



January 2018

Dear Parents,

As you will be aware we are introducing an exciting new communication tool at Belmont Primary School called:



FAQs

How do I access the FFI web platform?

School will send details of usernames and passwords to the email address that parents have provided within their contact information. Once you have logged on, you can change the password to one more memorable to you. The FFI web platform can be accessed on any device that can access the internet, including mobile phones, tablet computers and game consuls. *(Please note the drop down boxes showing choices of supporter eg mother are not created by Belmont school – be assured that you are noted as a mother / father or relevant supporter on the system within school. Even if the pre-determined choices won't permit your choice).*

Is there an FFI app?

The FFI web platform operates as a web app. Once you have registered on the web platform, your child's school will provide you with instructions about how you can upload the FFI bookmark, allowing you to access the platform in one touch.

Can I get the FFI app from Google Play Store or the Apple App Store?

No. Free Flow Info is not on sale to the general public. It can only be purchased by schools who for security reasons then allocate usernames to pupils, parents, and staff. Once parents have registered online, they are responsible for providing the names and email details for up to 3 Supporters. The email addresses provided by parents will then be used to contact the nominated Supporters who can sign on and upload the bookmark.

Why can't I see the comments being made by other parents and Supporters?

The focus of Free Flow Info has to be in the support that individual pupils receive from their parents and Supporters. The emphasis has to be on the positive feedback that is given to the pupils and the conversations that take place on a personal level.

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Miss Sunderland

Can I use the comment box to contact the teacher?

No. Teachers are able to see all the comments written by parents and Supporters but it is important that it is only used as a means of providing positive feedback to the pupil. Parents who wish to contact any teacher should use the school's standard practice for doing so.

What is the difference between a parent and a Supporter account?

Parent accounts and Supporter accounts allow people to receive all of the pupil's uploads and comment on them. However, 80% of everybody's learning takes place out of school, and FFI recognises this by allowing parents to upload photos and short videos that show some of that out of school learning. This is kept alongside evidence of the school-based learning on the pupil's permanent record.

Why do we need Free Flow Info?

Free Flow Info has been specifically designed to enable all parents – regardless of their background or own educational experience, to support their children's learning in the most effective way – by showing a positive interest and giving encouragement. The simple action of using the uploads that you see every week as conversation starters can actually help to raise your child's achievement by 20% each year. Some education experts say that it's like adding another two or three years to a child's education. Free Flow Info has been designed to do this in a way that increases parents' understanding of what their children are doing in school without making extra work for teachers.

What sort of work will be shared in the uploads?

The uploads your child makes will be of several different types. Some will show photos of written work and the comment made by the teacher about the progress shown in that work, with guidance on how to improve. Some will be photos of your child engaged in an activity, or of an object or stimulus the teacher has used as the basis for thought or discussion within a lesson. There will also be short videos showing your child involved in a practical or performance activity. Many parents tell us that FFI allows them to more fully understand the richness of their child's school-life.

What if I don't understand what I'm seeing in the upload?

It is important to remember that Free Flow Info has been designed to encourage positive conversation about school between parents and children as this provides powerful form of motivation for pupils. It is not important whether parents understand the content of the uploads or not, in fact it could be argued that there are benefits to your child when you don't understand it. By asking 'This is an interesting photo, why have you uploaded it?' You are showing that you find their school work interesting – and that provides the motivation to do well. By asking 'This looks interesting, can you explain it to me?' You actually provide an important opportunity for your child to reinforce their learning by explaining it to you – so a useful little trick to use even if you already understand it!

Is the FFI web platform secure?

The Free Flow Info web platform has been built to meet and surpass the Department for Education guidelines for internet security. Naturally it is important for all users to keep their user names and passwords secure. Each school will apply the same policy to FFI uploads as it does to its own school website. The web platform does not contain any personal information about your child. For the sake of general safeguarding, we ask parents and Supporters not to share images of children beyond the web platform.

Do I have to make comments?

The main benefits from Free Flow Info come from the face to face positive conversations that the uploads encourage. However, all positive feedback is important, as is ensuring that all parents can provide meaningful support. You can enter an emoji in the comment box by clicking in the box, and typing any character, which will enable the emojis to be used.

What if I have more than one child?

The architecture of the Free Flow Info web platform is such that parents with more than one child have a single sign-on. No matter how many children you have, or what schools they go to, as long as that school uses FFI, their names will appear on your dashboard when you log on and you will be able to access their work

How often will I get the uploads?

This will vary from school to school, and week to week. It is NOT a matter of high quantity – it is far better to have a lower frequency to regular uploads that you can find the time to have conversations about. If there are too many uploads each week there could be a temptation not to talk about them all.

Any questions or queries please contact the Belmont Primary School.

Thank you for your continued support.