of live lessons KS4 students are undertaking it only runs once a week, on a Tuesday from 8:40am. Again, as with KS3, it is used to check-in with students, see if there are any issues or concerns, and it will allow us to deliver any messages we have. Students should be ready for their tutor time by signing into Teams and have their microphones muted and their cameras switched off. During the meeting staff may ask students to turn on cameras or microphones should it be necessary.

### **What are the top tips for Remote Learning?**

- If you are struggling with the work load – prioritise live lessons.
- Let teachers know you are struggling – if you are too anxious to write in the chat in a live lesson, remember you can still use the chat function / email to let teachers know.
- Submit the tasks completed for feedback – it lets you and your teachers know how you are doing.
- Lessons are following your normal timetable – make time to have your break and lunch break as you would in school.

### **What is happening with exams this year for Year 11 and Year 13 students?**

The Government have finished consulting on their proposals on how students should be assessed following the cancellation of the summer.

The main proposals include:

- Grades must reflect what a student knows, understands and can do.
- Exams boards can provide training and guidance for teachers.
- Exam boards should produce a set of test papers than can be used to aid assessment.
- Teachers should assess any non-examined coursework which has been collected.
- Teachers should draw on a broad range of evidence to make their final assessment.
- Schools will put procedures in place to ensure grades have been awarded fairly and exam boards may check these procedures.
- Teachers will submit grades by mid-June.
- Teachers should not tell students or parents/carers the grade that has been submitted.
- Results may be published to students earlier than normal
- Students should have the right to appeal a grade.

The outcome of the consultation is expected by the end of February. In the meantime, our basic message to students does not change: *'Keep making the effort and keep working'*. As always, please ask for help if you need it. If you or your child have any concerns in the meantime, please get in touch so that we can help.

### **I have a concern who and when do I contact the school/college?**

In most instances where you have a concern about your child the person best able to help you is your child's Head Of Year. Please see their contact details below

Year 7 Mrs D Smith	<a href="mailto:dsmith@wigstonmat.org">dsmith@wigstonmat.org</a>
Year 8 Miss C Bramley	<a href="mailto:cbramley@wigstonmat.org">cbramley@wigstonmat.org</a>
Year 9 Mrs R Chapman	<a href="mailto:rchapman@wigstonmat.org">rchapman@wigstonmat.org</a>
Year 10 Mrs L Moss	<a href="mailto:lmoss@wigstonmat.org">lmoss@wigstonmat.org</a>
Year 11 Mr D Carletti	<a href="mailto:dcarletti@wigstonmat.org">dcarletti@wigstonmat.org</a>
Year 12 and 13 Mrs R Rose	<a href="mailto:rose@wigstonmat.org">rose@wigstonmat.org</a>

You can contact the school and college via the following email addresses

[admin@wigstoncollege.org](mailto:admin@wigstoncollege.org)  
[admin@wigstonacademy.org](mailto:admin@wigstonacademy.org)

The Academy telephone is also staffed between 8.30 and 3.30 Monday to Friday, this can be used for college enquires as well.

### **What if my child is not getting any notifications/lesson invitations?**

Students can avoid missing out on valuable live lesson learning time as well as receiving key notifications by doing the following:

- a) Students must remember to log on to their own Teams' account
- b) Students must remember to fully open up their Teams' calendar.
- c) Students must reply (RSVP) to the email inviting them to join their live lessons.

### **My child is too ill to attend an online session?**

If your child is unwell or unable to attend the sessions for any other reason please email their Head of Year so that staff can be made aware not to expect their attendance and no follow up calls are made or messages sent. Students coding on the school system will not be amended.

### **My child is struggling because we don't have enough mobile data for them to be able to access the online learning, what do I do?**

The Government has launched a scheme temporarily increases data allowances for mobile phone users on certain networks. This is so that young people can access remote education if their face-to-face education is disrupted, and they do not have access to broadband at home.

