



COVID-19 FAQs

- I have questions about remote learning and schooling at home.
- Please assist me with information about technical support.
- I need information regarding school fees.
- What is the Curro-specific COVID-19 safety procedures?
- General information and contact information.

Remote learning and schooling at home

- 1. Who do I contact if I have questions regarding my child's schooling during the lockdown?**
Please contact your executive head or class teacher or send an email to engage@curro.co.za to have your enquiry directed to the school for their attention.
- 2. What is remote learning?**
Remote learning occurs when the teacher and learners are separated by distance and time, and do not meet in a traditional classroom setting. Microsoft Office 365 for Education and other tools are available for our teachers to connect and engage with groups of learners in real-time to facilitate online lessons or to share videos, resources or tasks for learners to complete work in their own time independently or in groups using collaboration tools.
- 3. How will my child do their schoolwork?**
Your school is well-equipped to manage remote learning. Our teachers and learners have access to a set of digital tools and solutions to facilitate remote learning during any time away from school. Our priority is to ensure that your child continues to receive quality education and does not fall behind. It is also important during this time to be part of a learning community and not feel lost, even from home. Please keep in contact with your child's teachers during this time. They will guide and provide you with all the information you need to assist your child at home.
- 4. What does my child need to receive schooling at home?**
Ideally, remote learning requires learners to have a device and Internet connectivity at home in order to access online resources and join real-time classes facilitated via Microsoft Teams – we encourage you to make arrangements for device access at home. Your child can access all resources on most devices available to them. However, not all learning needs to be online and we encourage tasks that get learners up and moving and away from their devices. Some assignments are still done on paper and shared with your child's teachers by taking a picture when they need help or to review completed work. Schools are also accommodating families with limited device and Internet access at home as far as possible. Please communicate directly with your school to ensure that a system is in place to accommodate your child.
- 5. When will we start receiving schoolwork?**
Each school will issue guidelines that will be communicated via all our channels of communication directly to you. If you have not received any information, please contact your school or teacher as soon as possible. Please ensure that your teacher and school have your latest contact details.
- 6. How will the schoolwork be provided to us?**
Many of Curro's schools already have access to digital learning platforms including Microsoft Office 365 for Education, ITSI Pro, miEbooks, the Snapplify eReader and other tools. Your child's teachers will continue using these where applicable to maintain the usual routine with their learners. Your



teacher will keep in contact with your child as much as possible. If you have not received any information, please contact your child's teacher or the school at your earliest convenience.

While schools remain closed for the time being, we've implemented a strategy so that learning can continue via remote and online means. Our priority is to ensure our learners continue to receive quality education so as not to fall behind in their studies. This will be a value-added benefit for our learners. Learners will therefore not only have the benefit of remote or virtual learning during this time, but will also have actual time lost made up when they are able to return to school.

We are well-equipped in the remote and online learning department, with our approach stemming from years of development. Our teachers, staff members and learners have access to a set of digital tools and solutions to facilitate remote and online learning while schools remain closed.

Remote and online learning strategies bring tremendous value to the education space during uncertain times such as these, and there is no doubt that it will firmly remain a significant part of the way we learn in the future. Many of our schools already have access to additional digital learning platforms including ITSI Pro, miEbooks and the Snapplify eReader. Our teachers will therefore continue using these where applicable to maintain the usual routine with learners, and it remains a priority for us that our teachers keep in contact with the learners as much as possible.

7. What is available to assist parents at home?

Learners will be able to access curriculum resources online selected by their teacher and Curro's curriculum team. Your teacher and schools will contact you regarding the details. If you have not received any information, please contact your teacher or school at your earliest convenience.

8. How will the teacher support my child?

Your child's teacher will be available the same as they would be on a school day in a classroom to assist with your child's queries and to provide activities to ensure that quality education continues. Please follow guidelines shared by teachers for times they are available for correspondence.

9. I don't want my child to sit all day in front of a device – what now?

Not all learning has to happen online. Encourage your child to get up and moving, and away from their devices during the day. Some assignments will still have to be completed using pen and paper. It is important to keep contact with your teacher regarding all work – the teacher is trained to assist with online and offline activities.

