Frequently Asked Questions

Quality of Teaching and Learning

How will the iPad impact on the quality of students handwriting?

Students will be expected to still write by hand most of their work.

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 Trust encourages use of iPads for teaching and learning in every subject area.

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 rules and guidance for using the iPad at the Academy and at home. Our iPad management systems allow for remote configurations to be applied in cases where iPad use is deemed inappropriate.

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 or damage by employing some safety measures; students should keep their iPad in their bag on the way to and from the academy, both for safety and crime prevention reasons. This is advisable if travelling by public/private transport or on foot/bicycle.

Can I install parental controls on the iPad?

Yes, iPads have a feature called 'Screen Time' where access to specific apps/websites or other iPad features can be restricted and secured with a passcode. This can be configured by parents from the Settings app and includes a Downtime feature to ensure students have some time away from their screen. We are leaving it to individual families to decide how best to apply these controls.

Will the iPad be monitored?

The Trust will not be actively monitoring students' iPads remotely. The systems we have in place alert us as to whether an iPad is being used correctly and is compliant with our policies. If a non-compliant iPad is discovered, then corrective action is taken. We are also able to look at web filter logs if an issue becomes apparent.

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

Whilst at the Academy, all student iPads will access the internet through a bespoke web filter on our Academy network. This will only allow access to websites and content which is age suitable and relevant to student learning. Our web filter policy is updated regularly and all devices are checked for compliance.

The settings we apply to the students' iPads also enforce the Apple App Store's age rating scheme. This means that apps not suitable for users below a certain age cannot be

installed and used on the iPads.

Our Acceptable Use Policy includes a number of rules on the safe use of an iPad and its functions, for the protection of both the student and others in the academy.

In addition, we would encourage parents/carers to apply restrictions to their child's iPad to protect them online whilst not at the academy. Using the Screen Time feature mentioned above is a straightforward way to achieve this on the iPad. Other methods might include using DNS or web filtering services on your home internet network, where you can setup and control internet access for all devices in your home.

Infrastructure

What happens if the iPad is stolen or damaged?

The package includes insurance which covers against most risks such as accidental damage and theft. Major exclusions include vandalism 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 a fully charged battery will last for 10 hours. This varies depending on what the iPad is being used for (some games for example can be very battery intensive). If students charge the iPad overnight, it will last all day for their studies.

How will the iPad be backed up?

The simplest way of backing up an iPad is through Apple's iCloud service. The Trust provides every student with a Managed Apple ID which gives each user 200GB of free iCloud storage. This can be configured in the Settings app

Are there any iPad guides available?

Yes, there's a lot of free guidance out there. We will be installing an Academy iPad User Guide onto each iPad, which runs through the basics of setup, usage and care. There is an app called 'Tips' installed on every iPad too which gives guidance on using all of Apple's pre-installed apps and features. Apple also has a general iPad user guide online. In addition, each of the Trust's schools has a dedicated remote learning page on the website where guides and further support are available

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?

To connect your iPad to the internet at home, you need Wi-Fi. If you have Wi-Fi, go to the Settings app on your iPad, turn on Wi-Fi, and select your home network. Enter the Wi-Fi password if prompted. Once connected, you can use the internet and apps that require internet. If you don't have Wi-Fi at home, you can't connect your iPad to the internet using your home network, but you can still use some apps and features on your iPad

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 (64GB) 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?

If you sign up to the scheme you will be asked to make payments over the full three 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 give the option of parents/carers 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.

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, 3 years. Additional payment plan options are available after the 3 years for those parents/carers wishing to upgrade the device.

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?

The 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. Please be aware that if you wish to return the iPad, no refund will be made for the payments that you have already made towards the iPad.

Can we have a different model?

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 impact rubber 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, 5G 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 Trust's 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 Trust's 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.