**How do I find out if I am a Critical Worker or my child is classed as vulnerable?**

The Government will produce a list identifying Critical Workers and vulnerable children.

**My child is eligible for Free School Meals. What arrangements are in place?**

The Government has previously committed to ensuring a national voucher scheme is in place so that every eligible child can access Free School Meals while their school remains closed. We await details of the current national scheme. .

For queries regarding Free School Meals, please contact Mrs Chapman JChapman@sandwellacademy.com

**If I have any concerns about my child’s progress, wellbeing or other school-related issues, who should I contact?**

The first point of contact for personal and academic issues relating to the progress and welfare of your child is their Personal Tutor. As the Academy will have a reduced level of staff on site, you are advised to use email. Staff email addresses can be found on the [Meet the Staff](http://www.sandwellacademy.com/page/meet-the-staff.aspx)section of the Academy website. The Academy will endeavour to answer correspondence within 48 hours; however, delays may be inevitable. Further points of contact can be found in the [Points of Contact](http://www.sandwellacademy.com/page/points-of-contact)section of the Academy website.

**Can my child come to the Academy and be tested for Covid?**

Testing at the Academy is currently only for staff. Testing is designed to identify individuals with Covid-19 who do not have symptoms (asymptomatic). If your child or anyone in the household develops symptoms, they must not attend the Academy but follow the Government guidelines for households with possible or confirmed coronavirus (COVID-19) infection:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

**Who should I contact if I have safeguarding concerns?**

The safeguarding and welfare of students will always be at the forefront of our priorities. Should you have any safeguarding concerns, please visit: <http://www.sandwellacademy.com/page/safeguarding>

**What is happening with exams?**

The Government has announced that GCSEs and A Levels will go ahead as planned.

**What time should my child log on to remote lessons?**

Students must ensure that they are logged on, ready to learn promptly and in line with the following timings for the day:

* Lesson 1a 8.30am to 9.45am
* ***Breakfast 9.45am to 10.05am***
* Lesson 1b 10.10am to 11.25am
* PT Time 11.35am to 11.50pm
* Lesson 2a 12.00pm to 1.15pm
* ***Lunch 1.15pm to 1.55pm***
* Lesson 2b 14.05pm to 15.20pm

**What if my child is struggling to log on or they cannot gain access due to a technical reason?**

Please refer to the following links for additional support:

**Microsoft Teams and Remote Learning, including Expectations**

<http://www.sandwellacademy.com/page/remote-working>

**Using Office 365, Email, MCAS and the Online Curriculum**

<http://www.sandwellacademy.com/page/office-365>

**MCAS**

<http://www.sandwellacademy.com/page/mcas>

**IT Support**

For any IT support needed including forgotten usernames and passwords, please send an email to the following address: support@sandwellacademy.com

**What is my child expected to wear?**

The dress code for students accessing live lessons remotely is smart casual

**Does my child need to have the camera on?**

Students are expected to have their cameras on to help the teachers to monitor student progress and support as appropriate. MS Teams allows the camera background to be blurred and students are recommended to use this feature.

**What are the behaviour expectations for my child?**

We continue to expect the highest standards of conduct and behaviour. Students accessing live lessons remotely are expected to log-on to lessons on time and be fully prepared to learn with the correct equipment. Students will be expected to participate and engage fully in all lessons, including contributing to class activities and completing all tasks set.

**As a parent, can I ask the teacher questions during the Remote lesson?**

We would ask that parents do not ask the teacher questions during a lesson. However, should you have any queries or wish to contact a member of staff, please refer queries to your child’s Personal Tutor in the first instance as they will be able to co-ordinate communication.

**If my child cannot attend online lessons, what should I do?**

If your child is ill and unable to access remote lessons, please report absence in the usual way by emailing our Attendance Officer Hasna Zanib at HZanib@sandwellacademy.com

**How will I know if my child is engaging with online learning?**

Information about your child’s attendance for remote live lessons is available on MCAS. The Academy will continue to provide module reports in line with the usual calendar.

**Who should I contact if I have a query about the coaches?**

Coaches to Sandwell Academy are run independently by Endeavour Coaches Ltd. All enquiries regarding the coaches should be directed to them.

**If I have any further questions which are not answered above, who should I contact?**

Please contact your child’s PT. It is the Academy policy to answer any communication within 48 hours. However, as the majority of staff are working remotely, we would ask parents to be understanding during this difficult time. If you do not receive a response from your child’s PT within 48 hours please contact the Head of Year in the first instance.