

Online learning Frequently asked questions

Q: My son/daughter is really struggling with using Teams, can you help?

A: Of course! The first point of call is the handy Microsoft Teams How To guide on our website. If you still need support message the teacher in the chat function. If you need a phone call, email oncall@enlutc.co.uk and someone will get back to you.

Q: What if we have an IT problem?

A: Please email Primary ICT Service Team support@primaryictsupport.co.uk who will be able to help.

Q: My son/daughter has forgotten their password. What should I do?

A: Please email Primary ICT Service Team support@primaryictsupport.co.uk who will be able to help.

Q: We don't have enough laptops for all our children and parents to use for work, what do you suggest?

A: All game consoles and smart TVs can access Teams through the web browser. A helpful 'how to' is on our website under the online learning folder.

Q: My son/daughter doesn't understand the work which is set. What should we do?

A: Teachers will be available in the Teams chat during lesson time and are working the usual school day. Although many are working from home, some will be inside ENL UTC, supporting out emergency provision, so whilst you may not get an immediate response, you can send them a message with what they are struggling with and they will support.

Q: Live lessons are great! Can they all be live?

A: We are keeping online working as flexible and as varied as possible to hopefully suit all families who might have different challenges and circumstances. The challenges may range from sharing laptops with siblings, to some students having to help younger siblings with their work while parents are out or caring for other family members during lockdown.

Q: My son/daughter cannot make the live lessons because they share a laptop with their brother/sister. What should I do?

A: All live lessons are recorded. Every student has been asked to turn their camera off for safeguarding reasons. Each recording of a live lesson is automatically posted into the chat area in Teams when the lesson finishes, it can then be downloaded from there to watch later.

Q: How does my son/daughter access the live lessons?

A: They use Teams as normal but go into their calendar and the links are in there, see below.

Q: How will I know if my son/daughter has not attended the online lesson if I'm at work?

A: All live lessons have a record of student attendance and the pastoral team will class non-attendance as an absence and make calls to parents to understand why and to see if we can support.

You will also receive a weekly phone call with a member of staff, usually your child's form tutor, and any concerns can be discussed then.

Q: How will I know if my son/daughter has not been completing work?

A: At the end of a week, we check with teachers which students are not completing work and phone calls will be made.

Q: What are the 'Weekly Challenges' and does my child need to complete all four?

A: There are 4 weekly challenges, we encourage all students to get involved and complete at least one, more will be excellent. Shout outs happen in the weekly live assembly along with staff nominations for great work and effort. They do not need to complete all four, and they can try different challenges each week.

Q: Why is the length of online learning shorter than the normal college day?

A: Online learning is more demanding as there is no movement time around the college building, getting equipment out during lesson time, and the use of a screen for long periods of time is also a health concern. We have tried to use a variety of tasks and keep screen time to no more than 45mins at a time.