



Two Village C of E Primary School

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Dear Parents and Carers,

Live Sessions using Microsoft Teams

Firstly, thank you so much to you all for embracing the use of Microsoft Teams and being patient with us while we try to resolve some of the safeguarding issues and login problems that we came across last week. We are currently still working with our IT support company to ensure that we can resolve the issues identified and have a meeting on Monday where these will be discussed. As a result, until we have had this meeting and have been reassured that everything is set up safely, we will continue to offer live sessions that are more for well being, rather than formal teaching. As soon as we are able to, following our meeting, we will start with some live teaching.

Based on feedback from staff so far, it is clear that the children have enjoyed seeing staff and their friends during live sessions and I am quite sure that this has given many of the children a much needed lift this week, which is what we hoped it would do. Staff have worked hard to learn how to use Teams quickly and having identified any difficulties from live sessions, have tried their best to resolve these.

Unfortunately, staff have reported that there are some difficulties that have arisen in live sessions this week that have concerned them. These have included children starting their own meetings, children recording meetings and children using the chat facility outside of the timetabled sessions to discuss things not related to the sessions.

I am sure that some of the problems mentioned above are a result of the children never having used Teams before and the novelty of using it and seeing their friends again after time away from them. However, in order for us to continue to use Teams safely to deliver lessons moving forwards, these types of activity will need to stop – especially as some could potentially pose a safeguarding risk.

Last week, everyone received a Parental User Agreement and I am sure that you will have read this and shared this with your children, as requested. I also know that children have been reminded about rules by their class teachers this week. To ensure things run more smoothly next week, please could I urge you to remind your child of the guidelines for using Teams and aim to monitor their use of this, wherever possible. We completely understand that parents/carers are likely to be very busy at home – either working from home, supporting more than one child with home learning – or indeed both of these things, so we know that you cannot supervise every part of every live session. However, we would ask that you try to be somewhere not too far away or that you check your child's Teams activity between sessions. Obviously, if there are specific concerns about your child's use of Teams next week, a member of staff will be in touch with you to let you know what has happened.

Live sessions are such a great way for children and staff to keep in touch and will hopefully provide the opportunity for some live teaching, which will be extremely valuable to support children's learning. However, sadly, if guidelines cannot be followed, it may become necessary to prevent children, who are not following the rules, from accessing the sessions. This would be a real shame. I am hopeful that this will not need to happen, once the children settle into the use of Teams and are reminded about the rules and their importance before their next sessions.

One other piece of feedback that I have received from staff is that sometimes parents/carers become a little too involved with sessions, which can have an impact on the overall session for the child and the rest of the group. It is wonderful that so many parents/carers want to be involved and want to support their children in



their live sessions and it is perfectly understandable that children in Early Years and Key Stage 1 may need an adult with them to help them to successfully use Teams. However, I would suggest that for children in Key Stage 2, to enable your child to get the most out of their sessions, it is best to allow them to sit on their own (within earshot so that assistance can be provided if it becomes necessary and you can hear if there are any problems). This will encourage independence and prevent distractions. This will be even more important when the children begin to take part in live teaching sessions, where they will need to focus on their learning independently. It would therefore be good to enable this level of independence now, while sessions are less formal.

It is perfectly normal for there to be teething problems following the introduction of something new and this is certainly all very new and a steep learning curve for many of us. I am sure that once we all become more familiar with this new way of working, things will run smoothly and the children will be able to get the most out of what technology has to offer, without any concerns or problems.

Thank you again for all of your hard work, patience and positivity – it really does help us all at this difficult time. You and your children are all doing fantastically well in the circumstances!

Yours sincerely,



Mrs Natasha Bennett
Headteacher

