



WEST HILL SCHOOL

Aiming High Since 1927

Headteacher: **A Owens MA**

Address : Thompson Cross
Stamford Street
Stalybridge
Cheshire
SK15 1LX
Tel : 0161 338 2193
Fax : 0161 338 8293
Sports Hall : 0161 338 9292
E-mail : admin@westhillschool.co.uk
Website : www.westhillschool.co.uk
Twitter : [@westhillschool](https://twitter.com/westhillschool)

March 2021

Year 10 Virtual Parents' Consultation Thursday 11th March 2021 - 3:30pm-6:30pm

Dear Parent/Carer,

Please find enclosed your son's most recent Assessment Report. A guide to understanding your son's Assessment Report can be found on its reverse.

The Year 10 Parents' Consultation will take place on **Thursday 11th March 2021** and will happen via video call.

The booking system opened on Monday 22nd February. You will have received notifications regarding this.

Booking and Attending Appointments - We continue to use the same online booking system to both make and attend your appointments. Instructions on how to book and attend your appointments can be found attached to this letter. To get the best experience from the Parents' Consultation, please read them fully as they contain some very specific advice. In particular, which internet browsers are supported – please use Google Chrome.

You can book your appointments from any device with the appropriate Internet access. The easiest way is by using a Smartphone; just open a web browser and type the address to the booking system below or click the 'Parents' Consultation' link from the school website.

<https://westhillschool.schoolcloud.co.uk/> (Booking System) <https://www.westhillschool.co.uk/> (School Website)

Appointments will last strictly for 5 minutes each and they will automatically cut off at the end of your time slot. You will then move on to your next appointment. Teachers can not extend this time, it is a feature of the video call system. Therefore, if you have any specific questions for your son's teachers, please add them as a message as you book each appointment so that staff can prepare a concise response in advance. Further details can be found within the instructions.

If you do not have Internet access, please phone school and ask to speak to Miss Mayall who will contact teachers on your behalf.

If you have any connection issues after 3:30pm on the day of the Parents' Consultation, please email mayall@westhillschool.co.uk and we shall try to help you in time for your appointments.

Waiting Lists - If you are unable to book a meeting with a particular teacher that you wish to speak with, please add yourself to the waiting list by pressing the 'Request an Appointment' button on the booking system. This can be found directly underneath the teacher's name on the screen where you choose your appointment times. You will then receive a follow-up email or phone call at a later date. If an appointment becomes available however this will be added to your bookings and you will be contacted via email. You will not need to do anything.

If you do not wish to attend Parents' Consultation, or are unable to, please log on to the booking system and notify us through the '*I'm unable to attend*' button.

The booking system will close at **11:55pm on Tuesday 9th March 2021**.

We look forward to speaking with you on the evening.

Yours sincerely,

Miss K Jedd
Head of Year 10



How to attend your appointments over a video call

Please follow the web browser information in the box immediately below. This is very important for your camera and audio to work. If you do not follow this advice, your camera will not work and you may miss your appointment.

In order to make video calls you need to have as a minimum:

- a device with a microphone and speaker (mobile phone, laptop, netbook or computer)
- a compatible web browser:
 - iPhone/iPad: **Chrome**
 - Android: **Chrome or Firefox**
 - Windows: **Chrome, Firefox or Edge** (latest version)
 - Mac: **Chrome or Firefox**

It is also recommended that you:

- Use your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Use a headset (or earphones with a microphone) to reduce echo. This is not essential but it is recommended to use if you have them.

1. Log in to the Parents' Evening Booking System and select the Year 10 Parents' Consultation

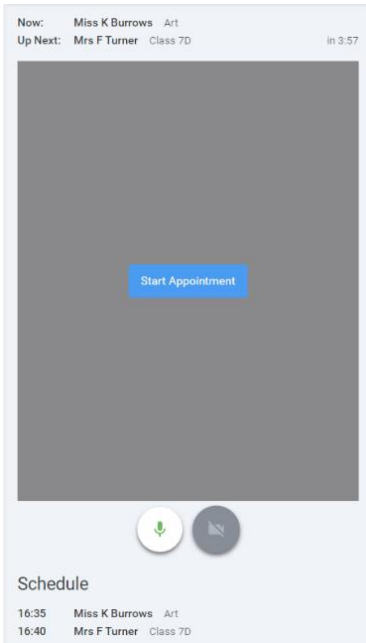
On the day of your video appointment, login to the Parents Evening Booking System at the usual web address - <https://westhillschool.schoolcloud.co.uk/> or click the login link from the bottom of the appointment confirmation email that you have received.

IMPORTANT: You must log in as the parent that has made the appointment and that has therefore received the confirmation email!

The screenshot shows a notification box at the top with an information icon and the text: "You have upcoming appointments which take place by video instead of in-person." Below this is a green header for "Video Appointments". The main content area contains the text: "Press the button below to access the video call prior to the start of your first appointment." followed by "Video Parents Evening - M" and "First appointment: 26/03/2020 15:50". At the bottom is a green button labeled "Join Video Appointments".

Once logged in you will see a notice that you have an upcoming video appointment and under this the details of the event, along with a **Join Video Appointments button**. This button will become available 60 minutes before your appointment. Make sure that you log in and are ready for your appointment *at least* 5 minutes before your appointment time.

A camera and audio check may also show on your screen. Once confirmed that all are connected and working, please click 'Join Video Appointments'.

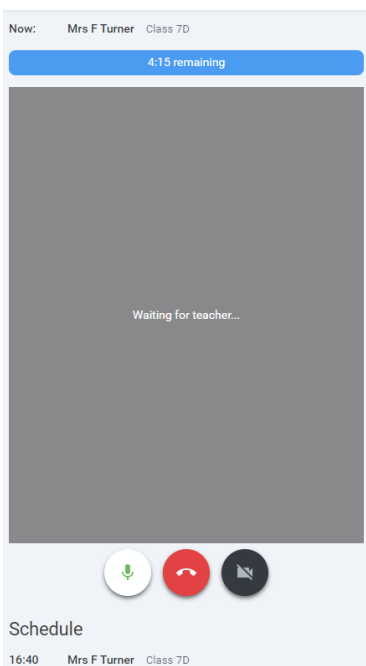


2. The Video Call screen

When you click **Join Video Appointments** the video call screen will be displayed. You may at this point be asked (by a pop-up message) if you wish to allow access to your camera/microphone, in which case **you must click allow.**

On this screen you can see the following:

- At the top left the teacher name for your appointment
- At the top right a countdown to the start of the appointment.
- At the bottom the controls for the microphone and camera (once a member of staff is available or you are in a call these also show a pick up and hang up button).
- In the middle of the screen, when your appointment is due to start, you will see the Start Appointment button.



3. Making a call

Click the Start Appointment button.

You will see yourself in the bottom right corner of the screen. If the member of staff has not yet joined you will see a notice to that effect in the centre of the screen. Depending upon your/our connection strength, there may be a few seconds delay.

When a teacher joins a call you will see them in the main part of the screen and can start your discussion with them.

You will also see the remaining time for the appointment counting down in the blue bar at the top of the screen.

If you lose access to the system for some reason during the call, log in again and click Start Appointment on the video call screen. As long as the member of staff is still in the call this will let you continue with the appointment (this is the same for the teacher if they lose their access).

When the countdown in the blue bar stops the appointment time is over and the call will automatically end.

Note that if you or the teacher are late, or leave and re-join the call, it does not reset the timer.

The appointment will always end at the scheduled time.

Once your final appointment for the evening is complete you will see a message advising you of this.

