QUEENSTOWN SECONDARY SCHOOL
1 Strathmore Road Singapore 148800
Tel: 6474 1055   Fax: 6474 1295
http://www.queenstownsec.moe.edu.sg/
Leaders for Tomorrow, Anchored in Values, Committed to Serve

"DARE TO SERVE"

Frequently Asked Questions - Personal Learning Device (PLD)

1. What is the cost and specifications of the PLD that the school has selected?

Name of PLD	ACER TravelMate Spin B311R-32
CPU	Processor Intel N6000
RAM	RAM 4GB RAM
Storage	128 GB eMMC
Display	11.6" (1366 x 768) touch screen
Add-on	1) Active Stylus Pen
Warranty	1) 3 Year Carry In Warranty 2) Insurance Comprehensive Accidental Damage Protection
Weight	1.4 kg (Est)
Cost	S$628.09 (Inclusive of GST)

2. Are the specifications of the PLD good enough?

The specifications of the selected PLD are adequate to support students' learning in school, based on the operating system and applications that the school is using.

3. What are the school's considerations when selecting this PLD?

The school has considered various types and brands of PLD to ensure that the device is able to support the learning needs of students. Importantly, it must be compatible with the Microsoft learning platform (MS Teams) which the school has adopted. The above device, ACER TravelMate Spin B311R-32, was selected due to its versatility, cost, weight, durabilty and inking capabilities with a stylus.

4. What is the warranty and insurance coverage of the PLD?

The PLD is covered with the following:

i) 3 Year Carry In Warranty.
This warranty warrants that the product will be free from manufacturing defects in materials and workmanship for the limited warranty period of 3 year

ii) Insurance Comprehensive Accidental Damage Protection:
The device insurance coverage includes:
Damage to or loss of device from the following which are non-manufacturer defects or internal mechanical faults:
   a) Fire
   b) Lightning
   c) Power Surges
   d) Accidental e.g. water spillage, drop etc.
   e) Theft due to forcible entry
   f) Robbery

Please note that once insurance is claimed for a replacement device, the insurance coverage will cease and the replacement device will not be covered by insurance.

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5. How do we purchase the PLD through the school?
Purchase of the PLD can be made through the school at this link: https://go.gov.sg/pdlpadmin. Parents are requested to indicate their interest via this form before 25 Jan 2022.

6. How do we check the amount of Edusave Fund available in our child's/ward's (for Singapore Citizens) account?
You can call 6260 0777 (24-hour automated hotline) to check your child's/ward's Edusave balance.

7. Can we use Edusave Fund to purchase other devices on our own?
No. Parents can only use their child's Edusave Fund to purchase the PLD that the school has selected through MOE's bulk tender procurement.

8. If there are sufficient funds in my child's Edusave account, do we still need to pay any cash?
If there are sufficient funds in your child's Edusave Fund, there is no need to top up the purchase of the PLD with cash.

9. What do I need to do if there are insufficient funds in my child's Edusave account?
If there are insufficient funds in my child's Edusave account, you can top up the balance with cash.

10. Do I need to purchase 2 PLD if I have 2 children studying in Secondary Schools?
Yes, every secondary students should have their own PLD as they will be required for learning in school and at home.

11. How will my child's/ward's data be used in the PLD and IT Applications?
For the IT Applications (student iCON, Microsoft ProPlus and Zoom), the school will use your child's/ward's personal data, such as the child's name, birth certificate number and class to set up user accounts. This data will also be used for the purposes of authenticating and verifying user identity, troubleshooting and facilitating system improvements. In addition, the commercial providers of these platforms (e.g. Google, Microsoft) will collect and deal with user data generated by your child's/ward's use of these applications. The collection, use and disclosure of such data are governed by the commercial provider's terms of use, which can be found here:

• Student iCON: https://workspace.google.com/terms/education_terms_japan.html
• Microsoft Pro Plus: https://portal.office.com/commerce/mosa.aspx
• Zoom: https://zoom.us/docs/en-us/schools-privacy-statement.html

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12. Can my child/ward not purchase the PLD? Can we use our own device?

Every secondary student is required to have a PLD for learning purposes. Students are strongly encouraged to use the PLD as recommended by the school as the uniformity of operating system, software and hardware would ensure a smooth learning experience for your child. The PLD purchased through the school will come with the necessary warranty, insurance, pre-installed OS, applications as well as protections such as anti-virus and firewall.

Students who do not wish to purchase the PLD because they would like to use their self-owned devices will have to submit their request to the school. The school will ascertain whether the specifications of their existing devices meet the school's requirements. Please note that these self-owned devices must also be installed with a Device Management Application (DMA) software to manage the student's access and usage when in school.

If the device is found to be unsuitable, the school will recommend students to purchase the school selected PLD through this link: https://go.gov.sg/pdlpadmin.

13. What happens to the PLD after my child/ward graduates?

The school will uninstall the DMA from the devices upon students' graduation. Students will have full control and ownership over their devices afterwards.

