



Frequently asked questions

What happens when the Scheme ends?

The device belongs to the school until all payments have been made in full with ownership transferring to parents/guardians at the end of the scheme.

What happens if the device gets damaged or stolen?

The devices will be insured for accidental damage. It is vital that everyone takes good care of the device to ensure its safekeeping. The insurance company has specified the case which must be used and the school will take all reasonable steps to ensure devices are looked after when in the building. All devices will have a tracking device (Securus and Microsoft Intune) and linked to our management system. If a device is damaged, lost or stolen this must be reported immediately to ICT Technicians. If something happens outside of school Mr Roby should be contacted as soon as possible. Please note loss and excess water damage* is not covered by the insurance. If a device is stolen it must be reported to the Police and claimed under your own personal home insurance.

What happens if I change my mind?

The programme is based on students having access to devices and we value support from our parents/guardians. You have entered into an agreement over a period of 36 months. If however, circumstances change please make an appointment and discuss this with us.

How does the payment system work?

The school will confirm that the programme is going ahead. At this stage the online payment platform will open. This is run and managed by our leasing partner Edde. You will complete an online sign up and order your device. At no stage will the school have access to your personal financial details. Payments will be made on the first of each month through a direct debit system.

What is the £50 down payment for?

The upfront £50 is to cover the device for 3 years against accidental damage. You can claim up to twice in a 3 year period under the policy. If further incidences occur, you would need to pay an additional £50 or claim on your home insurance. The £50 deposit/initial payment is non-refundable.

Is a case included in the price?

Yes a portable sleeve will be provided within the price.

What happens if I miss a payment?

Payments are collected by Edde every month. If a payment is missed, without a known reason, the company will attempt a second payment, 10 days after the due date. If the second payment is rejected steps will be taken to retrieve the money and/or device. If circumstances change please do have a discussion with our leasing partner or ourselves if you prefer.

Can I use my own laptop for school?

Unfortunately, this will not be possible because the device is customised to work effectively in school. All safeguards and filtering needs to be applied to the device and school owned software has to be installed. The device delivered from us comes with a different version of windows, which

is specific to education and cannot be purchased in shops. For the laptops for pupil's scheme to work effectively each child's laptop must work in the same manner.

*Water Damage by definition is when it effects the internal working components and prevents the laptop from functioning. This includes water marks present on internal components.

Device specification

For a detailed specification please follow the link below:

<https://www.acer.com/ac/en/GB/content/professional-model/NX.VHSEK.003>

Behaviour for Learning

How will behaviour be managed when using our devices?

All students will sign an Acceptable Use Policy which clearly sets out how the device should be used in and around school.

How will the teacher stop students playing games?

The teacher will still be in charge of the classroom, and set engaging, challenging activities with expected outcomes that drive the focus of the class just as they do now. Based on our current device use at the school this has not been a problem with students fully engaging in their use. If there is abuse of the device it will be dealt with by following the Behaviour for learning system in the same way that poor behaviour is dealt with at the moment. Teachers will always have the right to remove Apps from a device during the lesson, ask students to close the case or put the device away.

What will happen at break and lunchtime?

Students will be allowed to use the device at break and lunch when they have permission and are working on extended project work. We start the process from a position of trust, if we find that students abuse that trust then we will react accordingly and develop a stricter policy if necessary.

What if students use the device to photograph each other without permission?

This issue is covered in both the Acceptable Use Policy and our Behaviour for Learning Guidance. This matter will be taken very seriously. In the same way that it is now if a student uses their phone in this way. Playing games and taking photographs/video are possible now, as the majority of our students carry mobile phones. Devices would fit into our existing policies for dealing with such incidents.

Infrastructure & APPS

Will the WiFi be able to cope with over 200 devices online at once?

We have tested our Wifi system within St Edmund Arrowsmith High and it will cope with the demands of a significant number of mobile devices within St Edmund Arrowsmith

How are Apps managed?

We will provide all required educational Apps for use within the school, these will be a mixture of both paid and free. These will be rolled out to devices through the school's Device Management System.

Can I purchase Apps?

Yes, as long as these are age appropriate. As all devices are linked to the school Device Management System we can see what materials are both being used and accessed on the devices. Anything which fails to meet our Acceptable Use Policy or deemed to be inappropriate will be removed.

In relation to Bring Your Own Device, we appreciate that this is your property and would again recommend age appropriate Apps.

Safeguarding

Will we be able to access the Internet?

If you have Broadband at home the computer will be able to connect to that. A wireless router that plugs into your Internet line is a really good idea as the computer we provide will be wirelessly enabled. An internet connection is required at all times to monitor your child's access. For the device to function correctly an internet connection is required.

How can you make sure that students are safe?

There are many risks in this area and it is important that all students engage fully with the risks before any devices are issued. A series of Assemblies and IT Class sessions have been organised to cover e-safety and security. The school's WiFi includes a range of filters ensuring that students cannot access inappropriate materials. Internet filtering is also applied and monitored when at home.

Will our students be in danger if they are carrying an expensive device to school?

We take this concern very seriously and our advice to students will be to hand the device straight over if they are challenged. The device can be remotely tracked, it will be labelled with schools information, it is insured so can be replaced and all the students' work will be backed up. Issues of this nature will be referred to the police. A large number of our students currently carry expensive smart phones to school and are not under threat because of this.

How will we ensure that students are not in danger when using social networking sites?

We block access to certain sites within school and at home on school devices, in the same way that it has been with PCs. If necessary this will happen, however we are mindful of our duty of care to our students and the responsibility that we have to educate them so that they understand the risks associated with social media and use it safely and positively.

Will students spend all day staring at a computer screen?

No, Mobile device ownership scheme had been introduced to complement existing teaching and learning activities and in no way will replace the use of pen and paper. Students will use devices to carry out research, take photographs, videos etc. then use this information. There will be different levels of usage within each lesson and our staff are aware of the need to avoid overuse with our young people.

Will students sit in uncomfortable positions throughout the day that are bad for their backs?

No, we have worked very closely with our provider to help us select the most appropriate case and advise us about safe use. Students will be involved in a series of events to ensure that information is shared on how to use the devices as safely as possible.

What risk assessments have been completed to look at Internet misuse, copyright and privacy?

These are currently issues for all organisations and are covered in our current policies. The device does not change the fact that our students use the Internet in school, carry out research and create resources.

What training has taken place to support your staff in device development?

Over the last month all teaching staff have had a Surface to assist them in their teaching in the classroom.

There will be a working group of staff and students who lead on the sharing of good practice and resource development with this being shared with all staff and students.

What happens next?

At this stage you can order your device. At no stage will the school have access to your personal financial details. You have until midnight on 09/06/19 to make your order before the portal closes. We then will aim to have all the devices with students by the end of the first week back after the summer holiday.

Key Facts

- Children are safe guarded at home and in school
- Internet filtering is applied at all times even over your own internet
- Screen shots are taken and monitored to ensure that your child is safe online and in class
- School provides all the software needed in class at no extra charge, saving thousands of pounds in purchases
- Personalised device to optimise learning
- Long battery life
- Three-year warranty including accidental damage
- Essential access to IT 24/7
- Durable laptop designed for education which is also splash proof

Claims Process

Claims are logged by the school through the parent portal.

If a device is damaged the student must make the school aware ASAP so a claim can be logged. The student/parent will need to provide the school with as much information around the incident as possible to ensure we can review the claim in a timely manner.

Once a claim has been reviewed and approved the school will send the device off to be repaired. Should the device be beyond economical repair a like-for-like device will be issued.

Once the device has been received back at the school the student will be contacted and instructed to collect the device.