

## FAQ's

1. Is the laptop free to year 7 students?

No, the device isn't free for students, rather that Parents (if they wish), have access to a competitively priced fully managed and maintained device

2. Why are parents being asked to supply resources for the school?

Parents aren't being asked to supply resources. The aim of the scheme is to ensure that students have access to a fully supported device during the three year contract, meaning that both Parents and students can be assured and confident that the need for school specific software, antivirus, safeguarding, upgrades etc. are managed by a team of fully qualified IT Support Technicians.

3. When will this have to be ordered by?

As this is a new initiative, we aim to roll it out to Parents during July 2020, with an order cut off date of around 24th July

4. How many devices does the school get or payment due to ordering laptop for the students?

The number of devices we'll be getting will depend on the number of Parents who wish to join the scheme.

5. Why is the interest rate and total repayment not shown when paying instalments?

The interest rate and total repayment figures will be published once we finalise the details with our suppliers

6. Why after the 36 months will another cost have to be paid before we own the laptop?

A nominal cost of £1 will be charged in order to transfer title of ownership if the Parent wishes to keep the device

7. Is there a chance that the make or model of the laptop may change due to others becoming available with better spec and price?

PC, laptop, netbook specs change on a very regular basis. As the laptop scheme will be rolled out to other year groups on an annual basis moving forwards, then yes, the spec will change marginally. At this point in time, we're not anticipating changing the make of the device

8. Do you have to purchase/pay instalments on a laptop?

No, although the cost and full support package that comes with it is very competitive

9. Can you purchase the laptop from somewhere else? And if not why?

No, our supplier is purely education focussed and only sells through educational establishments

10. If you pay upfront and it's now yours can you collect it before school starts?

No, if you pay upfront or not, the devices will be delivered to the school towards the end of August. From that point, we need a week to ensure that each device is allocated to the specific Parent/Student ahead of collection

11. If after 2.5 years of use the laptop battery does not last the school day when required, would that be due to the school not learning about the chosen device and being therefore unprepared when the choice was made?

The battery for this scheme is viewed as being covered by the contract and will be replaced free of charge if necessary (unlike all other schemes, when it's viewed as being a costly consumable)

12. Is the school unprepared to teach student(s) that can't afford the laptop chosen by you?

We currently have a large number of fully equipped computer suites and most Departments have their own bank of laptops. As a result, when students are scheduled to use computers, classes will avail themselves of school resources in the usual way. Should those students that have their own device (purchased under this scheme), in these circumstances choose to use theirs, then they will be at liberty to do so. We are foreseeing as the scheme rolls out that whole classes using their own device for appropriate tasks in lessons will be encouraged to do so, those who don't have a device will have access to one for that lesson, but will of course not be able to continue to use that device at home to continue with or consolidate learning