

# SOUTHEND HIGH SCHOOL FOR BOYS

## ACADEMY GRAMMAR SCHOOL

Prittlewell Chase, Southend-on-Sea, Essex, SS0 0RG  
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Headteacher: Robin M Bevan MA MEd PhD FRSA



2<sup>nd</sup> June 2020

To: Parents of pupils in Years 7-10

Dear Parent

We are aware that students sometimes ask questions about work that they are struggling with. We also know that there can be a slight delay until teachers are able to respond to individual concerns. In an attempt to alleviate this issue, we have a number of pupils in Years 11, 12 and 13 who have offered to be 'virtual mentors' to pupils in Years 7-10.

We have set up a number of Teams or 'helpdesks', which will be monitored between the hours of 0900-1000 and 1130-1230 every weekday. Each helpdesk has specific members of staff allocated to it, who will be responsible for overseeing all communication.

As you might expect, we have set very clear parameters for use and acceptable practices which have been shared with all volunteers. This information will also be made very clear to any students wishing to make use of the provision.

We expect the service to be up and running from tomorrow.

Please see the information that we will be sharing with your son below.

Thank you for your continued support.

Kind regards

Mrs Worth  
Deputy Headteacher



### To KS3 & Y10:

In addition to the support and feedback you are receiving from your teachers, the following *Helpdesks* have been created for KS3 and KS4 pupils to seek help with work you are doing at home.

#### **Receiving Support:**

1. To become a member of any of the Teams (and therefore be able to post on them), just follow the link below and enter the relevant Team code when prompted.
2. If you would like help with a particular task or question you have been set, you can post your query to the discussion page on each of these Teams. Older pupils will be monitoring the posts between 0900-1000 and 1130-1230 every weekday and will reply to offer you help where possible.
3. If they are able to help, they will reply directly to your post on the Team page. For safeguarding purposes, all correspondence must remain on the MS Teams Helpdesk page, at all times - no email addresses (even school ones), and no phone/WhatsApp conversations or private chats within Teams, etc.
4. When asking for help, please ensure that you remain focused entirely on the issue in question. Even if you know the student helping you from school, avoid conversations that go beyond the help you have requested.
5. The pages are being monitored by members of staff, but if you do see anything posted that is inappropriate, please inform your Director of Key Stage ASAP.

This is a completely new idea and it will no doubt need refining with time – if, as users of the system, you are able to suggest any improvements, please let us know.

Link to Helpdesk Page	Code
<a href="#">Maths:</a>	<b>aw1pfi1</b>
<a href="#">English:</a>	<b>omoqwun</b>
<a href="#">Science:</a>	<b>7wd9mat</b>
<a href="#">Humanities1 (History, Geography, RE):</a>	<b>dk1f8x7</b>
<a href="#">Humanities2 (Citizenship, Business, Economics):</a>	<b>gh855ok</b>
<a href="#">Languages:</a>	<b>l5gmid4</b>
<a href="#">Arts (Art, Music, Drama):</a>	<b>da5oz8w</b>
<a href="#">Practical Subjects (ICT &amp; Computing, DT, PE):</a>	<b>7eh80i1</b>

