

Terms & Conditions

This policy is to make sure parents are clear about their responsibilities and those of the school with regards to the Digital Mobile Device. Please read through the policy carefully and make sure you understand it.

The School's responsibilities :

- The school agrees to provide support for the device (if owned by the scheme) and aims to provide a replacement device the same day a fault is registered for warranty repair and on receipt of completed insurance claim forms for insurance repair but in any case will ensure that any repairs are carried out in the time frame specified:
 - Repairs that can be carried out on site will be within 4 working days.
 - Warranty/insurance repairs that need to be completed off site will be carried out within 15/20 working days respectively.
- The school agrees to replace faulty chargers within seven working days free of charge provided the child returns the faulty equipment to the IT Helpdesk within the limited one year warranty period. Once this warranty has expired there will be a charge of £30 to purchase a new charger.
- The school agrees to fully investigate any loss within the school buildings and keep you informed of any findings. However, please note that loss and theft are not covered by our insurance policy unless supported by a Police Crime Reference Number (it will be the responsibility of the parent/guardian to acquire this prior to making a claim). All claims must be submitted to the insurers within 14 days of the loss/theft occurring. You may wish to consider adding the device to your own household insurance policy.
- The school agrees to pursue all claims of accidental damage through the Insurers following a written statement and completed claim forms to be provided by the child's parent/guardian. If the insurers deem that the damage was caused maliciously then neither they nor the school will be liable to meet the cost of the damage. All claims must be submitted to the insurers within 14 days of the damage occurring.
- Damaged chargers, cases and cosmetic damage to devices are not covered under the insurance policy.
- The school will provide periodic random, periodic inspections or checks of student devices to ensure that they are maintained at an acceptable standard and not being used for inappropriate purposes. This may involve keeping the device for a short period. Any issues arising will be dealt with in accordance with the school behaviour policy.
- Should you decide to provide your child with their own Apple iPad rather than contribute to the scheme, we will set up a management profile on the device to enable us to push apps, settings, ebooks etc. to the device as well as monitor usage and track its location. We will remove this when the child leaves SJB. Please note that fault, accidental damage, loss or theft of devices outside of our Apple iPad Scheme are not covered by our insurance. We strongly advise parents to make their own insurance arrangements.
- The school will provide periodic maintenance and updates to the device. This may involve keeping the device for a short period.
- The school will provide eSafety information for parents/guardians so that they can help their child stay safe online.
- The school will ensure that teachers are equipped with the skills to support students in getting the most out of their device.

The Parent/Guardian's responsibilities :

- To freely make an initial donation of £50 and then a regular donation through either a monthly or termly direct debit agreement with the Apple iPad Scheme while my child is at SJB.
- To notify the school of any adjustments that I make to my direct debit.
- To notify the school at the earliest opportunity of any likelihood of being unable to meet a month/term's donation or of cancelling my direct debit.
- To ensure my child takes appropriate care of the device at all times and keeps it in the case provided. If my child damages the case I will contact the school and purchase a new one. If the charger is damaged I will purchase a new one.
- To pay the insurance excess of £50 to the school prior to a claim being made.
- To contact the school immediately if my child's device is lost so that appropriate steps can be taken to locate it.
- To report incidents of theft to the Police and obtain a Crime Reference Number (inform the school first as we may be able to locate it).
- To provide the school with a written statement to support any claims of accidental damage or theft.
- To inform the IT technician immediately of any problems with the device.
- To encourage your child to back their work up regularly either on the school network or using cloud technology.
- To encourage your child to use the device sensibly and safely, making them aware of relevant eSafety issues.
- To make your child aware of the Acceptable Use Policy and their responsibilities.
- If I am providing my child with their own Apple iPad rather than joining the scheme I will:
 - pay the £30 setup fee to the school.
 - ensure that my child has Pages, Keynote, Numbers, iMovie and Noteshelf installed on the device at my own cost.
 - pay for any apps required by my child for school work (we will always contact you in writing should you need to purchase a new app).

