

**Frequently Asked Questions on the
National Digital Literacy Programme (NDLP) at
Clementi Town Secondary School (CTSS)**

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Section A: Purchase of Personal Learning Device (PLD), Insurance & Warranty

Q1. What is the school's prescribed PLD to be purchased?

The school's prescribed PLD is the Apple iPad with the following specifications and add-ons:

RAM	3GB RAM	
Storage	64GB ROM	
Display	10.2"	
Weight Note: excluding weight of stylus and keyboard	0.47 kg	
Stylus	Apple Pencil (1 st Generation)	
Keyboard and Protective Casing	Logitech Ruggedized Combo 3	
Insurance and Warranty Note: only for the device; does not include insurance and warranty for the stylus and keyboard	3 years	

The cost of the device, including the accessories, is \$857.50.

Q2. Why did the school choose the iPad as the PLD?

Using ICT in teaching and learning is not new to CTSS and our Clementeens. We have been tapping on the Google Classroom and the various Google Collaboration Tools (e.g. Google Docs, Spreadsheets, Forms etc) for many years as part of our efforts to prepare our students to be collaborative and self-directed learners. As such, it is natural to continue on this platform for the familiarity of both teachers and students. The Google apps and Google Classroom can be used on the iPad to facilitate learning. In addition, tablets as compared to laptops and Chromebooks are lighter, and have longer battery life.

Q3. Can my child/ ward not purchase the device?

Every student is required to have a device for 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 (iOS for students in CTSS) 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 the school prescribed bundle because they already have their own Apple iPad will have to check with us to ascertain whether the specifications of their existing devices meet our schools' requirements. These existing iPads must be installed with a Device Management Application (DMA) software to provide a safe learning experience and to prevent misuse of the devices. The DMA is fully funded by the school and will be uninstalled from the devices when they graduate or leave the school. This DMA is only compatible with the iOS, thus laptops or devices operating on other OS systems will not be used for learning in school. The list of iPads that can be installed with the DMA can be found in Annex A.

Should there be further queries, kindly write in to askndl@ctss.edu.sg.

Q4. Do all students in a school have to use the same device? What about students who opt out of using the school-selected device and wish to use their own? How will this affect their learning?

Students are encouraged to use the model prescribed by the school for a smooth learning experience. If students wish to use their own devices, these devices must meet the necessary specifications stated by the school. They must also be willing to allow the school to install the Device Management Application (DMA) software to manage the device, similar to all school-selected devices. If parents have questions about the devices, please email the school at askndl@ctss.edu.sg.

Q5. What does the insurance/warranty cover?

The 3-year insurance/warranty covers 2 repairs or 1 replacement, and includes coverage for the accessories. Details of the insurance/warranty can be found in Annex B.

Q6. If my child/ ward already has an Apple Pencil/iPad-compatible keyboard, is it ok if I do not purchase any of these accessories?

All students will need to have a stylus and a keyboard to facilitate their learning with the iPad. If your child/ ward already has a stylus/ keyboard that is compatible with iPads, you can opt out of the purchase of accessories. Please write to us at askndl@ctss.edu.sg.

Q7. My child/ ward loaned a device from the school for 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.

Q8. What happens to the device after my child/ ward graduates?

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 will be reinstated by his/her new school.

Q9. Will my child/ ward need to purchase software for his/her device?

To support the development of digital literacy, MOE will be progressively rolling out the following applications in the PLD in mid to end 2021 through school: Google Suite for Education, Microsoft Office productivity suite which includes only Word, Excel, Powerpoint, OneNote & Publisher, and Zoom. There is no additional cost for these applications.

The school may prescribe other software that supports the teaching and learning requirements. Students will not be required to pay for such software.

However, for software that is not prescribed by MOE or the school, the family would need to bear the cost for the purchase of the software.

Q10. 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 expected to secure their devices in their own lockers / bags and lock the classroom doors when they are away from their classrooms. Students should bring home the devices at the end of the school day so that they can utilise them for learning at home.

Q11. Can parents approach the tenderer to make separate purchases?

No. The purchase of PLDs and accessories, e.g., headphones and screens, riding on the MOE Device Bulk Tender has to be made through the schools.

