

**Your  
One-to-one Device  
Home School  
Agreement with Ark  
Academy**

# Contents

Rationale and Purpose.....	3
The Device.....	3
Ownership of the Device.....	4
The Internet Dongle.....	4
Your and our Responsibilities.....	4
Dealing with issues .....	5
Parent/Student One-to-One Device Programme Contract.....	7

## Rationale and Purpose

We are excited to share with you the details of our One-to-one Device Programme as part of our digital strategy. By September 2022 each student in an Ark school, from Year 4 upwards, should have a 1:1 device which they can use to support their learning at home. This device will be a Google Chromebook from our current technology partner, Lenovo.

The Chromebook that we will provide for your child provides more time for learning at home, which might include:

1. Completing usual homework on their Chromebook
2. Working through online learning materials that the school has shared
3. Researching on topics for school projects
4. Pre-reading articles or watching videos in advance of a new topic at school
5. Completing short tests to check learning from lessons during the day or week
6. Communicating with teachers and accessing lessons in the case of absence from school
7. Studying and revising independently for tests and exams
8. Catch up using online learning platforms when they have fallen behind in lessons
9. Learn new things as part of enrichment programmes and clubs

The Chromebooks will come with all the apps and software that your child needs to support their learning for no additional charge. They will have access to email and Microsoft Teams to enable communication with their teachers and their peers as appropriate.

It is important to remember though that a Chromebook is an additional educational tool and not as a replacement for traditional teaching and learning methods. It is still important for your child to attend school every day and to participate in their lessons fully.

## The Device

After significant research for a suitable device, we selected Google's Chromebook for the programme. With their power, speed and versatility, the devices will give students and teachers everything they need to work with professional-grade software, anywhere they want.

### Chromebook Features

- Less than 8 seconds to boot up
- Long battery life
- Easy to manage centrally
- Works seamlessly with Office 365 and other cloud-based applications which our students and staff already use extensively.

The programme also provides the following benefits:

- The device is equipped with all the software required, including updates and upgrades.
- The device will seamlessly connect to the school's IT network both at School and at home
- The device is fully supported by the Ark IT Team.
- The device is under warranty against any hardware faults

## Ownership of the Device

Ark Schools retains ownership of the device and grants permission to the student to use the device according to the guidelines set out in this document and in conjunction with our Acceptable Use Policy. Ark Schools retains the right to collect and/or inspect the device and accessories at any time, including via electronic remote access; and to alter, add, erase or delete installed software or hardware.

## The Internet Dongle

For the Chromebook to be of use at home, you need to have access to the Internet at home. We know that this is not always the case.

If your child is in Y10 and is eligible for the pupil premium, the DfE has made provision via your school to provide a dongle. These are free of charge and have a data allowance of 8GB per month.

## Your and our Responsibilities

By accepting this device you are accepting these responsibilities as well. You agree to:

- Treat the equipment with as much care as if it were your own property.
- Allow all automatic updates pushed to the device by Ark Schools.
- Always keep the device secure (or in a secure place where others do not have access) or with you (or within your sight).
- Use the device on a hard, flat surface. Leaving a device on a soft surface (blankets, pillows, furniture) can lead to overheating and damage.
- Keep the equipment clean. For example, avoid eating or drinking while using the device.
- Care for and prevent damage to the power cord (you will be required to pay for replacements).
- Refrain from applying any stickers, paint, glitter, or other decorations. The device is the property of Ark Schools and should not be altered.
- Parents/Guardians/Students are welcome to purchase a decorative case or add stickers to a case they have purchased.
- Clean the screen with a soft, dry anti-static cloth or with a screen cleaner designed specifically for LCD type screens only.
- Establish a routine of charging the device at home overnight.
- Read any safety warnings included with the device.

You agree not to:

- Let anyone use the device you have been assigned. Loss or damage that occurs when anyone else is using your assigned device or accessories will be your full responsibility.
- Expose the device to extreme temperatures or elements including water.
- Remove or cover the device asset tags on the bottom of the device or power cord.
- Change the physical structure of the device. Doing so will void the warranty, and you will be responsible for the repair or replacement cost.
- Remove or interfere with the serial number or any identification placed on the device.
- Do anything to the device or accessories that will permanently alter it in any way.
- Touch the device screen with sharp objects (e.g., pen, pencil, etc.).  
Close the device with an object (such as pencils, pens or headphone plugs) on the keyboard that can damage the screen.

