



HEADTEACHER: Mr A.G. Neenan

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"With Jesus as our guide; we love, live and learn together."

Tuesday 12th January 2021

Dear Y1-Y6 Parent

HOME LEARNING COMMUNICATION UPDATE – 12.01.20

I hope that you and your families are all safe and well and that your children are engaging well with their online learning. I would like to update you with regard to how to communicate with school regarding any issues relating to your child's online learning

HOME LEARNING FEEDBACK FOR YOUR CHILD'S TEACHER:

You can now email your child's class teacher directly to inform them of any queries about your child's home learning or share any changes in circumstances which may be impacting or preventing your child from completing their online learning.

To do this, please email the Year Group address for your child's class:

y6.homelearning@holyname.sandwell.sch.uk

y5.homelearning@holyname.sandwell.sch.uk

y4.homelearning@holyname.sandwell.sch.uk

y3.homelearning@holyname.sandwell.sch.uk

y2.homelearning@holyname.sandwell.sch.uk

y1.homelearning@holyname.sandwell.sch.uk

Our teachers will do their best to reply as quickly as they are able to, but please remember that they are teaching full time in school everyday.

Please **do not use** these home learning email addresses to request log in details for your child i.e. usernames and / or passwords.

LOG IN DETAILS:

If you require any usernames or passwords for your child to log into our learning websites, then please click on the link below to complete the **LOG IN DETAILS** request form:

https://forms.office.com/Pages/ResponsePage.aspx?id=KDDFRKI7Hk6S7bfvwn_A8LqgsnxzNVV PqC35IfXzSJNUNFhZMUZDSUMyQ1pZSjhKM1UzMjdBVTNORy4u

TECHNICAL ISSUES:

If you are experiencing any technical issues e.g. accessing online tasks after having successfully logged in, then please report them to the following email address:

technical.support@holyname.sandwell.sch.uk

We will get back to you as quickly as we can to offer help.

We have now removed the **Illness and Incompletion Issues Form** from the school website as this is no longer required.

Please **DO NOT** use the school office email account to make contact regarding any issues related to online learning:

headteacher@holyname.sandwell.sch.uk

as this may cause a delay in your issue being responded to by the appropriate member of staff.

We are also creating a short guide for parents to help you to support your child with accessing their online work. We will circulate this to all parents as soon as it is ready.

Yours sincerely

E. Chapman

Mrs E.Chapman

Deputy Headteacher