The Highland Council
Comhairle na Gàidhealtachd

Chromebook Replacement Device Policy

In such cases where a device is lost, stolen or damaged this policy will dictate how it is to be replaced and where funding for the replacement will be sourced. In addition, this policy sets out what should happen with existing Chromebooks in schools.

Theft, Loss and Damage Replacements

Chromebooks are being issued to all schools within the Highlands. Primary 1 to Primary 5 will receive a device allocation model of 1 device per 5 pupils. Primary 6 to Secondary 6 will receive a 1:1 device allocation model; 1 device per pupil. These devices are funded centrally by the Highland Council and all schools will be supplied with a device allocation as per the model set out above. If a replacement device is required, the following will apply:

Theft
In the case of theft a device will be supplied by the council to ensure the student can continue with minimal interruption. The theft must be registered with the police in the first instance and then with the school if the theft occurs out with the school. The school must report the loss to the Digital Learning Project Team who will disable the device from the Google Admin Console. A replacement device can be arranged by contacting the Chromebook Helpdesk and will be provided & funded centrally.

Loss
If a pupil loses a device, it must be registered with the police in the first instance and then with the school if the loss occurs out with the school. The school must report the loss to the Digital Learning Project Team who will disable the device from the Google Admin Console and display contact instructions on the lock screen to assist with the return of the device. The school should assist the pupil to track and retrieve the device; however, if this is not possible, a replacement device can be arranged by contacting the Chromebook Helpdesk and will be provided & funded centrally.

Damage
The initial Chromebook rollout involves issuing a Dell 3189 device. These devices are supplied with an enhanced 3 year on-site warranty and any damage should be reported to Dell using the details supplied to schools to determine if the device can be repaired. If the device can be repaired, this should be the preferred option. If the school suspects that a device is intentionally damaged, the school can choose to discuss with the parents/carers the best way to proceed. A replacement device can be arranged by contacting the Chromebook Helpdesk and will be provided & funded centrally.

Chromebooks Currently in Schools (Not part of the Chromebook Rollout)

Secondary Schools that have Chromebook devices prior to the commencement of the Chromebook rollout in their school will allow the Project Team to arrange collection of these devices upon delivery of the new rollout devices. These will be used as replacements across the Highland estate. Alternatively, schools can keep these devices and receive fewer of the new rollout devices equal to the number of devices currently in the school. Devices purchased using PEF can remain in the school.