### **Who can get help with mobile data?**

Schools can request mobile data increases for disadvantaged children and young people in years 3 to 11 who are not able to attend school due to national lockdown restrictions. They must meet all 3 of these criteria:

- do not have fixed broadband at home
- cannot afford additional data for their devices
- are experiencing disruption to their face-to-face education

Schools can also make requests for children and young people who meet the criteria above, and are:

- in any year group and have been advised to shield because they (or someone they live with) are clinically extremely vulnerable
- in any year group attending a hospital school

Mobile data increases are currently **not** available for:

- children who typically receive home education (also known as 'elective home education' or 'home schooling')
- care leavers who are not attending school or further education
- students in further education

### **Which mobile networks can increase data?**

Children with access to a mobile phone on one of the following networks might be able to benefit:

EE

O2

Sky Mobile

SMARTY

Tesco Mobile

Three

Virgin Mobile

Vodafone

Other providers will join the scheme at a later stage.

### **To request extra mobile data, you will need to provide the following information:**

- the account holder's name
- their mobile number (a number beginning with '07')
- their mobile network
- whether they pay monthly or pay as they go

You also need to read the privacy policy which you can find here <https://get-help-with-tech.education.gov.uk/increasing-mobile-data/privacy-notice>

Please send this information to [admin@wigstonacademy.org](mailto:admin@wigstonacademy.org) with the subject header 'Mobile Data'.

Please note: This scheme is not administered by the school. Once the information is sent to the DfE, we have no influence or authority over who is successful or otherwise.

### **My child has doesn't know their login and/or password for their email, TEAMS, Satchel:One or other platforms that they have been asked to use?**

Please note that the login and password for TEAMS is the same as for the school email. School emails end with @wigstonstudents.org and are normally made up of the student's initial of first name and then surname. In the case of Year 8, it is their first name, a dot and then their surname. There are some exceptions e.g. where two students share the same name.

If you continue to have any issues with logins/passwords please email [password@wigstonmat.org](mailto:password@wigstonmat.org)

Please do not email the IT support team unless it is a technical issue and please only phone about logins/passwords if the email system does not work for you. This allows us to process enquiries more efficiently.

### **What is the expectation for learning for all year groups? / What will this look like for your child?**

#### **Key Stage 3 (Years 7, 8 &9)**

- DfE guidance states that students should complete 3- 4 hours of remote learning a day, depending on the age of the student.
- This will consist of blended learning; a combination of live lessons, recorded/narrated lessons and tasks set by the teacher. For example in Modern Languages, students have 4 lessons a fortnight so they can expect: one live each week, one recorded and one assessment style lesson set on active learn.
- Where a student does not have a live or recorded session and an additional task has not been set on Satchel:One, students should complete a task for that subject from the remote learning page.
- Live sessions will be scheduled on the students Teams calendar and an automated email saying a lesson has been scheduled.

#### **Key Stage 4 - Year 10:**

- DfE guidance states that students should complete 4-5 hours of learning a day.
- This will be blended learning which consists of live lessons, some recorded/narrated and some with tasks set by teachers for students to complete independently. Approximately 80% of the timetable will involve contact with a teacher.
- Teachers will inform students where tasks are being set and uploaded for feedback.
- The live sessions will be scheduled and appear on the students calendar and they also receive an automated email about the session.

#### **Key Stage 4 – Year 11**

- DfE guidance states that students should have 4-5 hours of learning activities a day as well as independent study tasks.
- Year 11 - The majority of lessons being live, some recorded/narrated and some independent study tasks set by teachers via Teams and/or Satchel:One, additional activities can be found on the remote learning page on the Wigston Academy website.
- Teachers will inform students where the tasks are being set and how they should be uploaded for feedback.
- The live sessions will be scheduled and appear on the students calendar and they also receive an automated email about the session.

#### **Key Stage 5 (Year 12 and 13)**

- DfE guidance states that students should have 4-5 hours of learning a day, as well as independent study time and tasks set by their teachers.
- The majority of lessons will be live, with some recorded sessions.
- Teachers will instruct students how and where to upload work for assessment.

