

## PRIMARY (K – Year 6)

How does a student or parent know what needs to be done when working at home?

Please refer to the Primary Online Home Learning Guide which is available on the College website under the COVID-19 landing (web) page. A significant hard copy work package with instructions was also sent home recently. It is also downloadable from Skoolbag under the COVID-19 section. This is an overview of the basic application of the online learning programme. Any major difficulties can be directed to the PRIMARY Deputy Principal through the College office 9453 2644 or [admin@hillside.wa.edu.au](mailto:admin@hillside.wa.edu.au).

If a student in Primary (K-6) needs help or is unable to access resources, whom can they contact?

All contact for primary aged students needs to come through the parent. The only software that students use themselves that is used for communication is Seesaw. Apart from this interface, all other contact is through the parent to the teacher or school.

For parents, the ICT support team can assist with technical issues like Internet connectivity, device problems, and software issues (operating system, Microsoft 365 install, etc.) The best way to contact ICT support is [ict@hillside.wa.edu.au](mailto:ict@hillside.wa.edu.au)

Any issues for SEQTA Learn is handled by [portalhelp@hillside.wa.edu.au](mailto:portalhelp@hillside.wa.edu.au).

Staff can also be contacted via telephone if absolutely necessary through the College office 9453 2644.

Parents needing support also contact either of the email addresses above with their request.

What do I do if my child is sick at home?

If your child is sick at home and cannot complete the assigned work or classes, please notify [absent@hillside.wa.edu.au](mailto:absent@hillside.wa.edu.au). The front office staff will pass this information onto the relevant teachers. Once your child is well, they should re-commence their online programme.

What if I cannot access online lessons at home or cannot work on the online programme?

Please refer to the off-site (home-based) learning information provided by the respective Deputy Principal first. If you have followed the steps involved and still have issues either finding the correct information, or even starting the programme of work online, then please ring the College office 94532644 or email: [admin@hillside.wa.edu.au](mailto:admin@hillside.wa.edu.au). Ask to be forwarded to the relevant Deputy Principal.

Primary students do not contact the teacher directly, this can be done on the SEQTA Engage portal.

What if I can't follow the timetable given and its timings?

We strongly encourage students to stick to the timetable provided if they can, as this enables staff on-site to manage both off-site and on-site learning, and enables your child to keep to their normal rhythm and routines for when they transition back to normal on-site learning in the future.

However, if you can't follow the timetable and timings, then please feel free to adjust the timetable to suit you and simply inform your class teacher of the changes (including any changes to when your child will submit work) via Direct Messaging in SEQTA ENGAGE. Be aware that this may mean staff may not be able to offer the same help within the scheduled timings, but be assured they will do their best to give support as best as possible.



### When can a student have a break time?

The normal timetable is available on SEQTA Engage. Students can also refer to their own hard copy of the timetable. All students' timetables are available on SEQTA Engage (parents). Students are encouraged to observe their timetable correctly, so that the class teacher can assist. Primary students take their breaks as allowed by their parent/s at home.

### Will students still have access to Chaplains?

Yes. Either students or parents can contact the College for support. We will initiate a suitable point of connection e.g. phone; via Teams; or, if permitted by government, in person with appropriate health protocols in place. The Chaplains can be contacted on 9453 2644 (school hours), via email: chaplaincy@hillside.wa.edu.au.

### Will students be following their normal daily schedule when learning from home?

Yes, staff believe it provides consistency of routine (much needed by many students) and allows students to know when their teacher is available.

In the primary section, parents can always Direct Message the teacher through SEQTA Engage. In the high school, students can use Teams to chat with their teacher and connect in a face-to-face lesson. Any parent experiencing issues with these platforms can send an email to the central office email and it will be forwarded to the relevant staff member. We are asking that this is only used when the regular SEQTA messaging is unavailable. By following the student timetable, everyone knows when teachers are delivering content and/or instructions, are available for assistance and they also know when their class is working on key content so they can work together.

### If my child has flu-like symptoms what should I do?

All students should now be studying at home and not at school. Should you have any suspicion that your child may have flu-like symptoms, please contact your GP for advice. If the child has an asthma cough which is routine for that child, they may come to school – with notes please.

### What device/s and software does my child require at home?

Primary (K-6) students need minimal ICT requirements in order to access their at home learning package. Students can use either a basic tablet or computer if needed. "Additional Activities" which parents can choose to implement may need some access to Internet. Parents will need a smart phone, tablet or computer to utilize SEQTA Engage and Seesaw. Please see the webpages that explain these programmes and what minimum device requirements are needed.

### What software does my child require for learning at home?

The following software is needed for the home-based learning programme. Please refer to the information on the COVID-19 landing page:

Seesaw (Primary)  
Microsoft 365 Teams and the office suite (Secondary)  
SEQTA Learn (Secondary)  
SEQTA Engage (Primary and Secondary parents)

### What about the Learning Support students?

Yes, Learning Support would continue via the off-site programme. Staff will be available for assistance. The College is providing a programme that is similar to normal school days.

We are here to help you



We are in this together