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Dear Parents and Carers of children in Key Stage 2

MATHS FLEX - Key Stage 2 Homework

Thank you to parents who have emailed the school regarding issues that they have been having with Maths Flex. Any concerns have been passed to the Customer Support Team at Pearsons and most have been resolved. If you are experiencing difficulties, please get in touch with the school and we will pass these on to the Pearson Customer Support team. Please let us know what device (make and model) and operating system is being used as well as details/screenshots of the problem.

We have also had this update from Pearsons:

If your learners have further issues with Maths Flex, please advise that they use the 'will it work on my device' on the ALP landing page, and they are not using Mozilla Firefox as Maths Flex has issues with Mozilla. Attached is a link below to the minimum system requirements for ALP below as this should alleviate some of the issues if the learners are using supported devices.

https://www.activelearnprimary.co.uk/help?s=technical-system_requirements

As you know, we took the decision to use Maths Flex for many of the benefits for the children and parents.

- Videos that support children's (and parents) understanding of how Maths concepts are being taught in school (you can also access information via the Calculations Policies on our website <https://hillviewprimary.co.uk/maths/>)
- Maths Flex is linked with the Power Maths scheme used in school, so homework is a direct reflection of what has been taught in class
- Maths Flex system offers feedback both to your child and yourself, giving an overview of what is going well and where practice is still needed or to be completed; it also suggests other activities in order to apply learning to give further challenge to the learner, if wanted.

We have had great feedback from parents where Maths Flex is successfully working at home, however, we know that some families have experienced difficulties and Maths Flex has been frustrating and demoralising for children, which is not acceptable; the school has made this known to Pearsons. If you continue to have difficulties in accessing Maths Flex and have tried the help pages and looked to see if your system is compatible, then I would urge you to get in touch with the office, sending in details of any difficulties you are having with Maths Flex and we will report these on your behalf. Please look out for a questionnaire that will be coming out shortly in order to inform the decisions we make for Key Stage 2 Maths homework next year.

Yours faithfully

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