



Virtual Parents' Evening: Guidance for Parents

Due to current guidance from Public Health England advising against face-to-face meetings during the pandemic, all Parents' Evenings will be held virtually for the foreseeable future. As such, in order to safeguard both staff, as well as parents/carers, we have published guidance on how these meetings should be conducted.

- Virtual Parents' Evenings should take place in appropriate room that is quiet, and enables a dialogue between parent(s) and the teacher(s) to take place.
- All participants should be appropriately dressed, as they would for a Parents' Evening at school.
- Both audio and video should be on for the Parents' Evening.
- Parents' Evenings must not be recorded. Users will be blocked from using School Cloud if they have recorded their conversation with the teacher without permission.
- As would be the case for onsite Parents' Evenings, your son/daughter is encouraged to attend.
- Please be punctual as the times are not flexible.
- Please be patient at the start of each appointment, as the teacher can begin the meeting at any point within the first 30 seconds.
- We are extremely proud of our very positive and constructive relationships with our parents and it is important that this continues. Our staff will be respectful, professional, and courteous at all times. We would ask the same in return.

Tips for troubleshooting

- Please read the guide carefully before the evening to ensure that you are using a suitable browser.
- Try logging on up to an hour before to check that your link is working. If you cannot see "Join Video Appointments" check the points below.
- The parent who made the appointments MUST be the person who then logs into the system.
- Ensure that you have used the login details that were provided in the initial letter.
- Make sure your camera and microphone and volume are fully enabled in your settings and that you have allowed the system to access them.
- The sound quality is improved if only one person speaks at a time.
- If one party loses connection, please wait whilst they login again. You should be able to continue the meeting.
- If there is a sound /display issue, try clicking the microphone/camera icon off and on again.
- If there is still an issue, try logging off and logging on webpage or try another device.
- If possible, have another device ready for you to log onto and use.
- Meetings have a pre-set time. The duration cannot be extended. When the time expires the meeting will end. If you have any further questions for the teacher, please contact school in the normal way.
- If you miss an appointment, please contact the school so an alternative arrangement can be made.