

## **Personalised Digital Learning Programme (PDLP) Frequently Asked Questions (FAQs) for Parents**

### **Section 1: Device Bundle Cost, Insurance and Warranty**

#### **Q1. How much does my child have to pay for the device?**

MOE will use bulk tenders to keep the Personal Learning Devices (PLDs) affordable. MOE has also provided a one-off Edusave top-up of \$200 in April 2020 to all eligible Singaporean students in primary and secondary schools, including those in Special Education (SPED) schools, to help them purchase the devices selected by the school. This is on top of the annual Edusave contribution of \$290 for secondary students. Students who do not have sufficient funds in their Edusave will need to bear some out-of-pocket expenses for the device, but we do not expect this to be a big amount.

For students on financial assistance, MOE will provide further subsidies so that their out-of-pocket expenses is zero. This is to ensure that no student is denied the opportunity to benefit from the programme.

Students may approach the school if they require financial assistance.

#### **Q2. What is the school's prescribed device model to be purchased?**

Lenovo Chromebook 500e 2nd Gen (Convertible)

#### **Q3. When will my child be receiving the device?**

Your child should receive his/her devices in around June- July 2021. More details will be shared once the school has more detailed information.

#### **Q4. What is included in the purchase of the device?**

The Chromebook will come with a Power Adaptor/Charger and a Carrier bag. The devices will also come with either the base device bundle with 1-year insurance and 1-year warranty, or the enhanced device bundle with 3-year insurance and a 3-year warranty.

As the device bundles include other accessories, insurance and warranty, the bundle price might not be comparable to what might be available commercially.

#### **Q5. What happens if the device is spoilt/stolen/lost?**

The devices will come with either the base device bundle with 1-year insurance and 1-year warranty, which allows for one repair or one replacement, or the enhanced device bundle with 3-year insurance and 3-year warranty, which allows for two repairs or one replacement.

The insurance coverage is only applicable to situations of damage and loss even though the student has taken the necessary precautions to safeguard the device. Loss through negligence is not covered by insurance.

If the replacement of device is not/no longer covered by the insurance, the replacement device will have to be paid for by the parents/student. Schools can facilitate the purchase of a replacement device and students' Edusave funds can be used if available. MOE will provide subsidies to minimise the out-of-pocket expense for lower-income students who need to replace their devices which are no longer covered by insurance.

The school's engaged vendor will conduct checks on students' devices on a regular basis. In the event that your child's device is faulty, you can choose to send the device directly to the vendor for repair or leave the device with the school for vendor to pick up.

If the device has to be sent for repair, child will be able to loan a similar device (subject to availability) from the school so that his/her learning will not be interrupted.

## **Section 2: Device Usage**

### **Q6. How will the device be used by my child?**

The devices will be used to complement classroom teaching by promoting active learning and greater personalisation of students' schooling experience. Students can make use of digital tools such as calendaring and note-taking applications to enhance their personal productivity. They will also have more opportunities to connect, discuss and collaborate with their peers through digital platforms such as the Singapore Student Learning Space (SLS).

The device can also be used beyond the classroom for home-based and self-directed learning, so that students can benefit from a seamless learning experience in school and outside of school.

### **Q7. How is the school helping my child to manage the use of the device? (E.g. Is there any control over the use of the PLDs to surf irrelevant information online software? Are students allowed to download applications on their PLDs?) How is MOE helping my child to manage possible cyber risks?**

All devices under the initiative will have a Device Management Application (DMA) installed. The DMA is a suite of software installed in the device to enable the school and parents to manage and monitor device usage by students.

The DMA would restrict the type of applications and websites accessible by students and limit the students' screen time. For example, inappropriate websites with adult or extremist content, as well as gaming and gambling websites or applications, will all be restricted. Schools will have the discretion to decide on the applications and websites to enable or disable.

The DMA would allow the school to remotely download appropriate teaching and learning applications, as well as security patches, into every student's device. In addition, the DMA comes with classroom management capabilities to assist teachers in actively monitoring and controlling the students' screens during lesson time, for better student management and effective teaching.

In addition, through CCE lessons, students will be taught how to embrace the convenience of technology while maintaining a balanced lifestyle between online and offline activities, and to be a safe and responsible user of technology. Cyber Wellness education programmes will also teach how to take responsibility for their online well-being, and how to be positive role models to others in creating safe and kind online communities. The revised CCE 2021 will also feature cyber wellness education more strongly, with updated authentic scenarios used, to better equip students to navigate online spaces safely and help develop a more supportive cyber environment.