Ark Schools have responsibilities too. By accepting this device, you are accepting that Ark Schools can discharge our responsibilities as well. You agree that:

- Ark Schools will monitor your use of the device using a variety of methods to ensure compliance with Ark School's Student Acceptable Use Policy and this agreement. Any attempt to "jailbreak" the device or remove the Ark Schools profiles will result in disciplinary action.
- All aspects of Ark School's Student Acceptable Use Policy remain in effect during the use of the device. We will provide content filtering outside of the network. However, Ark Schools does not have full control of information on the Internet and no filtering solution is perfect. Further details can be found in the accompanying Safeguarding Policy.
- The use of any Internet-based file-sharing tools or Proxy Apps/websites or VPNs designed to circumvent filtering software are explicitly prohibited. File sharing applications and protocols may not be used to facilitate the illegal sharing of copyrighted material.
- Students are permitted to alter or add files to customise the assigned device to their own working styles (i.e., wallpaper, default fonts, and other system enhancements). All customisations must follow the Ark Schools Student Acceptable Use Policy.

## **Dealing with issues**

The below process outlines how a student gets support for the digital strategy device that has been allocated to them.

You must do the following if your device becomes faulty or damaged

- Email the school at [Chromebook@arkacademy.org](mailto:Chromebook@arkacademy.org)
- From here the school will ask some basic information on the nature of the problem, and if necessary, arrange with you to bring in your child's device and charger to the school reception between the hours of 08:00-17:00 where the device will be inspected.
- If the device is not functioning correctly as a result of hardware damage the school will provide details on how to make a payment through ParentPay for the total cost of the damage.
- Once payment has been confirmed the school will assign your child with a temporary device whilst we send the damaged device away for repair.
- If the device has a systems fault and after inspection physical damage has been ruled out, the device will be sent away for repair and a temporary will be issued.

## **Warranty and Repair Costs**

Free and included:

- Anything covered by the 1-year manufacturer warranty covering hardware and manufacturing defects.
- Anything software related where appropriate software up to and including the Operating System needs to be re-installed.

Not included and therefore paid by the Parents/Guardians/Students

- Hardware repairs after the first year.
- Repairs to cover accidental damage.

The maximum charge if the device is written off and a replacement is required is the Cost Price of the device. This is currently £200 however this may increase over time due to inflation and currency rates.

Typical charges for typical repairs are:

<b>Job</b>	<b>Details</b>	<b>Price</b>
Screen repair	Supply and replace broken laptop screen.	£120
Replace power socket	Supply and replace power socket for laptop.	£60
Repair liquid damage/drink spillage	Dry out various parts, assuming none need replacing. (If replacements are needed, the price will be higher.)	£60

**PLEASE SIGN, TAKE A PHOTO OF THIS PAGE AND EMAIL A PICUTRE TO [chromebook@arkacademy.org](mailto:chromebook@arkacademy.org)**

**Parent/Student One-to-One Device Programme Contract**

The following items reiterate some of the most important points covered in the Student Device Home School Agreement.

	<b>Student Initial</b>	<b>Parent Initial</b>
<p>I understand that I will report any damage, loss or theft of the device to ARK Schools staff immediately. In addition, I understand that my parent/carer will be held responsible for the loss or damage of the device in accordance with the policies outlined in the Ark Schools Student Device Home School Agreement.</p> <p>The maximum charge if the device is lost or written off and a replacement is required is the Cost Price of the device. This is currently £200 however this may increase over time due to inflation and currency rates. Typical charges for typical repairs vary and are up to £200.</p>		
<p>I will not leave my device or accessories unattended unless it is locked in a secure place. I take full responsibility if my device or accessories become lost or stolen.</p>		
<p>I will read and follow the device care advice in this document</p>		
<p>I will only use the device for the purposes set out in the Ark Schools Student Device Home School Agreement and the Student Acceptable Use Policy.</p>		
<p>I will immediately report any problems with my device by contacting the Ark Academy email address dedicated to handling device issues on <a href="mailto:Chromebook@arkacademy.org">Chromebook@arkacademy.org</a></p>		

**Terms of Agreement**

**The student is responsible for the care and appropriate use of technology. I understand if my child violates the guidelines agreed to in the ARK Schools Student Device Use Agreement or Acceptable Use Policy, his/her privilege to use the technology may be restricted or removed and he/she may be subject to disciplinary action.**

