

Personalised Digital Learning Programme (PDLP) Frequently Asked Questions for Parents

A: Questions about Personal Learning Device

Q1. Can my child not purchase the device?

Every student is required to have a device for teaching and 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, 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 a device because they already have their own devices still have to complete and submit Annex D: Intent to Purchase Personal Learning Device (PLD) form at <https://go.gov.sg/pdlpadmin> with relevant option selected. The school will then contact you on the assessment of suitability of the device for PDLP. Take note these existing devices must also be installed with a Device Management Application (DMA) software to provide a safe learning experience for them and to prevent misuse of the devices.

Q2. My child 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. For students who are receiving financial assistance, they will be provided additional subsidies such that their out-of-pocket expenses for the device will be zero.

Q3. Do all students in a school have to use the same PLD? 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 Device Management Application software to manage the

device, similar to all school-selected devices. If parents have questions about the devices, they can approach their child's teachers or HOD/ICT for assistance.

Q4. What happens to the device after my child graduates after sec 4/5? Do they get to keep the PLD for future tertiary education?

The school will uninstall the Device Management Application 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 can be reinstated.

Q5. Will the devices and SLS resources replace textbooks?

With the devices, students can now access curriculum-aligned resources in the SLS both in and outside of class at their own pace, to complement their learning. The devices and SLS resources will not replace textbooks, as textbooks are currently designed as curriculum-aligned reference for students.

Q6. Will my child need to purchase software for their devices? If so, can these be paid for with Edusave?

The school may prescribe software that supports the teaching and learning requirements. However, Edusave cannot be used for purchase of software (and relevant licences).

To support the development of digital literacy, MOE will also be rolling out the following applications in the Personal Learning Devices in early 2021: Google Suite for Education, Microsoft Office productivity suite which includes only Word, Excel, Powerpoint, OneNote & Publisher, and Zoom.

Q7. What is the expected weight of the device? Are there concerns that it may be too heavy for students to carry to and from their home on a daily basis?

MOE has taken factors such as size and weight of the devices into consideration when preparing the tender specifications for the Bulk Tender.

Q8. Will my child be allowed to store the device in school overnight? Where will students store their devices when they go for recess or PE lessons?

To inculcate responsible device usage habits, the school will establish daily routines for safe management of the devices. Lockers will be installed for students to lock their devices when they are away from their classrooms.

The school does not encourage students to leave their PLDs in school. They are expected to bring home the devices at the end of the school day so that they can utilise them for assignments and learning at home.

Q9. How frequently will the devices 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 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.

However, all PLDs will be installed with DMA, which allows teachers to manage students' screen time if they so desire. Teachers will also continue to ensure that the amount of assignments set (both online and offline) is guided by the school's homework policy.

Q10. Can parents approach the tenderer to make separate purchases?

No. The purchase of PLDs, and peripheral accessories, e.g., headphones and screens, riding on the MOE Device Bulk Tender has to be made through the schools. The schools will make their professional decision on the suitable specifications of the device model and accessories that best meets their teaching and learning requirements.

Q11. Can students share one PLD with their siblings?

For a smooth learning experience, it is strongly encouraged that each student has his/her own PLD as prescribed by the school. This is because different schools may use a specific PLD for teaching and learning. In addition, the student will be required to use the PLD in school daily and for their learning after school, hence it might not be practical to share the PLD with their siblings.

Q12. Is the price of the PLD similar or lower than market prices?

The prices are similar or in most cases, lower than market prices. MOE has a process to review the prices with contractors to keep the prices competitive.

Q13. Why is the school opting for a discontinued Lenovo model and the storage capacity is only 64 GB?

Lenovo informed MOE that due to current global supply constraint, certain regions could not meet the demand for Lenovo 500e Gen2 Chromebook and thus Lenovo chose to “discontinue” the online orders in order for Lenovo to prioritise their stock to support bigger projects such as MOE PDLP. Lenovo Singapore has confirmed that the product is supported and parts will be available for repairs/replacement for the next 3 years.

Being a Chromebook device, the PLD focuses on online usage running on Chrome web browser, hence students do not require a large storage capacity. Students will be using their Student iCON for their web-based storage.

Q14. What is the battery life for the PLD?

The battery of a fully charged device will be sufficient for a typical day of school activities, with a mixture of active use and idle periods. Students are to ensure their PLDs are fully charged at home before bringing them to school.

B: Questions about the Warranty, Insurance and Security

Q15. What is covered by the insurance?

The PLD will come with a 3-year warranty and insurance coverage allowing for claims of two repairs or one replacement. The following events are covered by insurance:

- Fire
- Lightning
- Power Surges
- Accidental e.g water spillage, drop etc
- Theft due to forcible entry
- Robbery

Q16. What happens if the device is stolen/lost?

The insurance coverage is only applicable to situations of damages and loss where the student has taken all necessary precautions to safeguard the PLD. A police report will need to be made for the insurance claim.

