



FAQs Learning-from-home

1. How do I create the right learning space?

It is helpful to create a specific learning space for your child, away from distractions, and go through their normal routine of getting up and getting ready for school, maybe even take a walk just before school starts. Try to minimise the number of items on the learning space surface so they can complete writing tasks.

2. How do I know how long each lesson is?

Your child will follow the same timetable that they had when doing face-to-face learning. Each lesson lasts for approximately 40 minutes, recess is 20 minutes and lunch 45 minutes.

You can see a copy of your child's timetable in Sentral by following these steps:

- i) Log-in to the parent portal <https://theforest-h.sentral.com.au/portal2/#!/login>
- ii) Select your child's name
- iii) Select Student Details
- iv) Select Timetable.

A copy of the bell times is also available from the school website

https://theforest-h.schools.nsw.gov.au/content/dam/doi/sws/schools/t/theforest-h/general/2021/2021_Bell_Times.pdf You can access their timetable

3. Who should my child contact if they're having trouble with their passwords?

Contact the school and you will be switched through to our technical support person. Phone: 9451 5111 Email: theforest-h.school@det.nsw.edu.au

4. Why don't all lessons use video?

The school has limited capacity within Canvas under their licence agreement to run conferences but Zoom is also an option that can be used. Teachers are working towards video conferencing at the start of every lesson to check in with students and provide any instruction necessary. Students will often work independently in class to complete tasks and sometimes simple written instructions are sufficient to have students complete the work required.

5. We don't have the textbook at home – what should we do?

You can contact the office for a printed work pack.

Phone: 9451 5111 Email: theforest-h.school@det.nsw.edu.au

Some textbooks will also be available as a pdf in CANVAS under the tab *Helpful links*.


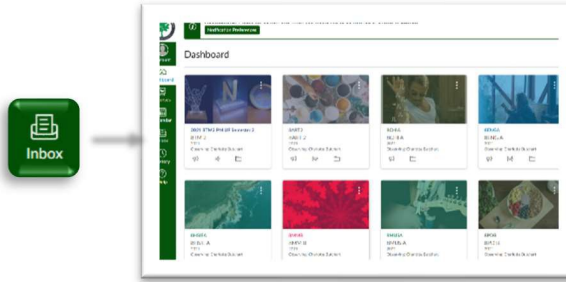




6. Can my child ask their teacher a question without the whole class hearing or reading it?

Yes. If your child would like to communicate privately with their teacher, they can select "Inbox" on the left navigation menu in CANVAS. Select **compose a new message** (top right), select the course, select the teacher's name and then compose the message just like an email.

7. As a parent can I contact a teacher directly to ask a question or share a concern?

Yes, within the Canvas Parent Portal App look for the Inbox and follow the directions below.

Mobile	Computer
	
Select + in the top right corner	Select Compose a new message in the top right corner 
Select a course (you will see a code that starts with the year that your child is in and the first 3 letters of the subject)	Select a course (you will see a code that starts with the year that your child is in and the first 3 letters of the subject)
Select "To" by tapping +	Select "To" and click on the address book icon 
Select "Teachers" and choose the name of the teacher you want to message	Select "Teachers" and choose the name of the teacher you want to message
Now you can type your message	Now you can type your message

8. My child seems to be finishing their work quickly – is this a problem?

It is not a problem if your child has completed all of the work set by the teacher. Teachers are breaking work up into 3 steps - 'must do', 'should do' and 'could do' – to give all students the opportunity to work at the pace and depth that suits them. If your child has finished early you could ask them to double check that they have completed the 'should do' and 'could do' work.

9. What do we do if we can't access online learning at home (e.g. technical difficulties; no laptop; poor or no internet connection)?

If you are having technical difficulties, notify the school immediately and they will be able to provide support. The school will also loan laptops and they are communicating with the Department to see if they can loan dongles for students with limited internet access. In the meantime you can contact the office for a printed work pack.

10. In CANVAS it says that my child has not submitted an assignment from last term but I know they did hand it in?

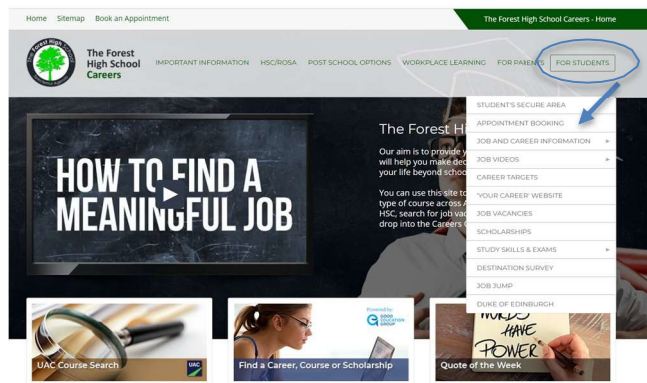
Do not worry about this. This is part of the school's transition to using CANVAS. You can expect all assignments during this lockdown period to be submitted via CANVAS and you will be able to see the marks and comments provided by the teacher.

11. What help is available to support my child's emotional wellbeing at this time?

Appointments with the **School Counselling Service** (Martin Fraser of Emma Potashnyk) can be made by selecting *Appointment Booking* under either the Parent or Student tab on the following website

<https://www.theforestcareers.com/?page=appointment-booking>

You or your child will need to book at least 4 hours in advance to allow time for your booking to be confirmed.



There are also a range of **External Community Agencies** providing psychological support:

Headspace (in person, telephone and online based support):

<https://headspace.org.au/> (Links to an external site.)

Headspace information regarding COVID-19:

<https://headspace.org.au/young-people/how-to-cope-with-stress-related-to-covid-19/> (Links to an external site.)

Headspace general mental health information sheets:

<https://headspace.org.au/assets/Uploads/Mental-Illness-Fact-Sheets-mg.pdf>
(Links to an external site.)

Beyond Blue (telephone, online forum and chat based support):

<https://www.beyondblue.org.au/> (Links to an external site.)

Black Dog Institute tips for managing stress/anxiety during COVID-19:

<https://www.blackdoginstitute.org.au/news/news-detail/2020/03/20/10-tips-for-managing-anxiety-during-covid-19> (Links to an external site.)

Black Dog Institute list of available phone support services:

<https://www.blackdoginstitute.org.au/getting-help/emergency> (Links to an external site.)

Northern Beaches Child & Youth Mental Health Service:

<https://www.nslhd.health.nsw.gov.au/CYFH/services/Pages/CYMHS.aspx>