

**Swiss Cottage Secondary School 2021****Personalised Digital Learning Programme (PDLP) - FAQs (v22/12/2021)****Procurement/Funding Support/Payment**

<b><u>No.</u></b>	<b><u>Question</u></b>	<b><u>Answer</u></b>
<b><u>1</u></b>	How do parents check if there are enough funds in the student's Edusave account to purchase the ipad?	Parents can call 24 hours automated Tel: 62600777 and key in child's ID Number.
<b><u>2</u></b>	Can I use cash to pay for the iPad bundle instead of using Edusave Fund?	Yes, you can. You can indicate your preferred mode of payment in the PDLP Admin Form (purchase form).
<b><u>3</u></b>	For payment of iPad, can the student use his (or siblings) CDA account to pay?	Payment using the CDA account is not accepted.
<b><u>4</u></b>	Is payment by installment is accepted?	Option to purchase via installment is not available.
<b><u>5</u></b>	For Singapore Citizens with Edusave Account, will the full available amount be tapped for the cost of iPad bundle?	Yes. The Edusave available balance will be fully tapped to pay for the cost of iPad bundle, after setting aside provision for payment of second-tier miscellaneous fees.
<b><u>6</u></b>	When will parents be notified to pay for the iPad?	The school is targeting Feb 2022 for the generation of School Bill and parents will be notified to pay.
<b><u>7</u></b>	What is the mode of payment for outstanding amount after tapping from Edusave?	Parents to pay in cash, cheque made payable to "Swiss Cottage Secondary School" or via AXS. Credit card payment is not accepted. To find out more details of payment options, go to <a href="http://www.moe.gov.sg">www.moe.gov.sg</a> under Frequently Asked Questions>Finance Matters>School and Miscellaneous Fees.
<b><u>8</u></b>	I do not have a Singpass account. How do I fill in and submit the online Admin/Purchase Form?	If you do not have Singpass, you will not be able to fill in the online purchase form. You should obtain a hardcopy from the school's General Office or go to the school's PDLP@SwissCottage page at the school website to download the form. After printing and filling it in, the forms can be submitted to the General Office before the deadline.

<b><u>9</u></b>	Is it possible to submit the forms again if I need to? For example, I changed my mind about the bundle, completed the form wrongly, etc?	You should submit the forms again. We will refer to the latest submission (as per timestamp) as the most updated form and treat it as the final, binding order. Please do not submit the form again after the submission deadline ie 12/01/22 Wednesday 2359. You should call the school instead.
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### **Technical Specifications/ Device Management**

<b><u>No.</u></b>	<b><u>Question</u></b>	<b><u>Answer</u></b>
<b><u>1</u></b>	Does the student need to buy the iPad or can we use our own computing device, for example, a new notebook PC?	Our school, after extensive research and consultation, has decided to choose the iPad as our PDLP device. Each school will standardise their PDLP device to one device type across all cohorts.
<b><u>2</u></b>	Are the accessories (Apple Pencil 1 and Ruggedized casing with keyboard) a must-have?	It is highly recommended that you have a keyboard and Apple Pencil 1 as accessories. It is less convenient to use the on-screen keyboard for long pieces of text to type e.g. EL, CL lessons. As for the Pencil, it will aid in annotation, especially in note-taking (something we want to drive as a learning habit) as well as digital sketching/drawing during Art and D&T lessons.
<b><u>3</u></b>	If I am using my own iPad for the PDLP programme, what is the specification required?	As our school requires the use of the Apple Pencil in the lessons, only the following iPads are accepted:  The Apple Pencil 2 is suitable for: <ul style="list-style-type: none"> <li>● iPad Air 4 (2020)</li> <li>● iPad Pro 12.9" (2018)</li> <li>● iPad Pro 11" (2018)</li> </ul> and subsequent iPad Pro models.  The Apple Pencil 1 is suitable for:

		<ul style="list-style-type: none"> <li>• iPad 9.7" (2018)</li> <li>• iPad Pro 12.9" (2015 and 2017)</li> <li>• iPad Pro 10.5" (2017)</li> <li>• iPad Pro 9.7" (2016)</li> <li>• iPad Mini 5</li> <li>• iPad Air (2019)</li> </ul> <p>and subsequent iPad models.</p> <p>Please ensure that the Apple Pencil model that you have complements your iPad model.</p> <p>Please factor in the number of years the child will use the iPad in the school before deciding to use your own device for the programme. For example, a one-year-old iPad in 2021 will be 5 years old by the time your child is in Secondary 4.</p> <p>Upon indicating your interest to use your own iPad, the school will assess the iPad and approve/disapprove it for use.</p>
<b><u>4</u></b>	Are the student allowed to buy the iPad accessories from the school and not the iPad?	<p>The iPad and the accessories come as a bundle. The iPad cannot be bought without buying the accessories. The accessories cannot be bought without purchasing the iPad. You can only pay via the Edusave Fund if you procure the bundle via the school. Alternatively, you can procure the bundle on your own. The bundle that you buy on your own must meet the specifications required by the school before it can be used in school.</p>

