



Truro School Prep  
Highertown  
Truro  
Cornwall  
TR1 3QN

Dear Parents,

Firstly, and most importantly, many thanks for all the very positive emails you and your children have sent in to us today. We have been overwhelmed by your love and support. Thank you.

Many of you have really grasped hold of your new 'careers' with enthusiasm. We have heard of children tidying their desks and being up and dressed earlier than any other normal school day, parents who have also been up and ready to guide and we have already had lots of class and homework back from you. Thank you.

Not surprisingly perhaps, there has been such a mass use of the internet in the UK today that many sites have crashed and/or failed completely. We can only apologise for this. Our IT department have been absolute troopers doing all they can to help out quickly and efficiently. It might be worthwhile seeing whether you can download some of the next day's work from Everest the previous evening to reduce the pressure on resources at peak time, and also the stress on yourselves.

We totally understand your frustrations at not being able to help out and support your children as they start this new venture from home but would please ask for your continued patience as things settle into place.

We have been in touch with Mr Leverton Griffiths who used to teach here at Truro Prep and now teaches in the school Mr Blake came from in Hong Kong. His school has been closed since January 28<sup>th</sup> and he promises that things do get better! However, he also advises that this first week you will all need to ensure your child's (and your) mental health is the primary concern. So please do not worry if your child has not been able to complete the work set. They have all learnt so much already; this will stand them up perfectly well for the days and weeks to come.

As I am sure you will appreciate, our staff have been working very hard since the idea of shutting schools was first mentioned as a possibility, preparing work for your children in a very different way. They have been asked at very short notice to set up resources using new technology as well as trying to keep the lessons inspiring for the children. We will not always get it right, but again we want to thank you for your kind understanding of this.

One suggestion for smoothing out the process of getting the work to children in Years 3-6 is that the children log on to their school account through <https://truroschooll.rmunify.com> (using their normal school log in details, as they've been shown, and then you log in to Everest through the tile shown in RUnify. This will mean the children's school work is on the same device as they are working on straight away. Hopefully this will allow them to become much more independent in accessing the work, too.

As we go through this week we would ask the following few things:

- 1) Please don't expect immediate responses from the teachers. Many of them are still in class, teaching the children of critical workers that we still have in school. All staff will of course do their very best to get back to you, but this may not be immediately.
- 2) Please put your child's name and the date of work set into the subject box of any email correspondence you send.
- 3) If you are sending work to a teacher, please scan rather than photograph the work as this will then be sent as a pdf, thus making it quicker and easier to send/receive as well as reducing the amount of storage needed on our school systems. There are scanning apps which are freely downloadable. Eg. Adobe Scan and Mobile Scanner.
- 4) Very soon you will have two and a half week's holiday. Without telling you what to do, I would humbly suggest that you will not be traveling anywhere, so perhaps you could spread out this week's work throughout the holiday too. This way it would lighten the load on the internet as well as free you from the frustrations of things not working. Any work on Everest can still be accessed after the time set by clicking on the 'Previous Homework' tab.
- 5) Please remember that we are making history together. Take the chance to record things you are all doing, what you are feeling and things you are discovering.

We will continue to do our very best for all of you and your children but we would ask that you please remain patient with us as we all work together on this. We have been blessed with a really glorious day weather wise and this has helped us to keep our spirits high! Again thank you for the rays of sunshine you have sent through to all of us too. You cannot underestimate how wonderful this has been.

With very best wishes,

Mrs Issaka