

Frequently asked Questions – A Parent's Guide to Dojo and Remote Learning



Q: I don't have a device at home, how can my child access the remote learning?

A : Please contact the school office to discuss your needs and look at providing you with a device for home use.

Q: I don't have internet at home, how can my child access the remote learning?

A: Please contact your child's class teacher via Dojo to discuss your needs and we will look at providing you with a dongle to connect to wireless or mobile broadband.

Q: I don't have a printer. Can I have a paper pack of worksheets?

A: There is no need to print out worksheets. These can be viewed on your device and any work can be recorded in your home learning book that has been provided by school.

Q: I didn't collect an exercise book. Can I arrange to collect one?

A: Yes, you can ring school and arrange to collect one at a mutually convenient time.

Q: I don't know how to upload my child's work to their portfolio

A: There is a parent guide on the Dojo helpdesk section of the website. You can find out how to do it there.

<https://clasdojo.zendesk.com/hc/en-us/articles/202028099-Introduce-Parents-to-Cla-ssDojo>

Q: What do I do with my child's work once they've completed an activity?

A: Please upload your activity to their portfolio for the teachers to see.

Q: Is it okay to upload my child's work later in the day?

A: Yes this is fine, we realise that other adults may be working with your child within your child care support bubble.

Q: How will my child receive feedback on their work?

A: Yes, staff will be regularly feeding back on your child's work with next step learning where appropriate.

Q: What should I do if I'm struggling to engage my child?

A: Message your child's teacher and we will arrange a time to call you.

Q: Who can see my child's work on the portfolio?

A: Only the adults attached to that child's portfolio can see any work uploaded. Each child has their own specific log in for their profile.

Q: We can get some of the work done but not all of it. Is this ok?

A: We understand that many of you are working from home, please set your child off to work independently where ever possible. Please fit the work around what suits you best and complete as much as you can.

Q: Will my child's work be celebrated?

A: Yes, every Friday a child will be chosen to receive a postcard home and be awarded the Star of the Week.

Q: Can I speak to a teacher/TA for help?

A: Yes, We have staff working from home every day. Please message via Dojo and someone will call you back.

Q: How often will I be contacted by my child's class teacher/TA and how will they contact me?

A: We will be contacting you at least twice a week. If you are unavailable we will send you a message asking you to advise us of a time when we can call you.

Q: A parent is ill and we cannot upload work?

A: Do not worry, just message us to let us know and we can make sure we call to see how you are doing.

If in any doubt about anything else please contact your child's class teacher for further assistance.

Thankyou

Armfield Primary School Team