Frequently Asked Questions (FAQs)

1. **Question.** Why the previous class does keep showing in the Online Support Program OSP if student has been promoted?

   Answer:

   The school has not promoted your child to the next class the students status on AIS will change automatically and correct Online Support Program will appear when the school corrects the data

2. **Question**. How students can do assignments when books are not available?

   Answer:

   a. APSACS is providing soft copies of chapters which are needed for OSP assignments. As all publishing houses are closed, effective steps are being taken to get the contents as soon as possible. Some are already uploaded.

   b. In many cities, some booksellers are providing books on door step through their online demand service.

   c. Regional Directors need to mobilize their local book sellers to supply books at doorstep.

3. **Question**. Some parents cannot access the online program, what should they do?

   Answer:

   a. OSP can be accessed through Smart phones, tablets, laptops and desktops.

   b. The parents can approach schools for hard copies of assignments following the prevention Protocols defined by the government and later in the same way submit the completed assignments in the drop boxes identified by the schools.

4. **Question**. How will the completed assignments be submitted?

   Answer:

   a. If the assignment has been done on line, it can be simply submitted as per the instructions given in the video tutorial/ options given on the student portal.

   b. If the assignment has been done on a loose paper, it can be scanned by smart phone using Cam scanner, or simply taking picture of the assignment and submitted on the student portal or sent in the Whatsapp group of teacher.

   c. If parent cannot submit in soft copy, then the completed assignments can be put in Drop boxes identified by the schools following the prevention Protocols defined by the government.

5. **Question.** What if my completed assessment is in hard copy and not submitted?

   Answer: Please maintain them in a folder and keep it with you. The purpose is learning and keeping students engaged.

6. **Question.** Are the assignments time bound? Do the students have to complete them in the same week?

   Answer: No, they are not time bound. Although, the assignments will be shared on a weekly basis; the students may follow their own time table to complete them whenever they find it convenient. They will be available during the entire closure.

7. **Question**. Some parents cannot help their children as syllabus is of an advanced level, what is support for such parents?

   Answer:

   On line audio/Video Tutorials are being developed for all classes and will be uploaded on the AIS. All work will be repeated in school. Previous class textbooks can be revised (for Maths especially)

8. **Question**. Will student assignments carry any marks or grades which will be included in formal assessments of school?

   Answer:

   No, these assignments will not carry any weightage towards any formal. Assessments

9. **Question**. Will OSP syllabus be revised when school formally resume studies?

   Answer:

   Yes, the entire syllabus covered in OSP will be repeated and revised when school resume regular studies

10. **Question.** There is an electricity issue in our area, how can we use the portal?

    Answer:

    a. Electricity Load Shedding in Pakistan is mostly planned. The teachers/ parents/students may **choose to** set a schedule according to their local load shedding timings and access the portal accordingly.

    b. Smart phones can be used, laptops work on the UPSs or actions given in Q 3 & 4 can be used

11. **Question.** KG and Prep children do not have even basic computer skills. How can small children work online on the worksheets?

    Answer:

    a. The main objective of OSP is to engage children in learning activities, not develop computer skills for preschool. The worksheets have to be downloaded and printed or copied by the parents and students have to be guided to work on them.

b. The colouring activities are designed to develop neuro motor dexterity of young learners. The parents should not try online options for colouring, it is not possible for young children to do them on line.

c. The KG and Prep students will benefit properly if they get practice to work on the worksheets with their hands as they are in early formative years.

d. Other similar available Activity Books, worksheets can be used to provide practice to children.

12. **Question.** Do the students have to strictly follow the length and breadth of Syllabus given in OSP during self-study/ supervised by parents?

   Answer:

   No, the OSP documents are a guideline to a bare minimum that a student needs to achieve in this span of time for out- of- school -learning. The students (class 6 onwards) may extend their learning by exploring different tutorials/links for relevant advanced concepts under parental supervision. (Optional)

13. **Question**. Is it okay if students use their old note books to do assignments?