**The device and accessories remain the property of Ark Schools. Parents and students agree to return the device and accessories to Ark Schools in the same condition it was issued to the student less reasonable wear.**

Student Name: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent Name: \_\_\_\_\_

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_

School use only - Make: \_\_\_\_\_ SN: \_\_\_\_\_

# **Safeguarding Pupil Devices – Student & Parent Version**

## **Introduction**

Receiving a device that can be used at home will come with various safeguarding challenges. This document aims to reduce any concerns that you may have by letting you know how we intend to keep your child safe and secure online. The security settings, internet filtering service and monitoring solutions provided with the Chromebooks have been configured and implemented to support your school meet the Government's Keeping Children safe in education guidance and support the school's Safeguarding Policy.

## **Security**

It will only be possible for your child's school account to be used on the Chromebook. To reduce the likelihood of theft, if a device is factory reset, they have all been configured to automatically reconnect to the school's cloud management service. If a Chromebook is lost or stolen your school will be able to update it, preventing anyone from using it and make it clear it should be returned to the school. This makes the devices worthless to anyone who might steal, sell or give away the device to a non-Ark student.

## **Hours of use**

Your child's Chromebook will remain the property of Ark Schools. As a result controls are in place to ensure they are used within our guidelines, this includes restricting the hours in which the device can be used, and prohibiting the sites that can be accessed.

The Device is set to work between 06:30-23:00

## **Monitoring**

In the same way that computer use is monitored inside school, we have a safeguarding solution that can monitor the use of its devices and services wherever they are. This means anything that is typed or accessed on the device will be checked to see if it is appropriate. If it is identified as a concern the schools' Safeguarding teams will be notified and provided with a log of the incident. To support safeguarding teams the solution can capture text or pictures of what is on screen at the time.

Misuse of the device will result in consequences in line with the school's behavior policy. The school reserves the right to remotely lock the device if any conditions stated in the home school agreement have not been adhered to.

## Internet Use

You will be able to connect the devices to home/personal/public WiFi networks. In order to protect pupils from inappropriate content Ark have subscribed to a cloud-based internet filtering service. This service works closely with the Internet Watch Foundation to make the internet a safer place for everyone. If a pupil comes across an inappropriate site, they will be presented with a block page informing them of why the site is unavailable.

Websites being accessed all get checked and categorized based on their content. If a site falls into one the groups below it will be blocked. If you believe a site has be blocked by mistake you can request that it is whitelisted by contacting your school.

Abortions  
Adult Mixed Content  
Adware  
Age Restriction  
Alcohol  
Body Modification  
Bullying  
Child Erotica  
Child Sexual Abuse  
Classifieds  
Copyright  
Infringement  
Criminal Skills  
Extreme

Gambling  
Games  
Hacking  
Hate Speech  
Host is an IP  
Humour  
Infected Hosts  
Intimate Apparel  
Malicious Web  
Obfuscation  
Malware  
Malware Hosts  
Marijuana  
Match Making

Matrimonial  
Network Timeout  
New URL  
Nudity  
Occult  
Open Mixed Content  
Pay to Surf  
Peer to Peer  
Phishing  
Phishing Hosts  
Phone Cards  
PIPCU  
Pornography  
Profanity

Remote Access Tools  
Safe Search  
Search Engine  
Self Harm  
Social Networking  
Substance Abuse  
Terrorism  
Tobacco  
Under Construction  
Viruses  
Weapons  
Web Chat  
Web Proxy



**Sorry, you can't go to that website**

Your school uses LGfL HomeProtect to keep you safe online.  
That's why you can't go to every website.  
If you think you should be able to get to this one,  
please speak to your teacher.

The site you have chosen has been categorized as: Alcohol

[Technical Details...](#)



## **Guidance for Parents**

If you notice changes in your child's behaviour you should talk to them or contact your school.

There are lots of helpful resources available online that can help you support your child's use of technology. Below are some links that may be useful for you:

<https://www.internetmatters.org/advice/> - Practical advice for parents

[Children's Commissioner's Digital 5 a day](#) – Five steps to better mental wellbeing

[LGfL Tips for Parents](#) – Six Top Tips for parents

<https://swiggle.org.uk/> - A child friendly search engine

<https://www.lgfl.net/online-safety/resource-centre> - Safeguarding and Online-Safety Resources

<https://swgfl.org.uk/resources/checklists/> - Social Media Checklists