Insurance guidance :

- There is a standard excess charge of £50 for every insurance repair payable to the school prior to claim.
- Device batteries, chargers and cases are only covered by a 12 month limited warranty. After this, if these parts fail, you will have to buy new parts which will be charged at the current market price (approximate costs: charger £30, case £40).
- Damage to the charger and case is not covered by the insurance so if you damage them replacement chargers and cases will be supplied at the costs stated above.
- Loss /theft due to leaving the device unattended and deliberate damage are not covered by the insurance company; you will be responsible for replacing the device.

Acceptable Use Policy

for students

This policy is to make sure your child understands the rules for looking after their Digital Mobile Device. Please read through the policy with your child and make sure he/she understands it.

Your responsibilities :

- It is your responsibility to keep your device safe and in good condition. The device provided is fairly robust but could be damaged if you drop it or knock it into walls, desks etc. or if you throw it around in your bag.
- When carrying, it is essential to look after and respect this valuable resource. We are privileged to have access to this technology to enhance learning. You must always carry your device in its protective case. This will protect it from damage when travelling to/from or moving around the school.
- You should always be aware that just like you, all other students have fragile and very valuable devices in their bags. With this in mind, bags should not be thrown or pushed into other students' bags in the corridor or in the playground.
- Keep your device secure at break/lunch or during PE by using the pin-code lockers provided or in your own locker.
- Every student should always ensure they place their device securely on the desk when in class.
- You must bring your device to school fully charged every day.
- It is your responsibility to safeguard your work. Save everything onto your network 'My Documents' via the Documents app, utilise free cloud technology such as Dropbox or back-up your device regularly by syncing it with a home computer via iTunes. If you do not know how to do this then find out! The Star Tec's are available to help you.
- Keep the device away from liquids that could damage it.
- Keep your device's 'passcode' secret and change it regularly. (You are responsible for remembering it, we cannot recover it without resetting the device which means wiping it!)
- Be sensible about where, when and how you are using the device. A few examples: It is not sensible to have it on display whilst travelling to and from school, keep it in your bag. Sometimes your teachers might ask you to put your device to one side; you must respect that and do so immediately. When using it at home respect your parent's/guardian's rules in the same way you respect the school rules – if they ask you to put it away then do; it is OK to download 3 or 4 games you enjoy as long as you don't play them in lessons or when you have work to do!

The Rules :

- The school reserves the right to examine the device at any time and carry out any changes deemed necessary to allow it to operate efficiently and securely.
- The devices are insured against accidental damage but there is an excess charge of £50 which your parents will have to pay if the device is damaged and needs to be repaired. If you damage your device deliberately then this will not be covered by the insurance and your parents will have to pay for the repair/replacement.
- Do not leave your device unattended. If you are not using or carrying it, it must be locked up either in your locker or one of the school's pin-code lockers. Please note these can only be used during PE or whilst you are in the dining hall. If your device is stolen whilst unattended, the insurance company will not pay for it and your parents will have to replace it at their own expense.
- Any damage or problems with your device must be reported to the duty technician, who can be found in the LRC, in the first available break.
- Do not remove any software installed by the school.
- Do not remove the management profile that has been installed on the device.
- Do not install any software for which you do not have a valid licence - this is illegal.
- Do not attempt to 'jail-break' the device. Doing so will invalidate the warranty and insurance.
- Never shut the case with anything between the screen and the case as this will scratch/break the screen. It is also essential that nothing is jammed into any of the sockets as this could break the socket.
- Do not attempt to personalise or vandalise the device or the case as this will mean any damage will not be covered by insurance and you may have to meet the cost of repair. The cost of a replacement case is £40.
- Do not remove the name and security stickers that have been placed on the device.
- Avoid tightly wrapping up the charger cable or pulling it hard as this will expose the cables and make the charger dangerous to use. This sort of damage will mean you will need to buy a new charger as it will not be safe to use, as any exposed cables will mean you are at risk of receiving an electric shock. The cost of a new charger is £30.
- If a device is damaged more than once in a 12 month period, the insurers reserve their right to turn down the claim. In this case, individual students will be responsible for meeting the cost of the repair.
- You must submit the device willingly for periodic health checks and updates.
- There are help guides and videos on the Frog Helpdesk that cover many common functions.
- In the event of a dispute regarding the interpretation of the wording of this policy, the Network Manager's decision will be final.