

## FREQUENTLY ASKED QUESTIONS

### Online Learning Questions

**1. I can't log into Firefly.**

Your firefly firefly username is the same as your school computer username

Your firefly password is the same as your school computer password

If you don't know your school computer username please email [aba@valentines-sch.org.uk](mailto:aba@valentines-sch.org.uk)

If you don't know your school password email [ALKindyK@valentines-sch.org.uk](mailto:ALKindyK@valentines-sch.org.uk) and ask for your password to be reset and a new password emailed to you.

**2. I have forgotten my password/login for My Maths/GCSE Pod/ etc.**

Your subject teachers should be able to help you access or subject based distance learning resources. Please contact your subject teacher via firefly and ask them to send you the login details.

**3. I no longer have access to a computer/wifi, how do I access my online learning?**

If you do not have computer access to your distance learning resources please contact Miss Simmons – [bsi@valentines-sch.org.uk](mailto:bsi@valentines-sch.org.uk)

### Other frequently asked questions

**1. I have questions about how my children's education will be affected due to school closure**

**The Department of Education** - have setup a dedicated helpline to answer questions about Coronavirus (COVID-19) related to education. Staff, parents and young people can contact the helpline as follows: Phone: **0800 046 8687**.

**2. How will I find out if I have got my options choices? (Year 9 Students)**

Students will be informed about their options choices in late May/Early June. Students who have been given their preferred choices will receive a confirmation letter. A small number of students have been allocated reserve choices. These students will be seen by Mrs Ball in late May/Early June. If school does not re open students who have been allocated their reserve choices will be contacted by telephone in Late May/Early June. Any queries should be sent to Mrs Ball - [aba@valentines-sch.org.uk](mailto:aba@valentines-sch.org.uk)

**3. I have a query about my sixth form application**

Queries about Sixth Form should be sent to Mr Haxell - [jhx@valentines-sch.org.uk](mailto:jhx@valentines-sch.org.uk)

**4. I have a query about Year 6 Admissions.**

Queries about Year 6 admissions should be sent to Miss Laver - [bla@valentines-sch.org.uk](mailto:bla@valentines-sch.org.uk)

## Financial support FAQ

### **1. I am struggling with finances during this period, where can I get support and advice?**

**Shout** - is an affiliate of Crisis Text Line in the UK that provides free, confidential support, 24/7 via text. It's the first free 24/7 texting service in the UK for anyone in crisis anytime, anywhere. Text SHOUT to 85258 in the UK to text with a trained Crisis Volunteer.

### **2. I have a query about the sixth form bursary.**

Please address queries about the Sixth Form Bursary to Mr Haxell – [jhx@valentines-sch.org.uk](mailto:jhx@valentines-sch.org.uk)

### **3. How do I apply for Free School Meals Vouchers?**

Please contact the School Business Manager – [dgr@valentines-sch.org.uk](mailto:dgr@valentines-sch.org.uk)

## Wellbeing and Safeguarding FAQ

### **1. I am struggling with anxiety during isolation, where can I get or support?**

**Childline** - You can contact Childline about anything. Whatever your worry, it's better out than in. If you're under 19 you can confidentially call, email or chat online about any problem big or small. We're here to support you and help you find ways to cope. Call free on **0800 1111**. (Updated website regarding Coronavirus with lots of information and some resources for CYP at this time)

<https://www.childline.org.uk/get-support/contacting-childline/message-from-childline/>

Sign up for a childline account on the website to be able to message a counsellor anytime without using your email address. Chat 1:1 with an online advisor.

**Young Minds** – Supporting young people and also parents/carers. Provides free, 24/7 crisis support across the UK if you are experiencing a mental health crisis - just text YM to 85258. All texts are answered by trained volunteers, with support from experienced clinical supervisors. Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus. Some information on website regarding Coronavirus). <https://youngminds.org.uk/>

### **2. Where can I receive general wellbeing and mental health support?**

**The Mix** - The Mix is the UK's leading support service for young people. If you're under 25 you can talk to The Mix for free. We are here to help you take on any challenge you're facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk to us via online, social or our free, confidential helpline. (Updated website including information on Coronavirus) Freephone: **0808 808 4994** (1pm - 11pm daily) <http://www.themix.org.uk/>

**Kooth** – Provides online support for young people. Free, safe and anonymous support for those aged between 10-18. Aimed at helping with a range of topics to include – relationships, bullying, eating disorders, self-harm and general health. <https://kooth.com/>

**3. My child receives counselling at school, will this service still be provided during school closure?**

Yes. Weekly counselling sessions will take place over the phone. The parameters for counselling will be the same as detailed within the counselling agreement.

**4. My child was waiting to receive counselling at school, is there a possibility of support being provided during school closure?**

Yes. A weekly wellbeing call can be arranged. Please email [edn@valentines-sch.org.uk](mailto:edn@valentines-sch.org.uk) for advice.

**5. What measures can I put in to keep my child safe when working online or using the internet?**

- [https://www.bt.com/skillsfortomorrow/daily-life/keeping-yourself-safe-online.html?s\\_cid=con\\_ppc\\_maxus\\_vidSP4\\_T1&vendorid=SP4](https://www.bt.com/skillsfortomorrow/daily-life/keeping-yourself-safe-online.html?s_cid=con_ppc_maxus_vidSP4_T1&vendorid=SP4)
- <https://www.saferinternet.org.uk/advice-centre/parents-and-carers>
- <https://www.internetmatters.org/schools-esafety/parent-online-support-pack-teachers/>
- <https://www.internetmatters.org/schools-esafety/parent-online-support-pack-teachers/>
- <https://www.thinkuknow.co.uk/parents/>
- <https://www.gov.uk/government/publications/child-safety-online-a-practical-guide-for-parents-and-carers/child-safety-online-a-practical-guide-for-parents-and-carers-whose-children-are-using-social-media>
- <https://www.saferinternet.org.uk/advice-centre/parents-and-carers/parental-controls-offered-your-home-internet-provider>

**6. Our family has experienced a bereavement, where can we access support?**

**Winstons Wish** – free phone number 08088 020 021 (open between 9am – 5pm)

**Child Bereavement UK** – 0208 519 7025