



DRAYTON MANOR HIGH SCHOOL

Frequently Asked Questions for Parents

1. Why have schools had to close?

In response to the situation regarding Covid-19 (Coronavirus), the UK government's scientific advice was that children and young people are most resilient to the virus, and keeping them in school keeps them safe. However, in all schools, teachers and other staff have begun to have to self-isolate and this has led to staffing shortages.

2. How long will closure last?

This is not yet known, but we continue to monitor announcements from the Government and Department for Education daily and will update parents as soon as we know.

3. What's the definition of a key worker?

We are still awaiting the Cabinet Office definition of what a key worker is but they are likely to fall into one of the following categories

- clinical and non-clinical NHS staff
- Police Officers, Community Support Officers and some civil servants
- Prison Service staff
- Probation Service staff
- Social workers, nursery nurses, educational psychologists and therapists employed by the Local Authorities, CAF/CASS or the NHS
- Local Authority Planners and associated staff
- Firefighters and other uniformed staff of the Fire and Rescue services
- Teachers and support staff in schools
- MoD personnel
- Care home workers
- Delivery drivers as prescribed by the Cabinet Office

If you would like to request a school place because you are a Key Worker in need of childcare during the period of school closure, please [click here](#). Please submit by midday Friday 20 March.

4. What kind of educational provision are schools expected to provide?

There is no formal position on this yet. Drayton Manor has moved towards remote learning for some students and will be moving to this approach for all students from Monday 23 March.

We will be providing supervised learning at school for vulnerable students as well as children of 'Key Workers' as outlined in answer to question 3.

5. Will GCSE and A Level exams take place?

We have been advised that GCSE and A-Level examinations will not take place this summer. Students will be credited for their learning in another way and we are awaiting further information on this. We will share updates with parents as soon as we receive further guidance.

6. How will this affect coursework and other school-based assessments?

We are unsure at present as to what the Government's plans are. We anticipate that coursework and other forms of assessment will continue to form a central part of GCSE and A level grades where applicable. As such we have prioritised the completion of this for students in Year 11 and 13. However we are awaiting official guidance on this.

7. Should I expect my child to complete study from home?

A sense of routine and a suitable place to study will be helpful to students at this difficult time. Staff will be setting remote learning tasks on Show My Homework and monitoring task completion. We may be in touch with parents and carers directly to support with this if we notice that students are not engaging with their learning.

8. How will I be kept updated of developments?

Please check our website as this will be our main forum to keep everybody updated of any developments. We will also be utilising the 'Noticeboard' feature on Show My Homework which will send you alerts. Please follow [this link](#) for instructions on how to activate this.

9. What do I do if my child is in receipt of Free School Meals?

Students entitled to Free School Meals may come to the main reception between 10.00am and 11.00am each day where we have made arrangements for the provision of a packed lunch to be available until further notice. We hope to move to a slightly different way of doing this shortly and will update parents and students as and when these arrangements change.

10. What if I need to collect an item from school, for example an exercise book etc?

We have advised staff to return any exercise books, workbooks and relevant equipment. Should you feel that it is essential that your child has access to such an item, please contact at adminoffice@draytonmanorhighschool.co.uk

11. Who do I contact if I have a problem and need advice?

We have listed some useful contacts below

Ealing Family Information Service	020 8825 5588
Ealing Children's Social Care	020 8825 8000
Citizens Advice	03444 111 444
Family Rights Group	0808 801 0366
(Support for parents and other family members whose children are involved with or need social care services)	
Gingerbread	0808 802 0925
(Help and advice on the issues that matter to lone parents)	
NSPCC	0808 800 5000
Childline	0800 1111

Should you have a query that does not fit any of these categories please contact the school at adminoffice@draytonmanorhighschool.co.uk

12. What do I do if I have any further questions related this?

We recognise that parents may have similar questions and queries. We welcome any question you have and plan to publish answers to them in a weekly bulletin. If you have any further questions please e-mail these to faq@draytonmanorhighschool.co.uk

13. What do I do if I have problems with an online learning platform?

If it is a problem with Show my Homework please [click here](#) to read guidance on using Show my Homework and how to reset a password.

If it is a problem with another online learning platform, please message the member of staff who set the task through Show My Homework.

14. Will the school building be open?

No. The school will only be open to some staff and students as outlined in answer to question 4.

15. Will the school telephone lines be open?

During school closure the school telephone lines will be open to help direct any queries that you may have. For non-urgent enquiries, the school will endeavour to respond to you within 48 hours.