

Frequently Asked Questions for National Digital Literacy Programme (NDLP) - iPads

1. What is NDLP about?

MOE announced in March 2020 that we will strengthen students' digital literacy through the launch of a National Digital Literacy Programme (NDLP) for our schools. This better enables our students, at different stages of their education journey, to acquire the digital skills required to navigate the digital age. As part of the NDLP, all Secondary School students will be equipped with a Personal Learning Device (PLD). By equipping students with their own PLD, we can:

- **Enhance Teaching and Learning:** PLDs harness technology for greater effectiveness in teaching and learning, enabled by teachers' use of e-Pedagogy to provide active learning experiences for students.
- **Support Self-Directed and Collaborative Learning:** PLDs enable students to learn online according to their needs and interests, and to collaborate with each other, anytime and anywhere.
- **Support the Development of Digital Literacies:** PLDs provide an immersive environment for students to develop the dispositions, knowledge and skills to thrive in the digital environment.

Device Purchase

2. Can my child not purchase the device?

With the implementation of Personalised Digital Learning Programme (PDLP) in all schools in 2021, all students will need to have a Personal Learning Device (PLD) that is installed with Device Management Application (DMA). The DMA installed will restrict as well as monitor students' activities on the PLD. Through a rigorous selection process, we have selected an iPad which is able to support the learning of all subjects taught in Assumption English School. If your personal device is a Windows laptop/Chromebook/Android tablet, it will not be compatible with the school's DMA.

Every student 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.

Singaporean students can tap on their Edusave Account to reduce their out-of-pocket expenses when buying a device under the initiative. MOE has provided a one-off Edusave top-up of \$200 in 2020 to 2022, and \$300 in 2023, to all eligible Singaporean students in primary and secondary schools. This is on top of the annual Edusave contribution of \$290 for secondary students and \$230 for primary students. For students from lower-income households, MOE will provide further subsidies so that they do not have to incur any out-of-pocket expenses. Students may approach their schools if they require financial assistance.

3. Why does the school require students to use an iPad?

In determining the choice of device, the school has taken into account the affordances of the device in enabling students to learn effectively, technical specifications of the device, such as weight and battery life and integration with the school infrastructure and staff training.

iPads are chosen for their variety of affordances, including seamless learning experiences alongside existing teaching and learning technologies such as the SLS, Google Suite for Education Apps and Microsoft Pro Plus. It is also a relatively lightweight and portable device that offers students convenient learning on-the-move. A full charge of the battery typically allows students to work on their PLDs for the entire curriculum hours.

4. Can my child bring a MacBook instead?

No. The inking function is very important for students. We need students to be able to write and draw on the device

5. I already have an existing iPad/accessories at home. Can I choose not to go with the school-prescribed iPad bundle?

Yes. However your existing iPad needs to be able to support the Apple Pencil. You will need to get a compatible stylus and keyboard for your child as well. The iPad also needs to be passed to the ICT Dept for a factory reset. DMA will be installed to manage the iPad.

Parents who opt not to purchase must ensure that their existing iPads meet the following conditions:

- Compatible with Device Management Application (DMA) software
 - Processor: A14 Fusion or better
 - Capacity: 64GB or higher
 - OS version: iPadOS 18
 - (iPad model should support iOS update for the next 4 years)
 - Screen size: 10.0 to 11.0 inch (diagonal)
- Must have a compatible stylus and keyboard cover (e.g Apple Pencil, Logitech Rugged Combo 4)
- DMA must be installed on the iPad

- Factory reset will be required (Existing data in the device will be wiped; all personal data must be backed-up)

Please refer to this [link](#) to check the iPad hardware specifications and this [link](#) to check the iPad models that support iPadOS 18

6. My child needs a laptop to practice for Computer Practical Application (CPA), why is he/she not purchasing a laptop instead of an iPad?

The school provides a computer lab to allow students to practise for specialised subjects such as CPA. The intent of equipping students with an iPad is predominantly to enhance their classroom experience. If there is a need for an extended Home Based Learning programme, laptop loans may be arranged for students with a need for a laptop.

