

FAQ – Chromebook Scheme

Who to contact for support

Should a student's device require repair or replacement, the school will be able to provide a device on loan each morning which will need to be returned at the end of each day. The student will not be able to take this loaned device home. We will be able to provide this on a temporary basis only and you may be asked to provide evidence detailing the duration of repair/replacement.

We must reinforce that although our IT support team can assist with technical issues/diagnosis, it will be your responsibility to arrange for repair or replacement.

What happens if a student doesn't have a Chromebook?

We have a limited amount of devices to loan to students, they are able to borrow them at the start of the day but must be returned at the end.

There is always the question, why should I buy a device for my child? This scheme has been a long time in the making, with Curriculum teams planning for over two years now, for students to be able to use devices in lessons. In this modern world, teaching and learning without technology is disadvantaging our learners. The recent lockdowns, having to switch to remote learning at a moments' notice, has proved only too well how essential technology has become in our everyday lives.

As a school and like many other schools, we cannot provide a device for all learners at all times, therefore, this is the solution that schools nationally are adopting. There will be a bank of devices available for students to hire if they do not have their own device (but this will be limited). Students will be required to collect and return their hired device at the start and end of the day and they will not be permitted to take the device home.

Already Purchased a Chromebook:

We are very aware that parents have been preparing for this change in our IT policy, with some parents having already purchased a Chromebook or wanting to purchase their own outside of this scheme.

Since this device is going to be joining our network and we have a duty of care for safeguarding this device will have to be put under the same Chromebook licensing as devices bought through the scheme. You will be required to purchase a Chromebook Licence costing £28 + VAT.

Please be aware that if you are thinking of purchasing your own device, only a Chromebook would be acceptable. A Laptop, iPad/Tablet or other Windows device will not be permitted in school. The Chromebook Licence allows the device to be registered and used on our School network, however, this will require some security changes are made to the device.

As a result, the following will occur:

- The Chromebook will be locked to the single educational profile until the child has left the Buckingham School
- All updates/changes are managed centrally, through the school
- If there is an account already present on the device, it will need to be removed prior to the license being applied, or there will be a loss of your data (all photos and account information)

You will also be required to provide written permission that you are happy for the school to make any such changes to your device and that you are aware of the impact such changes will have.

Repairs/loss/damage concerns:

We must reinforce that although our IT support team can assist with technical issues/diagnosis, you will need to contact Academia in the event of any damage/fault. It will be your responsibility to arrange for repair or replacement.

Should a student's device require repair or replacement, the school will be able to provide a device on loan each morning which will need to be returned at the end of each day. The student will not be able to take this loaned device home. We will be able to provide this on a temporary basis only and you may be asked to provide evidence detailing the duration of repair/replacement.

Does my child *have to* have a device?

This scheme was successfully launched last year, with the majority of our current year 9 students participating. The impact of this change has been hugely positive this year and resulted in a dramatic shift in how we teach and support our students. We look forward to developing Blended Learning further as the scheme continues.

The recent lockdowns, particularly having to switch to remote learning at a moments' notice, has shown how essential technology has become in our everyday lives. And a clear need to tackle the Digital Divide and support all students in having access to technology.

We cannot provide a device for all learners at all times, therefore, this is the solution that schools nationally are adopting. There will be a bank of devices available for students to hire if they do not have their own device (but this will be limited). Students will be required to collect and return their hired device at the start and end of the day and they will not be permitted to take the device home.

The aim of this Chromebook Scheme is to provide students with a device which they can use in school and at home for Extended or Remote Learning that they take full responsibility for. We strongly encourage all parents to support the school in providing a device for their child.

Why is the school Chromebook more expensive than Amazon?

As this is an educational model of the Chromebook, there are several features that make it very robust and is designed to survive for everyday student life. As a result, the Chromebook is more expensive than a high street model as it is more durable.

We do offer the option for parents to purchase a non-educational model, although we do very highly advise that insurance is purchased.

Are there any restrictions on the Chromebook if I wanted to buy it myself?

We do ask that any Chromebooks are kept at a maximum size of 11.6 inches due to limited desk space. I would advise against buying a Chromebook with a touchscreen as they are less durable but we do leave it up to parental discretion.