

## Frequently Asked Questions

### Quality of Teaching and Learning

#### **How will the iPad impact on the quality of students hand writing?**

Students will still be expected to hand write work. There will be no need to word process all of their work, in the same way there is no advantage to doing so at present. However there is an argument, in terms of sustainability, that work stored electronically would reduce paper wastage.

#### **How will you measure the impact of iPads on learning?**

We are rigorous in our approaches to assessment at all key stages, across all subject areas. Regular assessment that is consistent year on year will allow us to measure the impact that the devices are having.

#### **Will the iPads be used for ICT lessons only or will it be extended to other lessons?**

The idea is that the iPads would be used for learning in every subject.

### Behaviour

#### **How will inappropriate use of the iPad at school be dealt with?**

Students, with the support of their parents/carers, will be required to read the iPad Acceptable Use Policy which sets out some simple rules to make things go smoothly.

### Student Safety

#### **What about safety on the way to and from the Academy?**

There have been very few incidents of problems occurring, however, it is sensible to reduce the risk of theft through some common sense measures; students should be keep their iPad in their bag on the way to and from school, both for road safety and crime prevention reasons. This is advisable if travelling by public transport or on foot. The 'Find My iPad' feature must be enabled.

#### **Can I install parental controls on the iPad?**

Yes; in the Settings app, under the 'General' options, several restrictions can be enabled, such as access to FaceTime. We are leaving this decision up to individual families.

#### **Will the iPad be monitored?**

The Trust will not be actively monitoring students' iPads; we feel it is important that students are not being watched. We will monitor whether the web filtering profile is in place and will be automatically informed if it is removed. We will also be able to look at web filter logs, should an issue become apparent.

#### **What is the Trust doing to reduce eSafety problems with the iPads?**

We have invested in a web filtering product, which will be applied to each iPad. It works by categorising every website and allowing students to access content that is in appropriate categories. We can also unblock or block at a local level. The Acceptable Use Policy will include rules about how to behave towards others with the iPad, such as use of the camera. Parents/Carers can also apply restrictions to their child's iPad. Applying filtering to your home internet connection would provide an additional layer of blocking which you could control yourself. In this layer, you could block access to any website that you do not allow to be used in your home (e.g. many parents/carers do not allow access to Facebook). Free tools such as OpenDNS will give you the ability to restrict what is accessed over your home network.

## **Infrastructure**

### **What happens if the iPad is stolen or damaged?**

The package includes insurance which covers against most risks. Major exclusions include vandalism, water damage and loss. Full details can be found on the iPad page on our website.

### **Is the battery good enough? How will charging work?**

Apple states that batteries last 10 hours. This varies depending on what the iPad is being used for (e.g. web browsing is very different to using iMovie). As long as students charge the iPad overnight, it will last all day. An energy research body has calculated the cost of charging an iPad for a year to be £0.87 if charged every other night.

### **How will the iPad be backed up?**

The simplest way of backing up an iPad is through Apple's iCloud service, which gives each user 5Gb of free space. This can be set up through the settings app. However, in the fullness of time, 5Gb may not be enough space. If you want to, more space can be purchased from Apple.

### **Are there any iPad guides available?**

Yes, there's a lot of (free) guidance out there. We will be installing Apple's iPad guide onto each iPad. Apple has a general iPad help site too. The Telegraph's free iPad guide is available through the iBooks store.

### **What happens to my child's data at the end of the scheme?**

If the iPad is being handed back any data that you want to keep will need to be moved off the device, via the backup process described above. The iPads will be totally wiped and restored to factory settings once returned to the Trust.

### **How do I connect the iPad to the internet in my house?**

iPads use wireless protocols to connect to a network, so you will need Wi-Fi at home to use it on the internet. If you have WiFi, your network's security key can be added to the iPad via the Settings app. If you don't have WiFi at home, the iPad will still work for many things (most apps, reading eBooks, etc.) but things like email and web browsing won't be accessible until the iPad is back within the Academy's network or you tether it to your phone.

### **What technical support will there be for students?**

The Trusts ICT Services will be able to help resolve many technical issues but one of the major advantages of the iPad is that it rarely goes wrong (we recommend that it is completely switched off once a week). Most things can be fixed by either restarting the iPad or reinstalling the app that's causing problems.

### **Can my child put their own content onto the iPad (music, video, apps)?**

Yes, your child should treat the iPad as 'theirs'. A big part of the success of this scheme will rely on students valuing the iPad as part of their wider life, and therefore taking care of it, charging it and bringing it to the Academy every day. Space is limited on the iPad (32GB) and one of the conditions of the scheme is that students must leave space for Academy provided apps and content (around 16GB at current estimates).

## **Financial arrangements**

### **Who gets an iPad and how is the scheme being paid for?**

The scheme is being offered a majority of students. If you sign up to the scheme you will be asked to make payments over the full 7 years of a student's academic life of £10.00 a month for the iPad bundle.

### **Can I make my payment for the iPad upfront?**

We would be delighted if parents/carers were able to make a one-off payment at the start of the scheme and there will be an option to do so on the direct debit form. This would assist the Trust with the cash funding of the scheme.

### **How will I make payment?**

Parents/Carers will need to set up a Direct Debit from their bank. A Direct Debit is an instruction to your bank to make a payment of a fixed value of £10.00 for a fixed duration, 7 years.

### **What happens if I can't make the regular payments?**

We want everyone to be able to afford it so for families who have real hardship matters they can apply for some assistance. To apply for assistance please contact our Finance Director on 01634 852341 to discuss this in confidence and request an application form. Evidence will be required to support hardship cases.

### **Why can't the Trust pay for the whole iPad?**

Although Trustees have decided to subsidise the scheme the Trust could not afford to fully fund the project. The scheme needs to be sustainable for the future.

### **Who owns the iPads?**

iPad One: The first iPad remains the property of the Trust. After 3 years the iPad will need to be returned to the Trust.

iPad Two: This iPad remains the property of the Trust until full payment has been received and your child leaves the Trust, at this point the ownership of the iPad will be transferred. If your child leaves before full payment has been made, you will have the opportunity to pay the remaining balance or return the iPad. Please ensure the Trust have adequate notice to process the iPad.

### **Can we have a different model?**

In order to achieve the economies of scale with Apple which make this scheme affordable, we can't offer a more diverse choice.

### **Can we use a different case that we buy for ourselves?**

A condition of the insurance is that the Trust provides a suitable case with each iPad. The case is a mixture of fabric and plastic and provides good protection from the general wear and tear that you'd expect from carrying something made of glass and metal around in a school bag. They also act as a stand for watching media or typing and conform to the needs of the insurance package. Changing your case will invalidate your insurance.

### **What if my child already has an iPad?**

With the agreement of their parents/carers, students with an iPad already will be allowed to bring it to school (this excludes 3G, 4G and LTE iPads) and have it connected to the network. We want as many students as possible to have this powerful tool available to support their learning. A condition of using your own iPad will be an agreement to have your iPad wiped and configured to work under the same restrictions as the iPads provided by the Trust. The iPad would also have to be returned to the Trust for these restrictions to be removed before the student leaves. The iPad will have to have the Trusts filtering profile put on it, so that the Internet can be accessed safely at school. Students will have to sign up to an amended version of the iPad acceptable use policy. We do not allow the use of iPads with sim card capabilities.

**What if my child already has another type of tablet device?**

Unfortunately, we cannot allow any other type of device to be attached to the Trusts network as we could not guarantee effective safeguarding. The exception of student-owned iPads can be made because of the filtering software we are able to put on them. There is also an important teaching and learning advantage to everyone having the same device with the same apps etc. staff and students.