<b><u>5</u></b>	What does the insurance and warranty cover?	<p>For the iPad bundle, the insurance and warranty covers a one-off repair or replacement within a one-year period. It covers all damage to or loss of device from the following which are non-manufacturer defects or internal mechanical faults:</p> <ul style="list-style-type: none"> <li>a) Fire</li> <li>b) Lightning</li> <li>c) Power Surges</li> <li>d) Accidental e.g. water spillage, drop etc.</li> <li>e) Theft due to forcible entry</li> <li>f) Robbery</li> </ul>
<b><u>6</u></b>	<p>If the iPad is faulty, is it the school or the parent that sends the device for repair?</p> <p>During the repair period, would the school provide the student with an iPad for temporary use?</p>	<p>You can either send it to the vendor's service center via the school or bring it to the center on your own. We can provide a replacement iPad during the repair period where available.</p> <p>Do note that if the iPad is not procured via the school, the school does not provide support in matters concerning insurance, warranty, repair or replacement. We continue to provide user support to the student, as per students who bought the device via the school.</p>
<b><u>7</u></b>	What if the student loses his iPad? What is the replacement process?	<p>Students should report their lost iPad immediately to the school. The school will carry out an investigation and aid the student to locate the iPad. With the Device Management Access, the school will also try to locate the missing iPad.</p> <p>A police report needs to be made by the parent. As long it is within the 1 year insurance period, a replacement will be made when the insurer is satisfied that the insurance claim conditions are made. Please note that the replacement is one-off only, as per the terms of the insurance coverage.</p>

<b><u>8</u></b>	What will be the arrangement if a student forgets to bring his/her iPad?	The iPad will be used on most days and the student is required to bring it to school everyday. If he/she forgets to bring the iPad, he/she can loan an iPad from the school but it has to be returned by the end of the day. Of course, the iPads to be loaned are limited in quantity.
<b><u>9</u></b>	How does the school ensure the student cannot download games and other unacceptable apps and/or spend too much time on the device?	The iPad will be installed with a device management application (DMA) known as Mobile Guardian. Thereafter, the student will not be able to download games and other unacceptable apps. Apps can only be pushed to the iPads via DM under the administration of the school. DM can also control the duration of use of the iPad.
<b><u>10</u></b>	Are the students allowed to bring the iPads home to use?	Yes. We do not want them to leave in the school lockers. They should remember to bring the iPads to school the next day for use during the lessons.
<b><u>11</u></b>	What happens if the student did not charge his iPad or it runs out of power in school?	The student is required to charge the iPad at home everyday before coming to school with it. If it runs out of power, he/she can approach the Media Resource Office to borrow a power bank and return it after use at the end of the day.
<b><u>12</u></b>	Are the Secondary 4/5 students required to have the iPad?	It is not compulsory for the Secondary 4/5 students to have the iPad. They can purchase the iPad and the accessories if they wish to.

<b><u>13</u></b>	My child has his own iPad but there are many games installed. If he enrolls his own iPad, will the device management application affect the pre-installed games? Can he still play those games on the iPad?	If he enrolls his iPad into the school's device management, the iPad will undergo a factory reset. All the apps and games will be removed and he/she cannot install games on the iPad thereafter.
<b><u>14</u></b>	When the child leaves school, can the device be reset for normal use?	Yes. The Device Management Application and the school-supplied Apple ID on the iPad will be removed upon the child's graduation when MOE approves it.
<b><u>15</u></b>	Will students be able to download games, social media apps and undesirable apps on their iPad?	No, the iPad comes preinstalled with the Device Management Application, which enables the school to control what apps are installed onto the iPad. Games, social media apps and undesirable apps are not allowed to be installed on the iPad.
<b><u>16</u></b>	Can the parent choose the color of the iPad bought via the school?	No.
<b><u>17</u></b>	Will the iPad bought via the school be engraved with the student's name?	No. The school will keep a list of the iPad serial numbers mapping to the students' particulars, for ease of identification.
<b><u>18</u></b>	Can additional insurance and warranty be procured?	The base bundle offered by the school covers one year of insurance and warranty excluding accessories. Additionally, up to 2 more years of insurance and warranty can be purchased using cash out-of-pocket. The purchase of additional years of warranty is not administered via the school.

<b><u>19</u></b>	Can I accompany my child when he/she collects his/her iPad in school?	<p>During the iPad collection in school, parents are not allowed to accompany the student. If you wish to personally inspect the condition of the iPad and leave that task to your child, you should indicate so in the Purchase Form. You will be notified subsequently to go to the vendor's service center to collect the iPad.</p> <p>After the iPad collection in school, the student has 7 days to report any issue concerning the new iPad to the school.</p>
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