

CJA

31 December 2020



Dear Parent / Carer,

For those children not attending school during the weeks beginning 4<sup>th</sup> January and the 11<sup>th</sup> January this letter is to remind you of how remote learning will take place for students.

### **Remote Learning**

We have introduced Firefly to deliver our remote learning. Firefly is an online platform for students and parents. You can access it from your PC, Mac, tablet or smartphone. Our website URL is: [caldew.fireflycloud.net](http://caldew.fireflycloud.net). Your child has been given their details to gain access. If for any reason your child cannot gain access, please go to our website: [www.caldew.cumbria.sch.uk](http://www.caldew.cumbria.sch.uk). Under the "Student" Tab you will find access to a page on "Remote Learning". Please look at the help and advice on this page.

### **What will be provided:**

- Teachers will deliver remote learning via Firefly for the classes not in school every lesson. This will be in the form of constructive written work and tasks.
- In addition to this, teachers may also: *Live stream their lesson (record and upload this to Firefly in case students miss the allotted time), PreRecord all/part of their lessons and upload to Firefly or use Oak National Academy (or equivalent) lessons and link to Firefly.*
- Students should follow their daily timetable.

*All of the above will be set via Firefly. All lessons, all work and all messages from teachers will come through here.*

### **What your child is expected to do**

Students will be expected to be able to:

- **Log into their school email address.**
- **Log into their Firefly account.**
- **Access Microsoft Office Tools such as Word/Excel/PowerPoint and Teams for live streamed lessons / meetings.**

At Caldew School, students have free access to all of the above. If you have any difficulty with any of the above, please go to our website: [www.caldew.cumbria.sch.uk](http://www.caldew.cumbria.sch.uk). Under the "Student" Tab you will find access to a page on "Remote Learning". Please look at the help and advice on this page.

### **What you'll need at home**

- Students will need a device that can access the internet, such as a laptop, desktop computer, tablet or smartphone.
- Students will also need certain materials like a notebook, pens, pencils, etc.
- Students will also need a quiet space where they can work without interruption.

### **No Access to Devices/Internet?**

- Where necessary, we will also provide printed resources, such as textbooks and workbooks, for students who do not have suitable online access. If your child does not have any of the above, please let us know as soon as possible so that we can support you.

### **What we expect from your child**

It is important that your child engages with home learning and completes the tasks that are set in order to continue their education and allow them to access the curriculum.

### **What you can do to help**

We appreciate that this situation may present some challenges for you. We kindly ask for your support so that we can continue to provide high-quality education for your child during this time.

Please make sure that your child can access Firefly and knows their login details and password.

We don't expect you to watch your child all day, and we wouldn't expect parents/carers to get involved in remote lessons in place of our teachers. But, it would be really helpful if you can take an active role in your child's learning by asking them about their day and what work they've completed.

Please keep in touch with us and do let us know if you are having any difficulties with remote learning, or if you have any questions or issues please email [itsupport@caldew.cumbria.sch.uk](mailto:itsupport@caldew.cumbria.sch.uk) or call the school and speak to the IT support department.

Any other issues, please contact your child's tutor or Head of Year.

Thank you for your continued support.

Yours sincerely,

*C Atkinson*

Claire Atkinson  
Deputy Headteacher

## **Frequently Asked Questions**

### **My child cannot get onto Firefly! What should I do?**

Please go to our website: [www.caldew.cumbria.sch.uk](http://www.caldew.cumbria.sch.uk). Under the “Student” Tab you will find access to a page on “Remote Learning”. Please look at the help and advice on this page.

### **My child is on Firefly but is unsure about how to work it. What should I do?**

Firefly has its own help and advice section. If you click on the question mark at the bottom left of the page you will have the option to go to the help centre to get answers to your questions or you can also contact them for support.

### **My child is working at home, but there is no work set yet. Where is it?**

Work will be set for students in each of their lessons as soon as teachers are able to and within 24 hours.

### **How does my child get onto an online lesson?**

All online lessons take place through Microsoft TEAMS. Teachers will send a link to your child through Firefly if they are having a live lesson. To find out how to access TEAMS please go to our website: [www.caldew.cumbria.sch.uk](http://www.caldew.cumbria.sch.uk). Under the “Student” Tab you will find access to a page on “Remote Learning”. Please look at the help and advice on this page.

### **We don't have Microsoft Word or PowerPoint at home so how can my child send work back?**

All students at Caldew have free access to Microsoft Office which includes Word, PowerPoint, Excel, TEAMS, etc. To find out how to access Microsoft Office, please go to our website: [www.caldew.cumbria.sch.uk](http://www.caldew.cumbria.sch.uk). Under the “Student” Tab you will find access to a page on “Remote Learning”. Please look at the help and advice on this page.

### **I don't have a laptop for my child to use.**

Firefly works on PC, Mac, tablet or smartphone. However, if you do not have any of these devices please call school and speak to your Head of Year so that we can organise something for your child.

### **Can I ask teachers for help if I need to and how should I do this?**

Absolutely! All questions should be sent back through Firefly. This is the only means by which teachers and students will be communicating with each other. Please do not use email. Firefly allows you to message your teacher if you are struggling with any aspect of the work.