10. How will you support my Grade 11 or matric learner?

Curro is aware that this is a critical time for our Grades 11 and matric learners, and so the Curro call centre aims to prioritise support for them. Please contact them and state that you require assistance for a Grade 11 or matric learner and share as much information as possible to describe the support request. Where possible, share a screen grab. Email: servicedesk@curro.co.za. Phone: 087 285 1699.

11. How much time should my child be busy with schoolwork at home?

Do not overload your children with schoolwork at home. Obviously, for Grade 11 and matric it is more stringent, and your teacher will provide you with the schedule and work they need to cover during this time. Your school will advise on the time allocation for the week for each child. Please contact your teacher if you require assistance.



12. How will the school communicate with me during this time?

Your school will communicate with you using one or more of the following channels, e.g. emails with learner work programmes, SMSes with learner work guidance, share work and schedules using Microsoft Teams or use WhatsApp or ClassDojo, etc. Your child already uses most of these in class already but contact your teacher if you require assistance.

Technical support

1. I can't get online or access the Internet.

Not all learning needs to be online. Your teacher will provide activities that do not require Internet access. Please let your teacher know if you can't access the Internet from home so that they can provide activities that will work in your environment at home.

2. My child's device is not working.

Learners, parents and staff members are supported by a dedicated call centre to assist with technical issues to ensure that everything runs smoothly. Contact details: Email: servicedesk@curro.co.za Phone: 087 285 1699. For Grade 11 and matric learners: Please state that you are in grade 11 or matric learner and share as much information as possible to describe the support request and where possible share a screen grab.

School fees

1. Do I have to pay my school fees during this time?

You still have to pay school fees during this time – all our teachers will continue to facilitate learning. All time lost will be made up at school level. We are currently reviewing the school calendars and will communicate our specific plans in this regard shortly.

Curro assures that it understands parents' concern about the disruptive nature of the global pandemic and the impact it is having on the school year. We would like to reiterate that we are committed to providing all of our learners with a full year's schooling; and all stipulations in terms of the enrolment agreement between parents and Curro will remain in place. The time that learners have lost not being able to attend school, will be made up throughout the remainder of the year. Strategies to make up for lost time may include shorter holiday periods and school days held over weekends.

While schools remain closed during the COVID-19 pandemic, we are equipped for learning to continue via a remote and online learning strategy. This learning strategy comes over-and-above the learners' regular education approach, and will serve as a 'double educational benefit' for learners. As learning will continue throughout the year, billing will also continue as per contractual agreements.

2. Can I stop paying fees now that the schools are closed?

Curro, in complying with government's lockdown to close its schools, can currently not deliver schooling as it usually does. This does not mean that parents have the option not to pay school fees, or demand reductions and special offers as that is a breach of contract. Please contact your school's executive head for information and assistance at your earliest convenience if you are battling financially during this time.

3. What happens if I just don't pay fees because of the lockdown?

Curro's debt-collection process will be followed as with any other default payments. Please contact your executive head with concerns in this regard.



4. My child is in a Curro Castle and I am battling financially during the pandemic and can't afford my school fees.

If you are a Castle parent of a child in Groups 1 to 5 and you can provide all required information regarding the impact of the COVID-19 coronavirus on your financial situation, you may qualify for 15% off for the months of April, May and June.

5. My child is in a Curro school and I am battling financially during the pandemic and can't afford my school fees.

Please contact your school's executive head for information and assistance per your earliest convenience. All time lost during the pandemic will be made up at school level.

Curro-specific COVID-19 safety procedures

1. What should I do if I get or one of my family members get COVID-19?

Please notify us at engage@curro.co.za or send a WhatsApp or SMS to 066 343 9446 to notify us of confirmed cases after the relevant testing. Please note that all information will be treated with the necessary confidentiality and your executive head and class teacher will assist with further arrangements. Please provide us with the name of the child, grade, Curro school name and date of quarantine when you contact us.

2. Who do I contact if I have questions or concerns regarding my child's schooling during the lockdown?

Please contact your executive head or class teacher or send an email to engage@curro.co.za to have your enquiry directed to the school for their attention.

3. What about divorced parents? Can I transport my children between homes for visitation?

Parents who share custody of children can't transport them from one parent to the other according to the current guidance available from government.