   Answer:

   Yes, it is perfectly alright to use their old note books. Since assignments have to be submitted on line or put in drop boxes, it is suggested that the pages be taken from old note books and after completion of assignment it may be submitted as per convenience.

14. **Question.** Is it necessary for students to copy questions from Workbooks/ Textbooks on loose sheets?

   Answer:

   No, the students are required to write down the answers only.

15. **Question. Who can help us with our problems at school level?**

   Answer:

   APSACS has given detailed guidelines on effective Implementation of OSP to all the Regional Directors, Principals, Section Heads and Teachers. They are all available on their local online help lines. The educationists at the doorstep are your best partners.

16. **Question.** Some of us cannot help our children with their studies, we cannot send them to their tutors, and how can our children do the OSP work?

   Answer:

   1. On- line video/audio tutorials for all levels will be uploaded on the APSACS AIS portal very soon.

2. The schools have established teachers' help lines and Whatsapp groups to assist students who are facing problems.
3. Parents are advised to study the full week's assignment and prepare questions which they can Whatsapp to teacher during help time.

17. **Question.** As the lockdown period has been declared **summer vacation** by the government till 31st May 2020, will APSACS send any "**Summer Holiday Homework**" as per the previous practice?

    Answer:

    AS the school session could not begin as per the academic calendar, no studies could take place in schools. Therefore, no holiday homework can be given. OSP assignments are a engagement and preparation for students during this period for the upcoming academic session.

18. **Question.** Is there any need of resources while performing hands on Computer activities?

    Answer:

    Yes you must have computer or laptop while performing hands on activities.

19. **Question.** What types of the software is required to perform the activities?

    Answer:
    The required software are mentioned with tasks, those must be installed in computers/Laptops.

20. **Question** How can you download the relevant resource material?

    Answer:
    The computer science resource material can be downloaded by clicking (ctrl+click) on www.apsacssectt.edu.pk.

21. **Question.** How can you access the related videos given in OSP?
    Answer:
    You can access the videos by clicking on or may be copy those links and paste in YouTube bar.

IT related FAQs

22. **Question:** **I am unable to login to the student portal**

    Answer:

    The Form B number entered by the parents is not entered by the schools during data entry or was not provided by the parents when asked during data entry time due to

which system is not recognizing them as authentic user. In this case, parents must coordinate with the schools and get their data updated.

23. **Question.** **When I successfully login, why can I not see the subjects?**

    Answer:

    The subject group is not allocated to the students, please contact schools and inform them about this issue so that AIS coordinator can assign the subject group to the students.

24. **Question**. Why am **I not able to see the new class of my son/daughter instead, old class is shown?**

    Answer:

    Please contact your respective school and inform them about the issue, AIS coordinator has not promoted your son/daughter in the data due to which you are unable to see the new class.

25. **Question.** **My son/daughter is promoted to new class but when I download result instead of old class new class is shown**

    Answer:

    1. The AIS coordinator in the school has assigned and shuffled the new class before the session is changed in the system due to which you are seeing the new class name on the result. Please coordinate with the school and inform them about this issue.

26. **Question.** In which format Form B number may be entered?
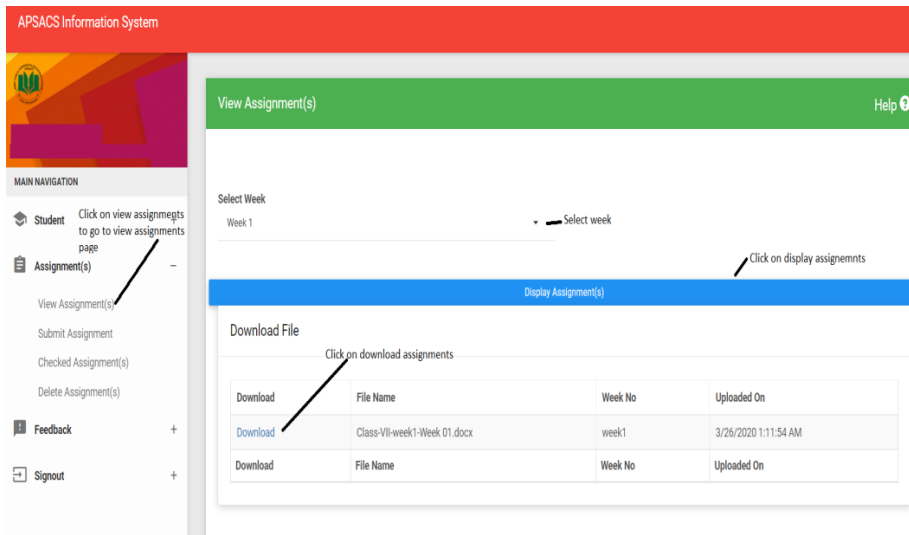
    Answer:

