



## PROTOCOLS AND NORMS WHILE LEARNING REMOTELY

### What is expected of me?

The best way for you to manage your workload at home is to **follow your timetable closely**. Your teachers will provide you with plenty of work to help you to do this.

You are expected to complete and submit for all tasks set by your teachers by the given deadlines. Your tasks will be set on Connect or WebEx and **your teacher will use these platforms to monitor your completion of the tasks** and to provide feedback. You will be given 'hard' deadlines, meaning that you must meet them.

If your teacher is concerned that you may be falling behind, they will first contact you and check that you are ok, that you understand and make sure you have enough support to complete the work. This is exactly as they would do at school.

Just like at school, if your teacher is very concerned that you aren't logging in or completing work, despite them having communicated with you, they will contact your parent or carer and raise the concerns with them.

### How can I get help from my teacher?

If you have attempted a task and you find you are unable to complete it because you need more guidance, you should first message your teacher on CONNECT and then by email if you don't get a response – there is a risk that your message may not have reached your teacher if something has gone wrong.

You can always use the 'chat' function in to seek support during WebEx lessons. **You should never just 'leave' the work**; you are responsible for managing your work and it must all be **completed in full**.

Alternatively, you can use contact the Newman Senior High School Front Office on 9175 8100 and request that a teacher contact you.

### How should I communicate with my teacher?

This section has guidance about how to communicate with your teacher and other students about schoolwork, school matters or any worries or questions you may have.

You should send messages using Connect or use the chat function in WebEx Teams to ask questions or for support from your teacher. Alternatively, you can contact the Newman Senior High School Front Office and request that a teacher contact you (9175 8100).

All email communication should be made **between the hours of 8am – 3pm on weekdays**. Your teachers will not communicate with you outside of these times.

Your email communication and all messages should be **formal**. This means you should follow the below 'email etiquette'.

### **Email etiquette**

You must only use your school email address to contact staff. You must not attempt to contact them using any other method.

Only email/message in the given times of 8am – 3pm Monday to Friday.

All emails/messages to be formally addressed 'Dear Ms/ Mr X' and concluded 'Kind regards'.

All requests to be made politely: 'I write to ask you if I could have some guidance with/if you could explain this task to me/when you would expect me to...'

Ensure that all emails to have a subject written in the subject line, such as 'Request for Guidance'.

Understanding that emails will aimed to be responded to within 24-48 hours, but not instantly; your teachers are helping all of their students and it may take them some time to get to your request.

Only email the one person who you need to ask a question to or send your work to; **you should not email lots of people or hit 'reply all' if your teacher has emailed your whole class.**

Never use slang, informal language or any kind of impolite language such as swearing, insults or anything that may appear offensive.

If you are worried about your safety or wellbeing, or you would like to raise a concern about another student, email your teacher or contact the school (9175 8100) so that a member of the school's Student Services team can help.

### **Example email**

*Dear Ms Maca*

*I write to ask for some more guidance about the task you have asked us to complete by this Friday. I am not sure of how to answer question 3. Could you please tell me what the question asks me to focus on and which sources I am to use so that I can complete this work?*

*Kind regards,*

*Amanda.*

### **If school shuts, how will I know what is happening or when it is going to open again?**

The best source of information is SkoolBag and Connect. We will update with any new information. Please check these each morning to see if there is anything new.

We will also email your parents/carers to keep them up to date of anything that the Department deems important. Any emails to parents/carers will be copied to School Bag so that you can see them there.