14. Will the PLD and SLS resources replace textbooks?

With the PLD, students can now access curriculum-aligned resources in the SLS both in and outside of class at their own pace, to complement their learning. The PLD and SLS resources will not replace textbooks as textbooks are currently designed as curriculum-aligned reference for students.

15. Will my child/ward need to purchase software for their devices? If so, can these be paid using the funds in the Edusave account?

To support the development of digital literacy for students, MOE have rolled out the following applications in the PLD in early 2021: Google Suite for Education, Microsoft Office productivity suite which includes Word, Excel, Powerpoint, OneNote & Publisher, and Zoom. These applications are sufficient to support the students' learning in the school. As such, while the funds in the Edusave account cannot be used for purchase of software (and relevant licences), there is no need for your child to purchase additional software at this point of time.

16. What is the expected weight of the device? Are there concerns that it may be too heavy for students to carry to and from their home on a daily basis?

MOE has taken factors such as size and weight of the devices into consideration when preparing the tender specifications for the Bulk Tender. The size of our school's chosen device is 11.6" and its weight is 1.4 kg.

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17. Will my child/ward be allowed to store the device in school overnight? Where will students store their devices when they go for recess or PE lessons?
Students are allocated a personal locker, located outside their classrooms, to store their belongings and PLD when not in use. They are expected to bring their PLD home daily, to charge their devices at home and bring the device to school the next day.

18. How frequently will the devices be used in class? Is there a recommended limit to screen time in class?
There is no recommended screen time as it depends very much on the nature of the activity. According to the American Academy of Paediatrics (2016), there is no one-size-fits-all approach to limiting the amount of screen time for teenagers. The academy recommends that screen time takes into consideration a child's developmental stage, how the technology is used, and the quality of the content and design of the material.

The school will design their learning programmes to ensure that the students' use of PLD is balanced in relation to other activities and modes of learning. However, all PLD will be installed with DMA, which allows teachers to manage students' screen time if they need. The teachers will also continue to ensure that the amount of assignments set (both online and offline) is guided by the school's homework policy.

19. For the applications like MS Office, will the school provide the licenses even to those who will not buy the ACER TravelMate Spin B311R-32 from the school?
Schools will not be able to provide license for MS Office for self-owned devices. However, each student will be given a school email account. With the school email account, students can access MS Teams via web-based applications such as MS Word, Excel and Powerpoint. Students with their own device need to download MS Teams into their laptop to access MS Teams when they login with their email account provide by our school.

20. Where do we collect the PLD after the purchase?
The school will make arrangements for students to collect their PLD in school.

21. Will the school guide my child/ward on what to look out for when collecting the PLD?
A briefing will be conducted for all students on the use of their PLDs, as well as how to take care of their devices.

22. Can parents collect the PLD on behalf of my child/ward?
The school strongly encourage students to collect their PLD under the guidance of teachers. Due to Safe Management Measures (SMM), we do not encourage parents to come into the school and interact with other staff and students. Parents may email Mr Joseph Teo/ HOD ICT (teo_chai_hong_joseph@moe.edu.sg) for further clarifications.

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23. Will there be training provided for parents who like to know how to support/troubleshoot their child/ward's use of the PLD and app?
To support your child in their learning via MS teams, you can refer to **https://www.queenstownsec.moe.edu.sg/wp-content/uploads/2021/07/Parent-Workshop-17-July.pdf.** For technical support, your child can bring their PLD to Computer Lab 3 for our desktop engineer to troubleshoot.

24. Will the device selected has sufficient battery power for the time in school?
Students are required to bring their PLD back home daily and charge their device before bring it to school the next day. A fully charged device should be able to last the day.

25. Will resources be posted online so that those who are absent can learn online?
Lesson materials will largely be shared in the MS Teams and Student Learning Space.

26. What is the recommended option for DMA setting? Can we change the option for DMA setting in future?
Parents are strongly encourage to adopt the Default Option for DMA setting to ensure the safety and well-being of their child while using the PLD. Parents can refer to the deck of slides shared at https://www.queenstownsec.moe.edu.sg/parent-links/pld-initiatives/ to understand the differences between the options.

Parents may email Mr Joseph Teo/ HOD ICT (teo_chai_hong_joseph@moe.edu.sg) for further clarifications or if they wish to change the option for the DMA setting.

27. Do the PLD come with antivirus software?
Yes, the PLD come pre-installed with free Microsoft Defender antivirus software.

28. If the PLD malfunctions, will the school provide a temporary device while waiting for the PLD to be repaired?
If the PLD's repair will required a sustained period of time, students can temporarily use their self-owned devices for learning.   Students can continue to access web-based applications such as MS Word, Excel and Powerpoint via MS Teams.

If students do not have a self-owned device, the school can loan a temporary device to the students. This is to ensure that the students' learning is not affected during the time of repair. However, the loan of the devices is subjected to availability and may be of a different model.

For further queries, please feel free to email Mr Joseph Teo / HOD ICT. His email address is teo_chai_hong_joseph@moe.edu.sg