    Form B number must be entered in the following format:

    78923-0987654-1, normally when you start entering the Form B number system automatically put hyphens but in case if hyphens are not placed then parents need to put hyphens.

27. **Question.** **How can I download assignments?**

    Answer:

    When logged in, click on assignments there click on view assignments a page will open, now on the page opened select the week no and press display assignments button, all assignments will be displayed below in the grid, click on download link in the grid to download the assignments

28. Question.   What should be the size of the assignment to be uploaded?

Answer:

Size should not exceed 10MB

29. Question.   What formats are supported for the uploading of assignment?

Answer:

PDF and MS Word documents can be uploaded

30. Question. Why is the process of uploading assignment slow?

Answer:

10 MB documents is a big document even in YAHOO and GMAIL if you upload such document it takes time, secondly it also depends on your internet speed.

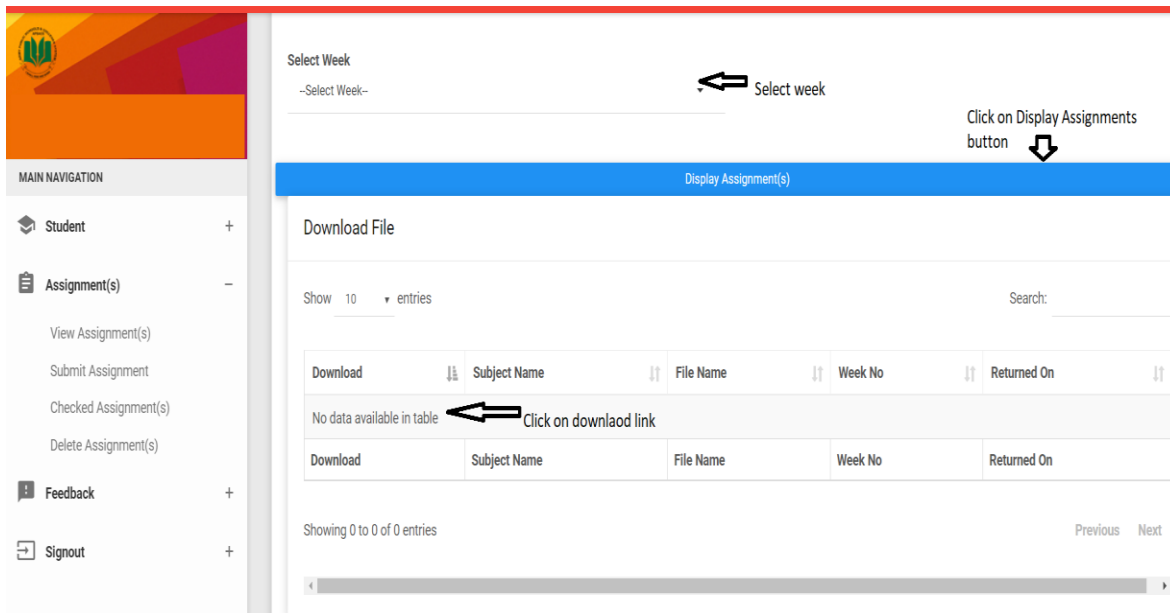**31. Question.   How are assignments uploaded?**

Answer:

Login to the system, in assignments select submit assignments a page will open, on that page select subject then select week after that drag and drop files from the location that you have saved the file and in the end press upload button.

Note: File size must be of 10MB, format of files must be of Word document or PDF.

