

Frequently Asked Questions

Week commencing 30/03/2020

- **Tesco vouchers/printing off for parents without access to a printer**

The Tesco vouchers provided for Free School Meals can be accessed on your phone. They can be scanned from your phone. A new set of vouchers will be issued after Easter from Edenred. Parents of eligible pupils are being contacted about the second wave of vouchers.

- **Students locking themselves out of Microsoft**

We currently do not have a way for Students (or staff) to reset their passwords whilst offsite. Because we are using a hybrid method of Office365, our plan does not allow writing back to the server on-premises. Therefore if you reset your password in O365, it would then be out of sync as soon as we get back into school.

- **Request for student email addresses**

Requests (either from students or via staff) can be made to allictsupport@balshaws.org.uk

- **Classcharts (Pupils' App)**

Pupils can now submit homework via the app or Classcharts Student website, they can also mark it as 'Submitted' once complete.

The student app is different to the parents' app.

- **Will this year's Leavers' Dinner still be held?**

The Leavers' Dinner has been put on hold until further government guidance on lockdown and social distancing is received. We will confirm with parents of year 11 what arrangements will be as soon as is practically possible.

- **Future school trips (already planned) payment queries**

School trips will not be cancelled until government guidance on travel is received for the period of time that the trip is planned for. However, we are aware that at this time parents may not be in a position to make the planned payments. Therefore, we have suspended payment plans until further advice on foreign travel is received. When we receive this information we will contact the affected parents directly.

Parents have been contacted about the Battlefields and PGL trips that were cancelled in March.

- **Refunds for bus passes**

Some buses will continue to operate for those students who will still be attending school, for example the children of key workers. We will be advised by the schools who these children are and there will be no charge for this transport.

Details of arrangements regarding school bus season tickets may be found on the Lancashire County Council website
<https://www.lancashire.gov.uk/coronavirus/schools/>