#### **How is the school/college continuing to reward my child?**

We know how important it is to reward students. Therefore our rewards coordinator has set up the follow; Teachers send through the names of students who are impressing and working well online (including those in school). Each week they are entered into a year groups prize draw and winners will receive e-vouchers. We will continue to email parents and carers when their child has been nominated for the prize draw and students will be able to see via Satchel:One who the students are. Teachers will also continue to award achievement points or students. We will be restarting the Wigston stars where by you as parents and carers can nominate your own child for working hard at home. This will be up and running for the week beginning 18<sup>th</sup> January. Please see weekly bulletin for details and names of nominees.

#### **My child is in Year 9 what is happening about their GCSE option choices?**

GCSE Options were already scheduled for later this year as previous year groups have suggested they would like to be making choices when they have had more experience of lessons in Year 9 and more time to consider their future pathways. If we need to begin to share details of the Options process digitally then this something we can easily move towards.

#### **My child has SEN needs what provision is there for him/her?**

The quality first teaching from your child's teacher should be enough to support their learning. However, if you feel that this is not happening you can contact Mrs Norman on [lnorman@wigstonmat.org](mailto:lnorman@wigstonmat.org). We intend to start delivering our normal interventions online for our children that need it the most.

#### **What is the provision for More Able children?**

More Able students will have access to a weekly task set on Satchel: One by our More Able co-ordinator; these tasks will then be submitted, and feedback will be given, to keep students motivated and recognise their achievements and efforts. There will also be Key Stage specific Teams groups set up for students, where they can also access different activities and information to help keep them engaged in school life and to maintain contact with the More Able co-ordinator.

**My child is entitled to Free School Meals what should I expect from the school?**

The school will provide vouchers for those not in school to meet their entitlement. Those students in school will have a meal provided. Students at the college should have received information on access to food parcels. The current provision is in place until February half term after which it will be reviewed. The government is saying that council should be providing meals during the February half term. For further information please email – [rlloyd@wigstonmat.org](mailto:rlloyd@wigstonmat.org)

**What Covid testing is the school carrying out?**

We have set up a testing centre and have trained staff to undertake all aspects of testing. The test is for those not displaying any symptoms of coronavirus and is self-administered. The centre is now up and running and staff have access to weekly testing. This will be rolled out to students who have consented and are attending.

**What about mass Covid testing in schools?**

We have planned and are in position to offer the mass testing of students of students as and when schools reopen.

**Will my child have to have a Covid test?**

No, the testing is completely voluntary. Consent is needed before we can test any child or adult.

**I have not given my consent for Covid testing and want to, what do I do?**

Please complete the google form on the following link: <https://forms.gle/dmSz4fy2FEH4mGYu5>

If you are unable to access this form, please email the school ([admin@wigstonmat.org](mailto:admin@wigstonmat.org)) giving written consent for your child to be tested.

**My child is unsure how to use TEAMS to access their virtual lessons?**

If your child is unsure how to use Teams then as a first port of call please look at the 'Student guide to Teams' which can be found under the remote learning tab on the school website. If your child is still struggling please do not hesitate to contact us here at school and we will be happy to help.

**How does my child get Office 365 so that they have free access to Microsoft Office including word, PowerPoint and TEAMS?**

Office 365 is available free to any Wigston Academies Trust student with a valid school email address. There is a 'how to' sheet which walks through the process available on our web site. There are free versions of most MS Office programs (Word, Excel and PowerPoint) available to both IOS and Android users – you should be able to access these from your app store. TEAMS can be accessed either online or through the app which is available for download to PC desktop (browse for 'TEAMS' and select 'download for desktop') or from your app store for IOS or Android users.

**What happens when a teacher is too ill to deliver their lessons?**

Where possible we will endeavour to set up cover work, however if that is not the case then students can go to the remote learning tab on the website and complete the relevant tasks for the subject and year group.

**Year 11 – Post 16 applications?**

The application process is ongoing throughout the Spring Term. The deadline for students to submit their application was Monday 18th January to guarantee that we would be able to check and process the application. Students can make applications after this date, if anyone needs additional support with the process please contact Miss Martin – [cmartin@wigstonmat.org](mailto:cmartin@wigstonmat.org)

Sixth Form College and FE Colleges will start to look at applications and process them after the 12th February. Contact will be made with students through the PS16 online system – therefore students will need to log in regularly to keep up to date with any requests for interviews etc.