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Contact: Mrs Paul

Our ref:

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Date: 26.03.20

Parent / Carers

Dear Parent/Carer,

Online Learning update for parents and pupils 26 March 2020

We have been delighted with the level of engagement with learning that has been taking place via Show My Homework and MS Teams.

We have had lots of enquiries from parents/carers asking for logins for Show My Homework and GLOW and have tried to resolve every request, please let us know if you need support with this via PerthAcademy@pkc.gov.uk, our office team will manage this for you.

We are keen to remove any barriers to access to online learning for young people and again would encourage parents to contact us should there be any issues with access to technology. We have already loaned several devices out to learners for this purpose.

MS Teams and Show My Homework

Most departments are using either Microsoft Teams or Show My Homework as virtual classrooms where pupils can receive, complete and submit work and have this returned. There are 2 ways a teacher can create a Team for their class, either by creating a group through GLOW which adds pupils automatically which some staff have done, or by creating a class Team and sharing a Team code which the pupils need to then ask to join using the 'join or create team' button and then join the Team by entering the Team code.

The **Computing, Maths, Modern Languages and Music & Drama** departments have chosen to do the latter so if you were wondering why there were no classes for these subjects, it is possibly because you haven't known about the requirement to join the Teams via a code.

The codes for these can be found in the document here: [PA Home Learning Framework](#).

Lots of staff and pupils have had issues accessing Teams through GLOW. It is recommended that the Teams app is downloaded onto your device via the app store and then GLOW credentials used to login rather than going into the Teams tile in GLOW.

Staff access and subsequent availability online

Perth & Kinross Council's home working system Direct Access currently has a limited capacity with everyone being required to work from home. Priority has been given to critical Council staff during the hours of 8.30am and 4.30pm. Many of our staff are using their own personal devices to do their online work and so are not affected but some teachers only have their school laptop and therefore are only able to access online work outwith these hours. We are informed that there is ongoing IT improvement taking place to increase capacity and it is anticipated that this situation will have improved after the Easter holidays.

Online Etiquette

As with any classroom there are expectations about behaviour in online learning platforms. We have already experienced a small number of issues with pupils posting silly comments or large quantities of chat not relevant to the learning in the class. Teachers can and will mute all or some pupils and will do so where they deem appropriate. At present we are advising staff to mute their classes when they are not online themselves. We appreciate that this means pupils cannot post comments at all times to ask for help but pupils can ask questions via Show My Homework or when their teacher is online.

Parents are gently reminded that GLOW is for pupils and staff it is not appropriate for parents/carers to log into GLOW using pupil credentials or to communicate with teachers directly through their child's accounts. Any queries or comments should be directed to staff via the following email address PerthAcademy@pkc.gov.uk

General Advice

Many of us, teaching staff and parents alike, are experiencing new challenges with learning in the current situation. For many of us trying to work from home and keeping our children on task and occupied with often unfamiliar tasks and learning platforms is not easy and we understand this.

Please know that we want to do all we can to support you at this time. Please do not worry if your child has not completed all tasks, seems to be finishing too quickly or your family is finding learning opportunities together in other ways and some work doesn't get done as a result. You can also find additional general resources on our website [here](#).

We will, after the Easter holidays evaluate the learning which has been taking place and use the feedback to inform future work and planning. If you have any concerns or questions and wish to discuss them, please don't hesitate to contact us. Please also follow our online learning twitter @onlineperth and the school twitter @perthacademy for regular communications, updates and suggestions.

Any questions?

If you have any questions about anything, please get in touch and we will do our best to help. PerthAcademy@pkc.gov.uk

Yours faithfully,

Eleanor Paul

Depute Head Teacher