



EMMANUEL COLLEGE  
*Emmanuel Schools Foundation*

23 March 2020

Dear Parents and Carers

We are in a very fast-moving situation regarding the national response to COVID-19. Our approach has been, and will continue to be, very much a 'business as usual' approach with all students working at pace through their learning at home where possible. However, perhaps unsurprisingly, there have already been issues with our online platform, ITSLearning, with some students struggling to log on and complete tasks. This problem is a Europe wide issue that was caused due to the amount of users on the platform. We understand that there have also been issues with other online learning providers.

I can confirm that ITSLearning are aware of the issue and engineers have been working on solutions, although we should expect issues to continue for a short while until the platform adapts to this new and challenging situation.

Perhaps the first thing to say is that students should not be worried or anxious. Students will not be in trouble if they fall behind and will have lots of time to catch up over the coming weeks and months.

Can I also suggest the following:

- Try to use the platform at less busy times. ITSLearning is significantly less busy in the evening and early morning. I would recommend logging on then and downloading the work that needs to be done for the day or following day and using that time to upload tasks that have been completed.
- Make sure that each day, students have available meaningful learning activities that can be completed without going online, such as reading a good book, practising a musical instrument, getting ahead with art projects if applicable and essay writing that can be completed on paper.

I have also heard that some teachers have made the very good suggestion that students keep a diary throughout this time. Setting aside 45 minutes to an hour each day to take stock of what is happening across the world and committing some of the facts, as well as their own reflections, to writing will not only be a meaningful exercise for all students but may also one day become a useful historical resource.

Thank you for your ongoing support and patience as we get this right together.

Yours sincerely

Matthew Waterfield  
**Principal**