



The Parent's Guide to Frequently Asked Questions

edde
education donation engine

► Introduction

This is a guide outlining many of the questions parents ask regarding e-learning devices in the classroom. If you would like a copy, please call us and we will send the document in an editable WORD format, so you can tailor it for your own requirements and add clauses or make changes as required.

We have split the frequently asked questions into five sections:

- ✔ Parental Contribution
- ✔ In School
- ✔ Scheme Management
- ✔ Insurance and Warranty
- ✔ Device and Technical



► Parental Contribution

Can we buy the device without having to pay a monthly contribution?

Yes, you can, we have a “buy outright option” which gives you the facility to pay up front without the need to undertake a monthly contribution.

Can we keep the device at the end of the scheme?

Yes, these schemes have been developed to allow you to keep the device at the end.

Is there a reason why our school is asking us to contribute?

We want to help provide a device which can be used effectively at school but is also a great computer for pupils to use at home, not only for school work! By the school brokering a large purchase of the device and associated package, we can offer the device to parents with a substantial saving. The school is contributing to the management and software provision of the devices, but does not have the resources to pay for all pupils to have their own device. We are acutely aware of the financial contribution we are requesting and have attempted to provide a number of payment methods and support for parents who would find such a purchase difficult.

What happens if other people do not contribute this scheme?

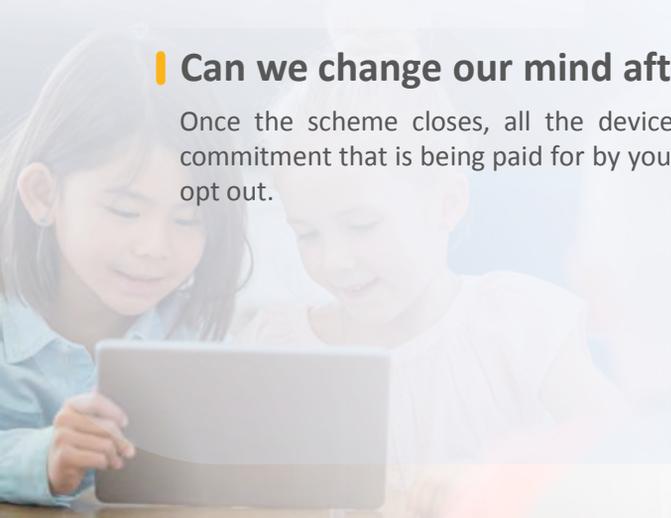
Most parents and guardians enter into the spirit of the agreement and either buy a device outright or contribute to the cost. However, there will be some parents who on principle will not agree to what we are doing and just do not contribute. Their children will still have access to a device.

What happens if our circumstances change and we cannot afford the monthly contribution?

Sometimes, people’s circumstances do change and hence cannot afford to make the contribution. In this instance, please contact the school or edde, our scheme administrator. It may be such that we can change the amount to be repaid or offer a payment holiday.

Can we change our mind after entering the scheme?

Once the scheme closes, all the devices are ordered, and we have an ongoing financial commitment that is being paid for by your contribution. You will not be able to then decide to opt out.





| Who Owns the Device?

Either our school or a leasing company owns the device for the duration of the contributions. As noted above, at the end of the scheme, title will transfer to you, the parent.

| How Can I Contribute to The Scheme?

Upfront Contributions can be made by any credit/debit card. Monthly Contributions must be made by Direct Debit.

| Are the Parents Who Contribute to This Scheme Subsidising Those Who Can't or Won't?

No, parents only pay for their own device. However, in some instances we will look to collect a small additional donation to help fund the overall project.

| What Happens If My Child Leaves The School Before The End Of The Scheme?

There would be no refund of received Contributions, however if the outstanding balance is cleared by the parent they will own the device.

| What About Parents Who Do Not Wish to Be Part of The Scheme?