Q12. Are there subsidies for the purchase?

For Singapore Citizens, the cost of the device bundle can be paid using your child's/ ward's Edusave account, after setting aside provision for payment of second-tier miscellaneous fees. To ensure the affordability of devices, there was a one-time Edusave top-up of \$200 in April 2020 to support the purchase of the device. This is on top of the annual \$290 credited into the Edusave account for Secondary School students.

For students on MOE-FAS, subsidies are available even if there is insufficient Edusave balance. The cash out-of-pocket will be \$0.

Financial assistance is also available for Permanent Residents (PR) and International Students (IS) who need support. Please email the school at askndlp@ctss.edu.sg for more information.

Q13. Will my child/ ward be able to use this PLD for his/her post-secondary education after graduating from CTSS?

Your child/ ward will be able to continue using his/ her Apple iPad after graduating from CTSS. The Device Management Application (DMA) will be uninstalled. Please note, however, that the post-secondary institution which your child/ ward progresses to may require a device with different specifications. It will be necessary to enquire with the post-secondary institution directly when the time comes.

Q14. Will parents be able to remove any restricting software if the system still works after the students graduate from CTSS?

Yes. The Device Management Application (DMA) will be uninstalled when students graduate from the school.

Q15. When will my child/ ward be receiving his/ her Apple iPad?

The tentative distribution date would be in Term 1 Week 9.

Q16. Will the school be making a bulk purchase of the power bank?

No. Students are expected to fully charge their devices the day before school day instead of relying on power banks.

Q17. What happens if the device is spoilt / stolen / lost? What is the turnaround time for Apple iPad replacement if the device is faulty? Will a backup device be available while the student's PLD is being serviced?

The device comes with 3-year insurance/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 the 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/ ward's device is faulty, it is highly recommended that you send the device directly to any Apple Store for repair. Alternatively, you may leave the device with the school for the vendor to pick up. If the device has to be sent for repair, your child/ ward will be able to temporarily loan a school iPad so that his/her learning will not be interrupted. More information on turnaround time can only be given by the vendor when they contact the parent about the diagnosis of their faulty device or replacement.

Q18. Does the insurance cover loss of PLD in school?

The insurance covers theft or loss. Parents should make a police report on the theft or loss as part of the procedure for insurance claim.

Section B: Teaching & Learning in the Classroom

Q1. Will the personal learning device (PLD) and Singapore Student Learning Space (SLS) resources replace textbooks?

With the PLD, students can now access curriculum-aligned resources on SLS both in and outside of class at their own pace, to complement their learning. The PLDs and SLS resources will not replace textbooks, as textbooks are currently designed as curriculum-aligned references for students. Even with PLDs, students will continue to have a mix of online and offline learning experiences and tasks.

Q2. How frequently will the PLD 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/ ward'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.

CTSS will design our learning programme and classroom routines to ensure that the students' use of PLDs is balanced in relation to other activities and modes of learning. All PLDs will be installed with Device Management Application (DMA), which allows teachers to manage students' screen time if necessary. Teachers will also continue to ensure that the amount of assignments set (both online and offline) is guided by the school's homework policy.

Q3. How much of the lessons will be conducted using the PLD? How will the learning experience evolve in the classroom with the device ?

To prepare for the roll out of NDLP, teachers have started to infuse blended learning in the curriculum, providing students with opportunities to learn through a combination of ICT-mediated and non-ICT-mediated learning experiences.

While there will be a shift from towards the use of technology, teachers will continue to leverage both ICT and non-ICT modes to support the delivery and monitoring of students' learning so as to bring about a more effective and student-centric educational experience.

Q4. Will the school be upgrading the school Wifi to support usage of all PLDs?

The bandwidth had been upgraded to support 40 users in each class.

Section C: Responsible Use of Personal Learning Devices (PLDs)

Q1. How will the school help my child/ ward to manage the use of the PLD? How will MOE help my child/ ward 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.

Q2. Can the school install Apple apps, other than the required ones, for my child/ ward?

The school will only install apps that are required for classroom instructions. Parents/guardians will be able to download apps for their child/ ward to use outside non-curriculum hours.

Q3. Can the Device Management Application (DMA) monitor the activities at home? e.g. during HBL. Or only in class?

