



## **Covid - 19 Frequently Asked Questions - Parents**

### **Communication**

**Q: How can I keep up to date with information?**

A: We will refresh our website each week. Also we will continue to send letters home via email and text. All letters will go on our website on the COVID19 page.

**Q: How will my child be contacted during the school closure?**

A: Tutors / key workers will make weekly contact via telephone to speak to both parent and student. They will check on welfare and their progress with their education.

**Q I've had a missed call from the school?**

A: Weekly communication with all students and families will take place. Tutors will leave a message and contact details should the call be missed.

**Q: I do not need the school to contact me weekly**

A: We want all students to know they are still a part of our College. It certainly isn't a case of 'out of sight, out of mind'. As time goes on you never know what they or you may need us to support you with. We have a legal obligation to monitor the progress and welfare of students and therefore these calls will take place. It is important for the child to have that contact with their tutor and this will help with the transition back into the College when the time comes.

### **Education**

**Q: What work will my child be asked to complete?**

A: Our website has a section titled: COVID19 Student Work. Here there is up to date guidance on the work expected to be completed and is updated every two weeks. All students have been given work to complete for the next 3 weeks. We will refresh this for the first week after the Easter weekend.

**Q: How will my child receive work packs?**

A: Students will be told when these are available for collection from the main reception. Please note that when at the College you will be asked to wait outside the main reception and follow social distancing protocols.

**Q: My child requires a Chromebook in order to complete coursework, can we have one?**

A: Email the Learning Manager who will audit need and advise as appropriate. We do not have enough for all students to have one each.

**Q: Our family is self-isolating - could a Chromebook be delivered to the house?**

A: **If your child's Learning Manager agrees** they will inform Reception who will have one ready for collection. Please contact the main reception on 01752 556065 to inform them of a named person who will collect the Chromebook on your behalf. The named person will need to bring a form of identification so we can confirm who they are and sign out the Chromebook accepting liability on your behalf. Please note that when at the College you will be asked to wait outside the main reception and follow social distancing protocols.

**Q: Can I have my class books from ..... lesson?**

A: Class books cannot be located however anything subject specific they can email their class teacher or subject leader direct (email addresses are on the website)

## **Welfare**

**Q: My child is entitled to a Free School Meal - how does my child access this during the closure?**

A: Students entitled to a free school meal can collect a grab bag each day from the main reception between 11:30am - 1.00pm. Please note that when at the College you will be asked to wait outside the main reception and follow social distancing protocols.

**Q: Our family is self-isolating - how will my child get a free school meal during this time?**

A: If your child is entitled to a free school meal and is self-isolating please contact the main reception on 01752 556065 to inform them of a named person who will collect the grab bag on your behalf. The named person will need to bring a form of identification so we can confirm who they are. Please note that when at the College you will be asked to wait outside the main reception and follow social distancing protocols.

**Q: We are struggling for food and have been informed you provide food hampers?**

A: Food hampers are not available from the College

**Q: Do I collect meal vouchers from the College?**

A: At present we have not been provided with meal vouchers to distribute. If this changes families will be notified.

**Q: I have concerns about a child's welfare?**

A: Please see our website for information on how to contact support  
<https://www.sdcc.net/information/COVID19-information/student-welfare>