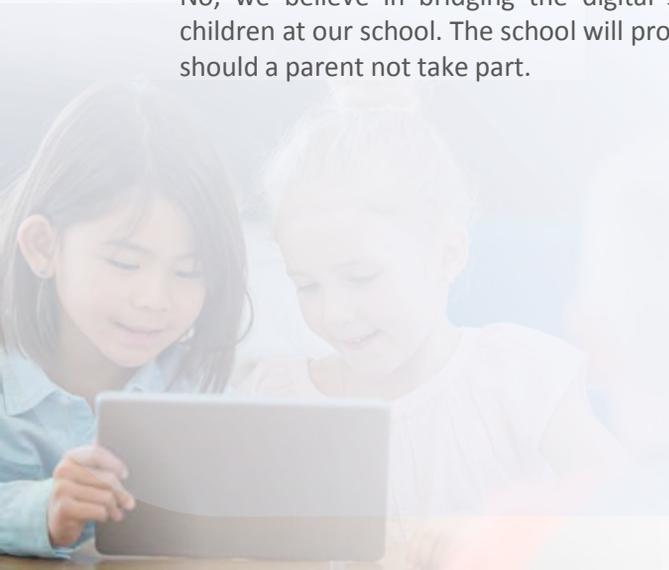
The Headteacher has deemed it necessary that all pupils within your son/daughter's year should have equal access to a device. The school will provide a suitable device for use during school time only.

| What If I Have More Than One Child in The Scheme?

Some discount will be available for parents with more than one child in the scheme, we will contact you directly as part of the roll-out process.

| If a Parent Does Not Take Part in The Scheme Will Their Child Be at a Disadvantage?

No, we believe in bridging the digital divide and making this technology available to all children at our school. The school will provide a suitable device for use during school time only should a parent not take part.





► Insurance And Warranty

| Who Do I Contact If My Device Develops a Fault?

Ask your child to speak to their teacher, who will then refer them to the ICT department.

| Who Do I Contact If My Device Is Stolen?

You will need to make an insurance claim. The insurance company will need a police reference number. Our scheme administrator, edde limited, will process the claim on your behalf.

| Who Do I Contact If My Device is Damaged?

The insurance policy covers accidental damage. Contact edde Limited, the scheme administrator who will arrange for the device to be repaired.

| What Happens If the Device Gets Lost?

Theft of the device is covered for a period of 3 years. Loss, however, is not covered under the scheme insurance (your home insurance may cover this). If the device is lost, you would be liable to continue to contribute for the entirety of the scheme. The school would provide a loan-device but this would remain property of the School. We would strongly recommend you ensure that the device is part of your home contents insurance, with respect to being covered outside of the home.

| How Long Does It Take to Fix a Device or Receive a Replacement?

Normally up to two weeks.

| Is the Device Covered Against Theft?

Theft of the device is covered for a period of 3 years.

| How Do I Make an Insurance Claim?

Please contact the support team on 01494 611 465 or email hello@edde.education.

► In School

| What Do Pupils Do With Their Device When It's Not Being Used?

The device should be stored in the pupil's bag, inside the case provided as with other equipment.





| Where Do Pupils Keep Their Device During PE?

Secure storage cabinets are provided in PE changing areas.

| Does the Device Have To Go Home Each Night And Does This Put Your Child At Risk?

The vast majority of our pupils carry mobile phones at a similar or greater value than the device, whilst the device is a desirable object, it is highly likely loss or theft is only likely to occur where the device is left unattended.

| Will OFSTED Be Able to Observe Learning When Devices Are in Use?

Yes, the device is like any other tool or textbook and is there to enhance teaching and learning.

| Will the Device Be Used For 'Digital Exams'?

A number of exam boards are actively exploring digital examinations and we do utilise some qualifications.

| How Will The Device Impact The Quality Of My Child's Handwriting?

Practice exams and essays will still be handwritten. Pupils will also complete some work and assessments in class on paper, as required. We do not want to replace the pen and paper with the device.

| If Exams Are Still Paper Based, How Will a Device Help?

Pupils will still complete work using a pen and paper, particularly assessments and practice exams. The device will assist pupils in their learning and provide them with a range of tools to allow them to reach their full potential. It is likely in the future that pupils will have the option of sitting exams in the traditional format or digitally.

| What Will a Typical 'Device Lesson' Look Like?

A 'device lesson' will look very similar to a lesson without a device and expectations of pupils will be exactly as they are now. The main difference will be that the device will be used to enhance the learning which takes place. There is no expectation for staff to deliver lessons fully based on the device. However, over time the device will be used more and more by teachers and staff, as the tools are embraced by both parties on a more regular basis.





| Will My Child Spend All Day Looking at A Screen?

No. Lessons will be a hybrid of traditional learning supported by learning on the device. Pupils will be expected to complete a wide range of learning activities as they do at present.

| What Percentage of Time Will The Device Be Used?

This will vary depending on the lesson context and objectives. Some lessons will use the device for a large proportion of the time, whereas in some lessons it will not be used at all. As time goes on, teachers will refine the use of the device in lessons. There will be a gradual evolution of how the devices are used and as time goes on we would expect more and more applications of the associated software to be seen in lessons.

| How Will Pupils Differentiate Between Who's Device Is Who's?

