
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 where possible (subject to availability) will aim to provide a replacement device the within 48 hours if 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 5 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 £10 to purchase a new charger plug and £7 for a new charger lead.
- 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 description given on the insurance form doesn't match the damage to the iPad or 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 arrange 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 provide details on how to 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 set up a management profile on all the devices purchased through the Apple iPad Scheme to enable us to push apps, settings, ebooks etc. to the device as well as monitor usage and track its location. All the devices are also restricted so that only 'white-listed' apps will open and be usable. This system has been put in place due to significant parental feedback requesting that students are unable to open games and social media apps. Students and teachers are able to request apps for 'white-listing' by sending a link in an email to helpdesk@sjb.surrey.sch.uk with brief details of why they would like it white listed.
- 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 a monthly 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'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 charge of £50 to the school in order for 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 Department 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 Goodnotes 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 charge of £50 for every accidental damage or theft claim payable to the school prior to the claim being made. If there is more than two claims made in any 12 month period and four in total, or the screen is cracked more than 3 times in total, or the insurer feels that the claims being made are not viable, the insurer reserves the right to turn down the 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 plug £10, charger lead £7, case £20).
- 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, deliberate damage and/or damage incurred when the device is left unattended or without their protective case on are not covered; you will be responsible for repairing or replacing the device.
- The insurer reserves the right to change these terms at any time, without notice.