

ENGAGEMENT ENJOYMENT ENTHUSIASM = EXCELLENCE.

Headteacher: Mrs. Wendy D'Arcy



Hardwicke Parochial Primary Academy,
Poplar Way,
Hardwicke,
Gloucester.
GL2 4QG

Email: admin@hardwicke.gloucs.sch.uk

Website: www.hardwicke.gloucs.sch.uk

Telephone: 01452 720538

Hardwicke Parochial Academy Protocol for Virtual Parents Evenings

Tuesday 10th November & Thursday 12th November 2020

<http://www.hardwicke.gloucs.sch.uk/web>

As virtual parents' evenings are new to us all, we thought it important to establish an agreed approach so that all participants are following the same protocols. With this in mind, please can you take a moment to read the following.

- Conversations should take place in appropriate rooms e.g. kitchen, lounge, study and not in a bedroom.
- All participants should be appropriately attired, as they would be for a real-life face to face meeting
- If you are using a device with e.g. FaceTime or WhatsApp to enable both parents from different households to attend simultaneously, please flag this up to the teacher as a matter of courtesy at the start of the conversation.
- Both teachers and parents have the choice of using audio or video.
- As in real life, your son/daughter is welcome to attend.
- Please try to be punctual as the slot times are not flexible at all and will start/finish exactly on time.
- The first 30 seconds of each conversation allows for a short break for the teacher who will initiate the conversation
- At Hardwicke Parochial Academy we value our very positive, constructive relationships between staff and parents, and it is important that this continues. Therefore, please note that in the extremely unlikely event of verbal abuse, staff have been advised to end the conversation and refer the matter to the Senior Leadership Team.

Tips for troubleshooting

- Ensure that you have your child's log in and password available. If you've mislaid it, please let us know and we'll let you have a copy.
- Try logging in as a test run as soon as you can. <https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/group-chat-software> if using the web-based version of teams.
- If you are a first time TEAMS user, you might find this 2 minute You Tube video guide for students useful. <https://youtu.be/qx8xHpRMFHU>
- If you have trouble logging in, double check the username and password we have sent you and try again. If you still don't succeed, please let us know asap.
- Click on your child's class TEAM and you should see that their teacher has invited them to a meeting at the time you requested. A couple of minutes before the meeting is due to start, click on the "Join Meeting" button.
- Ensure that you have the video and audio options set as you require them.
- Make sure your camera and microphone and volume are fully enabled in your settings if necessary.

*Love your neighbour as yourself.
We care, learn and achieve... together.*

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- If one party loses connection, please just wait whilst they log in again - you should be able to resume once the system has allowed them to regain access.
 - If there is a sound /display issue, try clicking the microphone/camera icon off and on again.
 - If there is still an issue, try logging off and logging on again or try another device.
 - If possible, have a backup device ready for you to log on and use

Finally, we regret that we cannot do any more on the night so please bear with us in the event of a technical hitch. We are doing our best to make contact at this difficult time. If you do miss a conversation, rest assured your child's teacher will be in touch in due course to arrange another appointment. Thank you for your patience and ongoing support.

Yours sincerely

Mr Neil Gray
Computing lead

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