

## FREQUENTLY ASKED QUESTIONS (FAQ)

### SECONDARY (YEAR 7-12)



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

Please refer to the Secondary Online Home Learning Guide which is available on the College website under the COVID-19 landing (web) page. 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 Secondary Deputy Principal through the College office 9453 2644 or [admin@hillside.wa.edu.au](mailto:admin@hillside.wa.edu.au).

The ICT support team can assist with technical issues like Internet connectivity or device problems.

#### If a student in Secondary (7-12) needs help or is unable to access resources, whom can they contact?

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 (students) or SEQTA Engage (parents) are handled by [portalhelp@hillside.wa.edu.au](mailto:portalhelp@hillside.wa.edu.au).

ICT staff can also be contacted by a parent via telephone if 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 Deputy Principal (Secondary).

Secondary students, not able to participate in a lesson, have been asked to notify their subject teacher directly ASAP.

#### What if I can't follow the timetable 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 or LEARN. 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.

If you cannot use SEQTA Direct Messaging please email: [admin@hillside.wa.edu.au](mailto:admin@hillside.wa.edu.au) and your enquiry will be forwarded to the appropriate staff member.

#### How do students ask questions during class (on microphone)?

We've been practising emulating the online system at school. Teachers have encouraged students to ask questions in practice sessions, but some general protocols include typing on the message board that either they have a question (whereby the teacher can unmute the class), or type the actual question in, and the teacher can answer for the whole class.

#### 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. Secondary students can manage their timetable as normal. All students' timetables are available on SEQTA Engage (parents) and SEQTA Learn (students). Students are encouraged to observe their timetable correctly so that the class teacher can assist. Breaks can be taken any time where there is not a Teams live lesson (high school).

### 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](mailto:chaplaincy@hillside.wa.edu.au) or through Microsoft TEAMS (students).

### What if the home Internet connection fails during a Teams' class?

Students have been asked to notify their teacher ASAP, then move straight onto SEQTA or email to keep the continuity of learning. If this not possible, try using textbooks or previous communication until the Internet connection is restored. If further issues occur please email: [ict@hillside.wa.edu.au](mailto:ict@hillside.wa.edu.au) or ring the College office 9453 2644 who can put you through to the ICT team for support.

If a phone hotspot can be used temporarily, this will allow connectivity until your home Internet service is re-activated.

### Will 'After School Clubs' be offered online as a support to our children as it was when the school was operating normally?

We are investigating this as a possibility, but we are keen for staff to settle into the new norm before this is implemented. Parents and students will be advised if and when 'Clubs' will resume. Microsoft Teams will be the platform that will allow this to happen.

### Will study groups or nights happen from home (Secondary)?

We are currently looking at this. There is nothing stopping students getting together in Teams of their own creation for this purpose, or we may create our own 'Study Night' team. A number of senior students have already set up study teams ready to go for certain subjects.

### 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 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.

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

Secondary (7-12) students will use their 1:1 school device. For Year 7, 8 and 9, students their school iPad should be used. For Year 10, 11 and 12 students their school Macbook Laptop should be used. The software required for online learning is installed on all devices.

### 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 webpage:

Microsoft Office 365, primarily Teams;  
SEQTA Learn (Secondary students);  
SEQTA Engage (Secondary parents).

### Can my child answer my calls (to check in on him/her) during the day if on-site?

No, all calls to the school for any child that is approved to be on-site must be directed through the College office 9453 2644. It is important to remain focused during lessons as much as possible. If the student is home-based, this will be at the parent's discretion.

## School Standards

Please remember that while working from home we expect that our students will uphold our College standards in behaviour in interactions with other students. Students are also reminded that all work is expected to be completed and returned to the teacher for marking as required.



In these times of uncertainty, fear of the unknown, and of the yet to come, Deuteronomy 31:8 says:

*'The Lord himself goes before you and will be with you;  
He will never leave you nor forsake you. Do not be afraid; or discouraged.*

Our God is more than able to bring us through these uncertain times, but He asks us to put our trust in Him and not to live in fear. He is the one who can bring peace beyond our understanding and this comes by understanding the great love He has for us as demonstrated by Jesus' willingness to die on the cross.

*Please take time this Easter to seek to find Jesus  
and the hope He brings to life in this crazy mixed up world.*