

Which device have you chosen for LHA students and why?

We have selected the following devices for our students:

Year 7: Dell Pro 13 Plus 2-in-1

Years 8–11: Lenovo 500w 2-in-1 G5 or
Lenovo 13w 2-in-1 G3

Following trials, we selected devices that offer the best balance of performance, functionality, and value. They provide full access to Microsoft applications while combining the versatility of a tablet with the productivity of a laptop in a lightweight, compact design. Their specifications also ensure reliable performance throughout the 12–60 month lease period, making them a durable and cost-effective choice.

Why not iPads?

LHA adopted the IT strategy to become a fully integrated Microsoft School. The Microsoft range of applications is world-class and will set LHA students up for the world of work or university. Students will leave LHA confident with the Office 365 suite of products, which is the elite work - place standard, globally. Students will be trained in using OneDrive and develop practical working knowledge of cloud storage which will prepare them for industry - whatever route they choose.

Apple iPads are not fully integrated with the Microsoft operating platform and would limit the potential for use in teaching and learning.

I have just purchased a device for my son/daughter to use at home, why should I sign up to the LHA scheme?

Although this device will have all the functionality of a personal device, it will be set up on the school system, which will enable your child to work more effectively from home. This means that when your son/daughter logs in from home they will have access to all the same systems and information they have at school.

This device is an integral part of each student's school equipment. Students will be encouraged to use their device in class, file their notes electronically, and collaborate with their peers and teachers.

Will my son/daughter be able to bring their own personal device into school to lessons if we don't sign up to the scheme?

Unfortunately, no. Personal devices are not subject to the same safeguarding measures as the LHA device and school cannot be responsible for the content accessed and viewed within school.

Will the device be monitored by school?

All devices will be monitored for safeguarding purposes during the school day.

What happens to the device at the end of the lease?

At the end of the lease the device is yours. For as long as your child is studying at LHA they will be able to access the school systems from the device however the warranty and accidental damage Guaranteed Repair Service will no longer be valid.

When your child leaves the academy LHA access will be removed and they will be able to continue using the device as a personal computer.

Who legally owns the device?

Easy4U owns the device until the final parental instalment is paid, when ownership will transfer to you. If you elect to pay upfront you will own the device from the outset but will still be covered by the selected warranty.

How do I sign up to the scheme?

You will have been given an information leaflet which will have details of how you sign up.

When will the device arrive?

Once you have registered via the web shop, the devices will be delivered to the school. The LHA IT Support Team will then issue each student with their device and set it up with them in school at the start of the Autumn term 2026.

What happens if I do not sign up in time to the scheme and then change my mind, can we join the scheme later in the year?

Parents/carers are expected to sign up to the scheme as having a 1:1 Device is on the essential school equipment list.

How have the school ensured value for money when selecting this scheme?

The device scheme has now been running for five years, and each year we review the supplier and carry out market research to ensure we continue to secure the best value, service and device options for our families.

Following this thorough and ongoing review process, we selected Easy4U as the provider that offers the best overall value for money, combining competitive pricing with a service that meets the needs of our students and community.





I would like to buy additional accessories for my son/daughter's device, is this okay?

Yes, this is fine. Additional accessories such as headphones or a mouse etc.. would not be included in the warranty package and should be insured through personal home insurance plans in case of loss.

If most students have an identical device, how will you ensure that they don't get mixed up?

When students are on board we are going to encourage them to set their lock screen as a picture of themselves or something which easily identifies them should they misplace their device around school. Students are also welcome to use stickers or a named case to ensure their device is easily recognised. All serial numbers will be logged before issue.

What happens if my son/daughter damages the device or it breaks down?

This is covered by the Guaranteed Repair Service provided by Easy4U. All of this is handled by staff at the academy, so there's no hassle for you.

We will assess the device and arrange for an on-site repair where possible. If this isn't possible, we will take care of the collection of the device. We will also provide a temporary replacement for your child to use.

We aim to resolve any issues as quickly as possible to minimise disruption to your child's learning.

The device we have chosen is extremely reliable and has been selected with this in mind.

Please be aware that the stylus and charger are not covered by the insurance.

What support will LHA provide to ensure that my son/daughter uses the device properly and gets the most out of it?

A comprehensive programme of training will be implemented for all students and teachers to ensure the devices not only ease home learning but also develop learning in classrooms. We also fully expect our enterprising students to lead the way in the use of new technologies and look forward to working with them to ensure we implement the strategies which work for them.

How do I claim for warranty, accidental damage or theft?

This will be handled on your behalf by staff at LHA.

What is the excess on claims?

The excess fee is a £50 charge that applies to incidents of user damage, such as drops or liquid spills, as well as theft. This fee does not usually apply if the issue is due to a manufacturer's fault or a hardware failure during normal use. The excess and insurance cover are also limited to a set number of claims within the contract period, typically up to a maximum of three claims, and this may vary depending on the payment scheme you select.

Do I have to pay monthly?

You can choose to pay in monthly instalments over an agreed period or make a single upfront payment. Whichever option you select, you will still receive the full benefit of the chosen warranty, including accidental damage and theft cover.

There are no credit checks required, and the scheme is available to all incoming Year 7 students, as well as to students in higher year groups when needed.

What happens if I miss a payment?

Missed payments are managed by Easy4U. To avoid penalties or device blockages, it is highly recommended to contact Easy4u Customer Support immediately to discuss your account and resolve the balance.

If I have any further queries, who can I speak to?

If you have any queries about the initial sign up period please email admin@lostockhallacademy.org clearly stating your son/daughter's name and year group in the title of the email and somebody from the team will get back to you.