7. Can my child share one device with his/her siblings?

For a smooth learning experience, it is strongly encouraged that each child has his/her own device as prescribed by the school. This is because different schools may tap on specific devices for teaching and learning. In addition, the student will be required to use the devices in school daily and for their learning after school, hence it might not be practical to share the device with his/her siblings.

8. Why is the out-of-pocket expense for purchasing the device different across schools?

It is important to us that the device remains affordable through subsidies, that it is value for money and also remains serviceable for the duration your child is with the school. The device cost differs depending on schools' device choice, the bundling of accessories and the pricing of device insurance.

9. Can I choose to use cash instead of Edusave to pay for the device?

Please approach the General Office (mainline: 6572 9100) or write in to aes@moe.edu.sg for further clarifications.

10. Can students use their Edusave funds to purchase devices from vendors not engaged by the school?

Edusave funds can only be used for purchases facilitated by the school.

11. Do we need to purchase the iPad from the school via MOE NDLP/PDLP?

The school strongly recommends that the iPad be purchased via the nationwide MOE NDLP/PDLP. The proposed bundle includes 3 years carry-in and sealed battery warranty, and insurance to cover accidental damage. This bundle is usually not available for iPads purchased from other retailers or vendors. Moreover, students who are Singaporean citizens are also allowed to draw on their Edusave Pupils Fund (EPF) for the purchase of the iPads through MOE PDLP. It is not possible to use EPF to pay for iPads purchased from other retailers or external vendors.

12. How much does my child have to pay for the device?

MOE will use bulk tenders to keep the PLDs affordable. MOE has also provided a one-off Edusave top-up of \$200 in 2020 to 2022, and \$300 in 2023 to all eligible Singaporean students in primary and secondary 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. For students on financial assistance, we 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.

The cost of the iPad on the enhanced bundle (3-year warranty) will cost S\$853.40 inclusive of GST.

13. Will my child need to purchase software for their devices? If so, can these be paid for with Edusave?

The school may prescribe software that supports the teaching and learning requirements. However, Edusave cannot be used for purchase of software (and relevant licences).

To support the development of digital literacy, MOE will also be rolling out the following applications in the Personal Learning Devices in early 2021: Google Suite for Education, Microsoft Office productivity suite which includes only Word, Excel, Powerpoint, OneNote & Publisher.

14. Are there subsidies for PR/IS students? When do we start paying for the device and where do we pay?

For PR/IS who requires financial assistance, please contact the school directly. No child should be deprived of the opportunity to own the device. If you need assistance, please approach the school.

The school bill will be ready to be distributed to all students and parents in March / April. You may start to make payment after your child has received the school bill. You may pay using any of the following methods – GIRO/AXS/Cheque/Cash. If you are paying by cheque or cash, you will need to come down to our school's general office to make your payment.

15. Is there an option to pay using PayNow or Paylah?

We are able to accept payment using PayNow service. Please contact the General Office at 65729100 for more information. You may also make your payment using any of the AXS machines available.

Device Care

Insurance and Loss of Device

16. What happens if students damage their device accidentally?

If the device is damaged, the parents/student can report it to the school. The school will coordinate with the vendor on the assessment of damage and repairs. If there are additional costs incurred, the vendor will contact the parents/student before proceeding with the repair. All additional costs for repairs will be borne by the parents/student if not covered by insurance. Edusave funds cannot be used to pay for the cost of repairs.

If the device is damaged beyond economical repair and is not covered by insurance (coverage against damage and loss/theft), the replacement device will have to be paid for by the parents/student. MOE will provide subsidies to limit the out-of-pocket expense for lower income students who have to replace their devices not covered by insurance. The school can facilitate the purchase of a replacement device.

17. What happens if the device is stolen/lost? Does the contract include insurance? If so, what is covered under the insurance?

Students/Parents should lodge a police report and inform the school of the loss. The school will lock the iPad remotely via DMA to prevent potential abuse.

The package includes a 3-year warranty, and 3-year insurance which includes:

Insurance Coverage	Claimable
● Fire ● Lightning ● Power Surges ● Accidental e.g water spillage, drop etc ● Theft due to forcible entry ● Robbery *Accidental loss will not be covered by insurance.	2 repairs or 1 replacement (3-year) insurance

The insurance coverage is only applicable for situations of damages and loss where the student has taken precautions to safeguard the device.

