

Protocols for Parents.

As remote meetings are new for The Dean Trust, we believe it important to share some protocols to safeguard the meeting. As this is a relatively new system we welcome feedback on how the appointments system has worked for you. Please do get in touch so we can continue to make refinements.

- Remote meetings should take place in appropriate rooms e.g. kitchen, lounge, study and not in a bedroom.
- All participants should be appropriately dressed as they would for a parents' meeting at school.
- No conversations should be recorded.
- Both audio and video should be on for the meeting.
- As, would be the case for onsite meetings, your son/daughter is encouraged to attend. (Secondary Schools only/ where relevant)
- 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.
- The meeting should be between the teacher, student and parent. Only meetings from one household are permitted. Should parents from two different households require appointments please arrange separate appointment times.
- We are 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 log in 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 better if only one person speaks at a time.
- If one party loses connection, please wait whilst they log in 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 on 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.