### **Q8. Is there a secure place in school for students to keep their PLDs when not in use e.g. during CCA trainings? Does my child leave the PLD or charge the PLDs in school? Will there be charging stations for students charge their device in the event that the battery runs flat?**

To inculcate responsible device usage habits, the school will establish daily routines for safe management of the devices. There will be lockers available in the classrooms for students to keep their device safely when not in use.

The school does not encourage students to leave their PLDs in school. There may be home-based e-learning lessons or assignments which require students to use their devices to complete at home.

To inculcate responsible device usage habits, students should fully charge their devices at home so that there will not be any unnecessary disruption to their learning in school. However, in the event of an urgent need, students can use the small number of wall sockets in the classroom for charging.

**Q9. Will the students solely be using their PLDs for learning? Will they be using handphone for learning activities such as Kahoot, since currently students are not allowed to use handphone in class?**

With the implementation of PDLP from Term 3 onwards, Secondary 1-3 students will use their PLDs for all technology infused lessons and use of handphone will not be required. Their handphones will be locked up in the class cabinets during curriculum hours.

**Q10. With prolonged screen time, how does the school ensure the students take good care of their eyes?**

The school will plan and regulate the use of PLDs for every class by putting in place guidelines for delivery of technology infused lessons. For example, for a One-Hour lesson, teachers will have to ensure that students would not be using their PLDs for the entire lesson. Teachers will also get students to practice simple eye-care routines or exercises on a daily basis.

**Q11. What happens to the device after my child graduates after sec 4/5? Do they get to keep the PLD for future tertiary education?**

The school will uninstall the Device Management Application (DMA) from the devices upon students' graduation, and students will have full control and personal ownership over their devices afterwards. If the student's device needs to be installed with DMA in JC/MI, it can be reinstated.

### **Section 3: Others**

**Q12. Can my child not purchase the device?**

Every student that is **not in a graduating level in 2021** is required to have a device for teaching and learning purposes and is encouraged to purchase one through the school via MOE's bulk tender. Students are encouraged to use the device model prescribed by the school, as the uniformity of systems and software would ensure a smooth learning experience for everyone. The device purchased through the school will come with the necessary warranty and insurance as well.

Students who do not wish to purchase a device because they already have their own devices will have to check with the school to ascertain whether the specifications of their existing devices meet the schools' requirements. These existing devices must also be installed with a Device Management Application (DMA) software to manage the student's access and usage.

**Q13. How can the students check if their own personal laptop is compatible for use? Will the school provide a checklist of specifications for the student to check on the specifications of their own personal laptop?**

The school will send out detailed information to advise parents on this via the Parents Gateway and School Website in due course.

**Q14. Are all Secondary 3 students required to purchase the device? Will they still continue to use their device next year which is their graduating year?**

Yes. All Secondary 3 students in 2021 are required to have the PLDs which will continue to be used in 2022.

**Q15. Are all Secondary 4 and 5 students required to purchase the device? How will the PDL affect the Sec 4 and/or 5 students since they are not required to purchase the device?**

Graduating students in 2021 will not be included in the roll-out of devices as they have less than one year in the school left. At Hai Sing Catholic School, although graduating students in 2021 can purchase the device and package should they wish to do so, teachers who require graduating students to use learning devices during their lessons will arrange for shared devices to be provided for students. This is currently what teachers do when lessons require learning devices.

Graduating students in 2021 should consider very carefully before purchasing the PLD at Hai Sing Catholic School, because the curriculum in their final year here at Hai Sing Catholic School will **not** require them to have a PLD. It might be more advisable for students to wait till they progress to post-secondary education so that they may purchase a device that fits their needs at that point.

Students graduating from secondary school in 2022 and beyond would have purchased their PLD in their earlier years in secondary school. Thus, teachers of graduating levels in 2022 and beyond may not need to make provisions for shared devices.

**Q16. My child loaned a device from the school for Full Home-Based Learning (HBL). Can he/she continue to use the loaned device instead of purchasing a new one?**

Students are encouraged to use the device model prescribed by the school under the PLD initiative, as the uniformity of systems and software would ensure a smooth learning experience for them. The devices will be used both in and out of class. In class, the devices will be used to support learning of the curriculum subjects independently or collaboratively. Beyond the classroom, students will be able to use the device for home-based learning.

Devices purchased under the PLD initiative belong to the students, and they can continue to use the devices after graduation. For students who are receiving financial assistance, they will be provided additional subsidies such that their out-of-pocket expenses for the device will be zero.