

# Frequently Asked Questions

## **I would like to contact a member of the Leadership Team, or my child's Head of Year. How do I do that?**

Please email [enquiry@jws.bham.sch.uk](mailto:enquiry@jws.bham.sch.uk) where a member of staff will get back to you.

## **What should my child be studying at home?**

We will continue to provide home learning to all students in Years 7, 8, 9 & 10. Pack 1 released 23 March 2020, Pack 2 was released 20 April 2020 and Pack 3 will be released week beginning 4 May 2020. Access is via the HAP+ tab on the school website.

## **How are the resources made available?**

Students will need to use their normal school login details to gain access. There is a 'password reset' tab on the top right hand side of the website, written in white text, if needed.

## **I have requested paper copies of work, when will I receive them?**

Resources are regularly posted out to those parents/carers who request paper copies, if you are yet to receive paper resources please email [enquiry@jws.bham.sch.uk](mailto:enquiry@jws.bham.sch.uk) where this will be followed up for you.

## **Are there any differentiated resources made available?**

The inclusion team have provided specific resources for key students. These are posted out separately.

## **What other resources are we likely to receive in the post?**

All students in Years 7, 8 & 9 will have also received 'PiXL' resources as part of a new Inter House competition. Specific details will be in the pack but they include a range of subject based challenges that can be completed to earn House Points!

## **I have queries regarding my child's home learning, who should I contact?**

Please email [enquiry@jws.bham.sch.uk](mailto:enquiry@jws.bham.sch.uk) where a member of staff will get back to you.

## **Is there anything else I should know about my child's home learning?**

You can find on the website a new section called "Weekly Reflections". Our weekly reflections will feature a different theme each week. Mrs Lockley has kindly provided the first videos.

## **What should I do as I believe my child is entitled to free school meal vouchers, and I haven't received them?**

All students in receipt of free school meals will have started to receive shopping codes by now. If you have not received them and you think that you should have, please email [enquiry@jws.bham.sch.uk](mailto:enquiry@jws.bham.sch.uk).

If you have any issues with previous codes received please email:-

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BCC Codes - Sodexo - previous FSM Voucher Provider pre 20 April 2020  
[enquiries@thevouchershop.co.uk](mailto:enquiries@thevouchershop.co.uk). Telephone: 01908 303 420 or 0845 88 00 105.

Edenred - DFe Government FSM Voucher Provider post 20 April 2020  
[freeschoolmealsparentscarers@edenred.com](mailto:freeschoolmealsparentscarers@edenred.com).

## **My circumstances have changed and I believe my child is entitled to free school meals, what should I do?**

An application form is available on our website, once completed please email this to [enquiry@jws.bham.sch.uk](mailto:enquiry@jws.bham.sch.uk) or apply online at <https://www.cloudforedu.org.uk/ofsm/birmingham/>

You can claim the following benefits and still be entitled to free school meals:

- Universal credit (provided you have an annual net earned income of no more than £7,400.00, as assessed by earnings from up to three of your most recent assessment periods);
- Income Support;
- Income-based jobseeker's Allowance;
- Income-related Employment and Support Allowance;
- Support under Part VI of the Immigration and Asylum Act 1999;
- The guarantee element of Pension Credit;
- Child Tax Credit (provided you're not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190.00);
- Working Tax Credit run-on - paid for four weeks after you stop qualifying for Working Tax Credit.

## **I would like to find out what my child's GCSE grades are, how do I do this?**

We have to adhere to the Ofqual guidance which specifically states that schools should not disclose grades. We must adhere to this in order to protect the integrity of the examination system.

## **My child is currently in Year 11 and will be attending Sixth form at John Willmott School, is there anything they can be doing?**

Bridging Projects will be sent to those students who will be attending Sixth Form here. These will be based on the work that they will be doing if your child is going to study A Levels or Level 3 Applied General courses at John Willmott School.