

Dear Parent/Guardian

18 March 2020 - YEARS 11-14 will continue with normal classes Thursday and Friday. Years 8-10 should work from home.

All parents - Please discuss the document below with your son/daughter.

Frequently Asked Questions

These are some issues which you may encounter whilst working and studying at home, over the coming weeks due to the ongoing situation with COVID-19. Advice and guidance is detailed below.

1. I have forgotten my c2k (MySchool) password.

Answer: Try using this link <https://services.c2kni.net/ChangePassword.aspx>. If this does not work, contact one of the following email addresses, stating your username and a request to have your password reset:

sgilliland220@c2ken.net

jcurran440@c2ken.net

You will then get a response which includes a new password.

2. I cannot log in to Google Classroom.

Answer: You must log in to Google Classroom or Google Drive with your school email address (e.g. jbloggs445@c2ken.net) and your school c2k password.

More detailed instructions are here:

<http://www.banbridgeacademy.org.uk/wp-content/uploads/sites/4/2019/06/Accessing-Google-Apps-Using-C2K-Account-From-Home-5.pdf>

If you have not got the class code, you have three options to retrieve it:

1. Ask your teacher ASAP before school closure.
2. Ask another pupil in the class if they have it.
3. Send an email to ahanlon826@c2ken.net requesting the subject, class and teacher that you are requesting the code for.

3. How can I access learning materials for my subject?

Answer: There will be 2 options:

1. Your teacher may be providing work through a Google Classroom. You will already have been informed of this and you should already be signed in to this Google Classroom with a class code. You need to keep checking each subject's Google Classroom regularly for updates; it would be advisable to have the app stored on your personal device with notifications enabled.
2. If your teacher is not using Google Classroom, a new page of **Teaching And Learning** resources has been set up on the school website under the menu link **Parental Information->Teaching And Learning**. A direct link to this page is here:

<http://www.banbridgeacademy.org.uk/teaching-and-learning/>

4. Google Classroom is saying that I do not have permission to access a resource.

Answer: This can often happen on mobile devices. The browser (e.g. Safari, Chrome etc.) which you are trying to view the resource on is **signed in to a different Google Account**, for example a personal gmail account. Check by going to the top right hand corner of your browser that you are signed in to your school account:

If a teacher asks you to complete a document through Google Classroom, such as a Google Doc, this is easy to do on a desktop/laptop computer as no extra software is required. On a mobile device you must have the relevant app installed, for example Google Docs, Slides or Sheets.

5. How can I communicate with a teacher from home?

Answer: If you are using Google Classroom, you can share messages with the class on the stream page, or post a private comment to a teacher in any assignment that has been set up. Also, teachers may communicate with pupils through school email. Instructions for accessing email from home are on the school website under **Staff/Pupil Area->Documents And Links**. A direct link is here:

<http://www.banbridgeacademy.org.uk/wp-content/uploads/sites/4/2020/03/Accessing-School-Email-From-Home.pdf>

You MUST check your school email address account daily, especially for those subjects/teachers who are not using Google Classroom.

6. How can I access my school “My Documents” folder from home?

Answer: Instructions for accessing My Documents folders from home are on the school website under **Staff/Pupil Area->Documents And Links**. A direct link is here:

<http://www.banbridgeacademy.org.uk/wp-content/uploads/sites/4/2020/03/Accessing-My-Documents-Folder-From-Home.pdf>

7. When school is closed, will the caretakers be there and can I pop into school to print out some material or collect some books?

Answer: No, sorry. School is closed, so ensure where possible that you have all books/materials home with you before school closure.

8. I am doing A levels/GCSEs/AS levels. What is happening? Will my mock results be used? Will teachers be asked to predict grades?

Answer: At this point in time (18/03/2020) pupils should prepare for external exams as usual. There has been no suggestion of using mock grades or predicted grades. Pupils need to spend their time well in preparing to sit their public examinations.

9. How should I structure my day to work effectively from home?

Answer: You must try to keep to a routine. Get up as normal and try to follow your timetable for that school day. ie when you have a double period of Maths, you should spend that time on Maths etc. You may be childminding a younger sibling and fitting around family routines but it is important to fit in your school work too. Building in leisure time is also important. Don't spend too much time on social media - take a break from the screen. Take yourself off for a brisk walk somewhere. Continue to go to bed at a reasonable hour.

10. Do I have to do school work and what happens if I don't?

Answer: You will be coming back to school when directed to and will be carrying on with the curriculum. It is important you have completed your work so that you are at the same stage as the rest of your class. You have to take personal responsibility for your own learning.

11. I haven't finished my Controlled Assessment/Coursework. Will I lose marks?

Answer: The situation as of 18/03/2020 is that Controlled Assessment/Coursework units are still to be completed. You should make every effort to have your Controlled Assessment/Coursework at the point where your teachers expect it to be.