

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 the ICT Technicians. If an accident happens outside of school Mr Roby should be contacted as soon as possible. Please note loss 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 24/36 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.

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.

Safeguarding

**Will we be able to access the Internet?**

If you have broadband at home the laptop will be able to connect to it. 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.

**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.

**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

**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.

**Insurance**

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 payments non-refundable.

The device is covered by a 3-year warranty and any component failures are covered.

Your device must always be used by the intended owner. It must remain in its case and stored in a safe place at all times.

You must always know the where about of your device.

We also recommend that you purchase a locker.

**What’s not covered**

Loss and theft are not covered under the policy and you will be required to claim under your home insurance.

Excess water damage is not covered under the policy e.g. rain damage.

Intent and malicious damage is not covered under the policy e.g intentionally damaging the laptop

Insurance details are subject to change. Please refer to the website for updated details.

**ST EDMUND ARROWSMITH CATHOLIC HIGH SCHOOL**

**STUDENT DEVICE USAGE POLICY**

Students have/will, be allocated new devices that will eventually replace the computers in their classrooms.

The benefits of this system are anticipated to be:

* A more flexible learning environment where the teacher is not forced to stay at the desk
* Universal access to IT facilities throughout the school
* Less need to log in and set up at the start of lessons regardless of moving rooms
* Ease of access to online systems from home
* Consistent hardware approach (no need for ipads etc.)
* Cheaper infrastructure (no need for projectors + smart boards)
* Remote backup and disk encryption means that work is more secure in every sense
* Control of remote content – school system monitors and filters web usage

Please find below the conditions and responsibilities, which must be adhered to at all times to ensure safe and acceptable use of school property.

**USER RESPONSIBILITIES**

* The device screen is made of glass and therefore is subject to cracking and breaking if misused: Never drop or place heavy objects (books, laptops, etc.) on top of the device.
* Only a soft cloth or approved laptop screen cleaning solution is to be used to clean the device screen.
* Do not subject the device to extreme heat or cold.
* Do not store or leave unattended in vehicles.
* Users may not photograph any other person, without that persons’ consent.
* The device is subject to routine monitoring by St Edmund Arrowsmith Catholic High School. Devices must be surrendered immediately upon request by the Headteacher/ ICT.
* Users must comply with the password policy set by the administrators.
* Username and passwords should not be shared with anyone, particularly family members and /or friends.
* Due to the financial implications of paid apps from the App Store, we recommend avoiding purchases without first speaking to the ICT manager.
* Users must lock/logoff the device when not present. Preventing data/child protection issues.
* Chargers must remain in school, except if required over the weekend or during a school closure period.

**SAFEGUARDING AND MAINTAINING AS AN ACADEMIC TOOL**

* Device batteries are required to be charged and be ready to use in school. (Charging facilities are available in ICT, however during this period the device will remain in the ICT Office)
* The whereabouts of the device should be known at all times.
* It is a user’s responsibility to keep their device safe and secure.
* If a device is found unattended, it should be given to ICT Technical Support immediately.

**LOST, DAMAGED OR STOLEN DEVICE**

If the device is lost, stolen, or damaged the ICT Manager/ Head Teacher must be notified immediately.

**PROHIBITED USES (NOT EXCLUSIVE)**

* Accessing inappropriate materials – All material on the device must adhere to the ICT Acceptable Use Policy. Users are prohibited to send, access, upload, download or distribute offensive, threatening, obscene, or sexually explicit materials.
* Illegal activities – Use of the school’s internet/ e-mail accounts for financial or commercial gain or for any illegal activity.
* Violating copyrights – Users are prohibited from storing Copyright Music/ Videos on their device.
* Cameras – Users must use good judgment when using the camera. The user agrees that the camera will not be used to take inappropriate, illicit or sexually explicit photographs or videos.
* Individual users are responsible for the setting up and use of any home internet connections and no support will be provided for this by the school.
* Users should be aware of and abide by the guidelines set out by the school internet policy.
* The device must only be used by the individual user; friends/ family members are strictly prohibited from using the device.
* Software should not be installed by the user onto the device, it would not be licensed to school and would not be legally covered.
* Installation of software could breech school security and monitoring.

**MONITORING/ CONFIGURATIONS**

* Devices are setup using a corporate e-mail address which must, under no circumstances, be removed/ changed.
* Devices are configured and monitored by ICT Technical Support 24/7 using mobile device management software. It is possible for ICT to obtain data/ usage reports at any time as requested by the Head Teacher.
* ICT Technical Support will regularly check devices for any new updates. During this period device users will be notified and ICT Support will require sole access to the device.
* Devices are GPS tracked, monitoring the whereabouts of the device and the content accessed.
* Hard Drives are encrypted preventing theft of data in the event of the device being stolen.
* The device uses the School internet filtering when browsing the internet. Logging all websites and content. This happens at ALL times internally and externally.
* The Device connects to the school network at all time. Even when connecting from home.
* Data is backed up nightly and secured on site.
* External use of the device uses a secure connection between the device and school. Preventing the device from attack.
* All data must be saved to a School drive and not left on the device

I have read and understand the above and agree to use the school device within these guidelines. I understand the device remains the property of the school and must be surrendered on completion of full-time education or before if requested by the Headteacher.

Parent Name

Signed

Date