32.Question.   How can I view checked assignments?
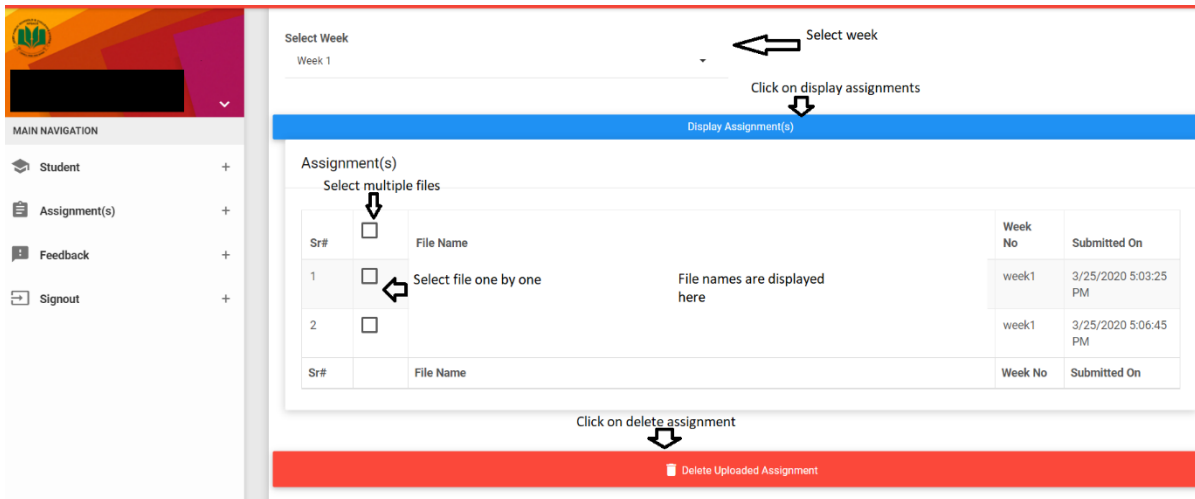
Answer:

Go to Assignments there select checked assignments a page will open, on the page
opened select the week and then click on the display assignments button all checked
assignment will be displayed, in the grid click on download link to download the checked
assignments.

33.Question.   How to delete the Assignments?

Answer:

Go to Assignments there select Delete assignments a page will open, on the page
opened select the week and then click on the display assignments button all
assignment will be displayed, in the grid select the assignments to be deleted or
select the top most checkbox to select all assignments in the end press delete
upload assignments.

Frequently asked questions for Cambridge Assessment International Examination

1.   Question. Will the students appear for CAIE in May/June 2020?

Answer: No, due to the prevalent condition caused by COVID 19 CAIE has cancelled examinations for May/June 2020 and instead provided two options from which the students can choose.

The Options are:

a.   Students will be awarded predicted grades based on the criteria provided
        by CAIE on their website.

b.   Carry forward the exam registrations to Oct/ Nov 2020.

2.   Question. What is predicted grading?

Answer: Predicted grading is a new process developed by CAIE in view of the current circumstances. Predicted grades will be based on the criteria specified by CAIE on their website based on the following evidence to be collected by the schools and shared with CAIE that are:

a)   School Mock Exams.

b)   Assignments/ Course work.

c)   Last year's CAIE results.

d)   Online Assessment.

e) 	Aptitude and Attitude of the students towards studies and academic environment.

**3. 	Question. Will the grade forecast by the school be the final predicted grade?**

Answer: No, the predicted grade will be determined by the criteria provided in question 2.

**4. 	Question.** What is option b (Oct/Nov exam)?

Answer: If the students do not prefer predicted grades, their exam registration fee for May/June will not be refunded but automatically withdrawn/transferred for the exam in Oct/Nov for the same registered subjects.

**5. 	Is it mandatory for an AS student to give a composite exam at the end of A2 session?**

Answer: No, AS students also have the same options as O level students which are to go for a predicted grade in May/June 2020, or appear for AS exam in Oct/Nov 2020 or appear for composite exam in May/June 2021.