Guides will be provided to parents on the use of the DMA in due time.

Q4. Since all the students have the same Apple iPads, are they able to personalise their own device?

When students first receive their iPad, the school will provide a sticker with the student's name and CCA so that the iPads can be easily identified. Subsequently, students may personalise their iPad for example, using appropriate stickers so that it helps to differentiate their device from their classmates' devices. Students who use inappropriate stickers will be asked to remove them.

Q5. Will the PLDs be programmed to disallow students from downloading games?

As part of user management, the DMA can determine the appropriate teaching and learning applications as well as security patches, to be installed into every student's PLD. For example, inappropriate websites as well as gaming and gaming websites or applications can be restricted (through either whitelisting or blacklisting). The school will have the discretion, in the interests of our Clementeens, to decide what applications and websites to enable/disable during curriculum hours. Parents/guardians will be able to indicate their preference over their child's/ ward's device after curriculum hours.

Section D: Personal Data Protection

Q1. How will my child's/ward's data in the PLD and IT Applications be used?

The Device Management Application (DMA) which will be installed in your child's/ward's PLD 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.

For the IT Applications (student iCON, Microsoft ProPlus and Zoom), 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>
- Zoom: <https://zoom.us/docs/en-us/schools-privacy-statement.html>

Q2. 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.smarnation.gov.sg/why-Smart-Nation/secure-smart-nation/personal-data-protection>

Annex A: iPads that can be Installed with the Device Management Application

To be able to install the DMA, the iPads need to be compatible with iPadOS 16. The list of iPads that are iPadOS 16 compatible is as follows:

- iPad Pro 12.9-inch (4th generation)
- iPad Pro 11-inch (2nd generation)
- iPad Pro 12.9-inch (3rd generation)
- iPad Pro 11-inch (1st generation)
- iPad Pro 12.9-inch (2nd generation)
- iPad Pro 12.9-inch (1st generation)
- iPad Pro 10.5-inch
- iPad Pro 9.7-inch
- iPad (8th generation)
- iPad (7th generation)
- iPad (6th generation)
- iPad (5th generation)
- iPad mini (5th generation)
- iPad mini 4
- iPad Air (4th generation)
- iPad Air (3rd generation)
- iPad Air 2

Annex B: Warranty and Insurance Coverage

AppleCare

1 year

AppleCare

Every iPad comes with one year of hardware repair coverage through its limited warranty and up to 90 days of complimentary technical support. For more information, please go to <https://www.apple.com/sg/support/products/ipad/>

AppleCare+ for Schools for iPad

Technical support

- 24/7 priority access to Apple experts via chat or phone in English
- Using iPadOS and iCloud
- Questions about Apple-branded iPad apps
- Connecting to wireless networks

Hardware coverage

AppleCare+ for Schools provides a 3-year coverage for iPad, Apple Pencil, and includes the following:

- iPad
- Battery that retains less than 80 percent of its original capacity
- Included USB cable and power adapter
- Apple Pencil
- Logitech Rugged Combo 3
- Up to two incidents of accidental damage per year

Service options

- Carry-in repair
- Express Replacement Service⁴

Insurance

Coverage period:	Up to 3 years
Sum Insured:	Equivalent to unit price of device
Coverage:	No Excess Plan

Covers all types of accidental damages such as:

- Fire
- Lightning
- Power surges
- Accidental e.g. Water spillage, drop etc.
- Theft due to forcible entry (claim has to be supported with police report from any neighbouring police post)
- Robbery

Exclusion include but not limited to Warranty claims consisting of:

- Manufacturing defects
- Internal mechanical faults
- Inherent defects, wear and tear
- Unattended equipment
- Unexplained or mysterious circumstances
- Intention acts
- Used by others
- Consequential loss
- Loss of Data

Terms of Indemnity

- The repair amount shall not be more than the Product's value
- The reimbursement amount of replacement or Product that is damaged beyond economical repair should be equivalent to the Product's purchase value
- The reimbursement amount for loss of product due to forcible entry or robbery should be equivalent to the Product's purchase value
- The loss of Product due to forcible entry or robbery must be supported with a police report and submitted to the insurer.