

Parent Workflow During Distance Learning

Parent support and query route during remote provision

Purpose: This flowchart clarifies how families support students and how to seek the right help quickly.

STEP 1 Read the school message and note the timetable, expectations and support routes.



STEP 2 Check that the child has a working device, internet access and account login.



STEP 3 Prepare a suitable workspace and help younger children log in if needed.



STEP 4 Monitor that the child joins lessons and follows the timetable.



STEP 5 Inform the school promptly about absence, access issues or significant concerns.



STEP 6 Route questions to the correct contact: teacher, class teacher, IT or reception.



STEP 7 Review messages and feedback regularly and follow up where required.

Key note: Parents support the learning routine but should not complete academic work on the student's behalf.