4. Will the sanitisation practices at the schools continue after they open again and if so, for how long?

The practices put in place after the announcement by the president on 16 March will be in place when schools re-open. Parents will be advised when these will cease, but we believe they will continue for some time to come.

5. Will all staff and/or other people who enter the premises be screened?

Yes, screening operating procedures will apply. Please send an email to engage@curro.co.za if you require any specific details on these procedures.

6. Where exactly should the screening take place at the schools?

Screening will take place at the main gate or front door as close as possible to the main entrance. We need to limit contact.

7. Will public transport operate during lockdown?

For the most part, no. Transport minister Fikile Mbalula has indicated that most minibus taxis (as well as Uber and Bolt) will be banned from the road during the lockdown. Trains will be completely shut down. Taxis – including e-hailing services – will only be allowed to operate if they are carrying passengers who are considered essential workers and have permits to that effect from their employers. Further guidelines to follow after lockdown.



8. Where can I get more information on the coronavirus/COVID-19?

Please note the government hotline numbers as follows:

National telephone number: 0800 029 999

National WhatsApp number: 0600 123 456 (send 'Hi' for regular updates)

Curro has partnered with medical practitioner, Dr Schalk Burger for regular health and safety tips for the Curro family. Follow him on YouTube.

9. What are the precautions I can take to prevent infection?

Currently there is no vaccine for the COVID-19 coronavirus. There are no specific measures currently recommended to prevent COVID-19 but the following can provide protection against infection and many other viruses that are more common in South Africa: Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitiser. Avoid touching your eyes, nose, and mouth with unwashed hands. Avoid close contact with people who are sick. Stay home when you are sick and try and keep distance from others at home. Clean and disinfect frequently-touched objects and surfaces.

10. What are the symptoms of COVID-19?

Current symptoms reported for patients with COVID-19 have included mild to severe respiratory illness with fever, cough and difficulty breathing. The complete clinical picture with regards to COVID-19 is still not fully clear. Reported illnesses have ranged from infected people with little to no symptoms to people being severely ill and dying. Patients with underlying illness and the elderly appear to be at increased risk of severe illness.

11. What is the treatment for COVID-19?

Treatment is supportive (e.g. provide oxygen for patients with shortness of breath or treatment for fever). There is no specific antiviral treatment available. Antibiotics do not treat viral infections. However, antibiotics may be required if bacterial secondary infection develops. We ask parents to inform the school and contact your doctor. We confirm that the well-being of our learners and parents are our primary concern and that any change in the current situation will be met with an appropriate response from Curro.

General questions and contact information

1. Who do I contact if I have questions or concerns regarding my child's schooling during the lockdown?

Please contact your executive head or class teacher or send an email to engage@curro.co.za to have your enquiry directed to the school for their attention.

2. When will the schools reopen?

The school will confirm with parents as soon as the Department of Education notifies them.

3. Can I still enrol my child at Curro during the pandemic?

We are in a period of social distancing due to COVID-19; we have put strict measures in place to protect our learners and staff and the schools' communities. Prospective parents are welcome to email our Client Service Consultants at csc@curro.co.za.

4. When will work be made up from Grades 1 to 12?

Schools will be open throughout the country. School holidays will change to align with government's guidelines during this time.



5. What about Grade 11 and matric?

Please support Grade 11 and matric learners to continue with their schoolwork and preparation for their final school year. Details in terms of dedicated learning support will be communicated via your school and subject teachers. Please contact your school if you require any assistance.

6. What about sporting and cultural events?

All sports and cultural events, excursions and tours have either been cancelled or postponed. Your school will keep you informed. You can also communicate directly with your child's coach for the latest details.

7. What will happen to learners who may still contract COVID-19? Will they be sent home again?

Children who show signs of the virus will be sent home to be quarantined to avoid reinfections occurring in the boarding schools.

8. Does Curro provide regular (daily/weekly) reports to parents whose children are in boarding school and are sick?

Parents need to ensure that their Curro school has **valid contact details for both parents**, should a learner get sick. It is important that parents can be contacted immediately and at all times thereafter until the learner has recovered. This follows the standard procedure for a sick child in the boarding school.

9. How do we handle boarding learners who must come back to school as 'foreigners' because they stay in another country?

All entrants into South Africa will be screened at the borders. Unfortunately, these learners cannot come back two weeks earlier to be under quarantine.