Q17. Does a police report need to be made if a student loses his/her PLD due to negligence?

Accidental loss due to negligence is not covered by insurance and a new PLD will need to be purchased. The school will assist in purchasing a replacement PLD.

Q18. What if the PLD is faulty?

Technical support will be provided to students through:

- The School's Service Desk available daily
- Lenovo Service Centre at 107 North Bridge Road, #03-19,20 Funan Mall

C: Questions about the Device Management Application (DMA)**Q19. Is it necessary to install the DMA?**

Device Management Application (DMA) software will be installed on your child's PLD to provide a safe learning experience and to prevent misuse of the PLD. The DMA will be uninstalled from the PLD when your child graduates/leaves the school.

Q20. Is the DMA installation compulsory for all students?

All PLDs in this programme will be installed with DMA before they are issued to students. Parents who wish to use existing digital devices may do so. However, such devices will have to meet the necessary school specifications and have the DMA installed.

Q21. What is the specification for DMA?

Device Management Application is not hardware. It is an application software that will be installed in all PLDs.

Q22. Why is there a need for DMA in Personal Learning Device (PLD)?

We want to ensure students have a safe and conducive learning environment when using PLDs for learning. The DMA would allow teachers to have appropriate controls in place to manage students' device usage in classrooms so as to facilitate teaching and learning during lessons. For parents, the DMA would address your concerns about access to undesirable content online (e.g. pornography, gambling etc) and excessive screen time.

Q23. How will parents be able to exercise more control of DMA settings after school hours?

As a default, the DMA settings in students' PLDs will be configured by school for both in-school and after-school hours. Parents will be informed of the default DMA setting, and should they wish to opt for parental control, they can indicate their preference to the school to either:

- (i) Be given rights to customise the DMA settings for their child after school hours; or
- (ii) Have the school disable the DMA after school hours

Q24. For parents who opted for control of DMA after school hours, will apps that have been installed by parents after school be allowed for use during school hours?

Apps that have been installed after school hours by parents will be automatically blocked as a default during school hours.

D: Questions about Device Bundle Cost and Payments

Q25. What is the chosen PLD bundle and how much does it cost?

The school's chosen PLD bundle is Lenovo Chromebook 500e 2nd generation with 3-year warranty and 3-year insurance. The price of the bundle inclusive of GST is S\$548.90

Q26. How do I make payment for the PLD bundle?

All Singapore citizens will need to complete the Annex E: Standing Order for Use of Edusave Account at <https://go.gov.sg/pdlpadmin>. Subsidies are given to FAS students and the balance is to be paid from the Edusave Account. The maximum out of pocket payment by a FAS student is \$50.

For students (SC) not on FAS, the payment will be from your Edusave Account. In the event of insufficient Edusave balance, a bill will be generated for you to make payment.

Q27. How to make PLD device payment for IS/PR students?

You **do not need** to make payment now. A bill will be generated later and you will be informed to make payment. Please disregard the 4/6/21 payment date as given in the letter.

Q28. I require financial assistance for the purchase of the PLD. How can I apply?

Singapore Citizens, Permanent Residents and International Students who require financial assistance and meet the income criteria of Gross Household Income (GHI) \$4,000 or less, or Per Capita Income (PCI) \$1,000 or less, may apply for financial assistance through the school's General Office.

When assessing GHI and PCI of needy International Students, parent's income will be based on the income of parents who may be residing overseas, and not the local guardian's income. Electronic signatures are acceptable in the application if the parents are residing overseas.

MOE FAS and School-Based FAS students do not need to apply for subsidies.

E: Others

Q29. Can the name engravement be part of the bundle offered by the vendor?

It is advisable for devices to be personalised for the purpose of easy identification. We appreciate that you do this on your own as we do wish to delay the delivery of the devices or incur any additional charges for the engraving services. However, direct engraving on the device may void the warranty.

Q30. I am concerned about the added load of the device on the existing weight of the bag.

MOE is equally mindful of the physical load that students have to bear, thus one of the key considerations of the device of choice is its weight. At 1.31 kg, it is relatively lightweight but we would still need your support in ensuring that your son packs his bag according to the timetable and files his materials away so that the weight of his bag is kept even more manageable. The school will also look into the reduction of books that students have to carry to and from school daily.

Q31. What if the school wifi fails?

If the network fails us, the teachers' knowledge of the curriculum and pedagogy will ensure a seamless flow of uninterrupted teaching and learning.

Blended learning leverages technology to enhance teaching and learning but the teacher, who is the facilitator and the mediator of learning, will be the constant. If videos cannot be viewed in the class due to a failed network, students can view the recommended video when wifi is restored or in the comfort of their homes. If Padlet (an app) cannot be accessed, the whiteboard will be used instead. To every problem, there is a solution. Learning will not be interrupted.