18. What does it mean by “2 repairs or 1 replacement”?

Repairs and Replacements are dealt directly with the vendor. School will help facilitate the repairs and replacements using the fortnightly courier by Vendor.

Eg. If the screen is cracked for the first time, parents can opt to repair the screen (free) or ask for a new replacement of the computer.

After the replacement of the new computer, if the screen is cracked a second time, the family will need to pay for the repairs.

19. Would it not be better if the devices could be insured / have a warranty period of 4 years as a standard?

Extended warranty beyond 3 years for the computing devices is not available in the open market. It would be very costly to incorporate such requirements and it makes more economical sense to replace the device when it is beyond economical repair after 3 years.

Device Management Application (DMA)

Data Protection

20. How will my child's/ward's data be used in the PLD and IT Applications?

DMA. The Device Management Application (DMA) which will be installed in your child's/ward's iPad collects data on usage by the student, such as the amount of time spent on each application. The DMA data will only be used for MOE's cyber-wellness measures and technical troubleshooting. MOE will not disclose the data to any person otherwise than permitted under the law.

IT Applications. For the IT Applications (student iCON and Microsoft ProPlus), the school will use your child's/ward's personal data such as his/her 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>

21. Where will the data collected by DMA and IT Applications for NDLP be stored?

All user data which is collected by MOE will be stored in secure servers managed by the respective vendors of our systems. The Government has put in place strong personal data protection laws and policies to safeguard sensitive data collected by public agencies such as MOE. Please refer to this website for more information on these laws and policies: <https://www.smartnation.gov.sg/why-Smart-Nation/secure-smart-nation/personal-data-protection>

Other questions

22. What is the expected shelf life of the device? What happens to the device after my child graduates?

The devices have an average shelf life of 3-4 years, to cover the time a student is in secondary school. The school will uninstall the 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.

23. Will the devices and SLS resources replace textbooks?

With the devices, 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 devices and SLS resources will not replace textbooks, as textbooks are currently designed as curriculum-aligned reference for students.

From this year (2021) onwards, the Science department will be trying out the e-textbooks format for the Upper Secondary 3 Science subjects. As it is our first year trying out the e-textbooks, your child / ward will also have the option to purchase the physical textbooks for their own learning instead. For more information, please feel free to contact the Science subject teachers at 6572 9100.

24. 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, the quality of the content and design of the material. Schools will design their learning programmes to ensure that the students' use of PLDs is balanced in relation to other activities and modes of learning.

However, all PLDs will be installed with DMA, which allows teachers to manage students' screen time if they so desire. Teachers will also continue to ensure that the amount of assignments set (both online and offline) is guided by the school's homework policy.

25. Are students able to download games and have free access to all sites?

As part of user management, DMA can determine the appropriate teaching and learning applications as well as security patches, to be installed into every student's device. For example, inappropriate websites with adult or extremist content, as well as gaming and gaming websites or applications can be restricted (through either whitelisting or blacklisting). Schools will have the discretion, in the interests of their students, to decide what applications and websites to enable/disable. Parents are also advised to secure their child's internet access at home through subscribing to internet filtering services of various Internet Service Providers etc.

26. Can my child share the iPad with other users?

The iPad is configured so that only school users are able to sign in. Thus, it is not advisable for your child to share the iPad with others for non-learning related purposes. The iPad will be configured with the school settings and any online activity will be monitored.

27. Will there be sufficient electrical power points in the classrooms for charging/powering the iPads?

Students are to charge their iPads at home every day. A fully charged iPad can last for at least 8 hours. To ensure a safe and manageable classroom environment, students should not charge their iPads in the classroom.

28. Where do the students save their work while using the PLD?

Teachers use different ICT tools for lessons. Where possible, we will encourage students to save their working documents into the cloud (ie. Google Drive) or into the platform they are already using (eg. SLS, other learning portal). Students can choose to save their work into the PLD.

29. How will the school help my child to manage possible cyber risks and cyber addiction?

As part of our school's Cyber Wellness education, students learn 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.

Should there be any further queries or clarification, please contact the school at 6572 9100 or email us at aes@moe.edu.sg.