All devices will be clearly identified with the pupil's name before being used in lessons.

▶ Device And Technical

| Why Did we Choose This Device?

The school has reviewed various options with regards to operating system, device manufacture and models. The decision was based on, value for money, options, size etc.

| Can Pupils Charge Their Device in School If the Battery Goes Flat?

The school will have charging trolleys / spare power packs.

| Who Is Responsible for Charging the Device?

Please make sure your child charges the device prior to coming into school. It is their responsibility.

| Will Pupils Need Access to WiFi At Home?

To fully utilise their device pupils would need access to the internet to connect to our network, however the device will store recent work 'offline' and then re-sync when back in school or on the internet.





| Who Will Own the Apps at The End of The Scheme?

The apps are licensed to SCHOOL NAME or the device, once a device leaves the school network licenses stay in place.

| Will My Child's Work Be Backed Up?

All work will be stored securely on the Microsoft Cloud and is saved as you work on the device. This work is then available to any device connected to the internet (with your username and password) and can easily be shared with teachers and other pupils.

| Are We Allowed to Install Our Own Applications?

The aim of this scheme would be for a device to be fully managed by school, apps needed for school work will come pre-installed. Administrative access to the machine is granted as part of the scheme, but should any installed software hinder the operation within school it is possible applications will be removed or in some cases a device may need to be reset back to the original state received.

| What Standard Applications Will Be Installed?

All applications required for school work will be installed as standard and a selection of popular apps will be made available for self-install. Apps on the Windows Store can be self-installed and there are three types: apps that are free, apps that cost money and apps licensed through school. Antivirus and updates will all be provided and managed through school.

| Will There Be Internet Filtering on My Home WiFi Connection?

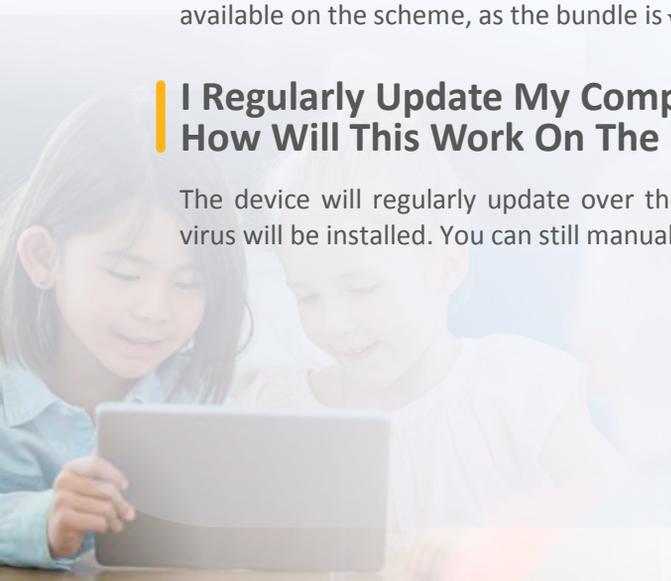
Yes, every device will have a web filter agent installed and this will filter and monitor all internet use when outside of school. The level of filtering applied at home is the same as that in school, with access to YouTube being the only exception.

| What Colour Are the Device Keyboards and Cases?

The case is black and the device along with the keyboard is silver. This is the only colour available on the scheme, as the bundle is education specific.

| I Regularly Update My Computer and Scan for Viruses, How Will This Work On The Device?

The device will regularly update over the internet at home or in-school and managed anti-virus will be installed. You can still manually complete these operations should you wish to.





► Scheme Management

Who Manages Contributions, Warranty and Insurance Claims?

We have organised for edde Limited, a company to manage this scheme on our behalf. edde have been working in the education sector for many years and have a lot of experience in dealing with e-learning in the classroom. There are three key things that edde do:

- ✔ They set up an online school shop facility where you register your details. From their you can either buy outright a device or sign up to a parental contribution scheme.
- ✔ edde collect monthly parental donations via their direct debit originator, eazy collect. You will notice eazy collect / edde Ltd on your bank statement. edde manage any missed payments.
- ✔ Via the edde online portal, you can manage your account, seeing how many donations have been made and what donations are to be paid. Their system will also help us track the asset, serial number and custodian.
- ✔ Finally, edde manage all insurance and warranty claims.



edde are available Monday to Friday, **9.00am to 5.30pm.**

☎ Telephone: 01494 611 465

✉ Email: hello@edde.education