

Use of Personal Learning Devices: Information & Resources

ICT @ Yuan Ching – A one-stop ICT site

<https://go.gov.sg/ycss-ict>



The screenshot shows the homepage of the ICT @ Yuan Ching website. The header features the school's logo on the left and a navigation menu with links for Home, NDLP, Student Learning Space (SLS), Student ICON, Technical Support, and Contact Info. The main banner area has a wooden background with the text "ICT @ Yuan Ching" in large white letters. Below the banner, there is a photograph of two students looking at a tablet. To the right of the photo, there is a welcome message and two paragraphs of text. A small circular icon is visible in the bottom right corner of the page content.

ICT@Yuan Ching

Home NDLP Student Learning Space (SLS) Student ICON Technical Support Contact Info

YUAN CHING SECONDARY SCHOOL
ICT @ Yuan Ching

Welcome to Yuan Ching Secondary School's ICT website.

This website is a one-stop site for students to get information related to ICT programmes and services in the school.

In event of emergency school closure, teachers will disseminate information on home-based learning to students in this website.

Details of NDLP routines & SOPs

The routines & SOPs have been communicated to the students on 7 Apr. Students/Parents can refer to the NDLP@Yuan Ching Handbook & the Student Device Information Kit for the full details.

Insurance*	Warranty
<p>The device insurance coverage includes:</p> <p>Damage to or loss of device from the following which are non-manufacturer defects or internal mechanical faults:</p> <ul style="list-style-type: none">a) Fireb) Lightningc) Power Surgesd) Accidental e.g water spillage, drop etce) Theft due to forcible entryf) Robbery	<p>The device warranty warrants that each device is free from defects in materials and workmanship under normal use during the warranty period.</p>

**The insurance coverage is only applicable to situations of damages and loss where the student has taken precautions to safeguard the device.*

Warranty

Warranty from **defects in materials and workmanship** is for a period of 36 months. This warranty is only **valid for the first 36 months** from the date of collection of the PLD. This limited warranty covers normal use, mechanical breakdown, or faulty construction and will provide replacement parts necessary to repair or if necessary, replace the PLD. The warranty **DOES NOT cover damage caused by misuse, abuse, or accidents.**

Please report all technical problems to the ICT Office.

Support Platforms - In-house Support for PLDs

The ICT Office located in Computer Lab 3 is the first point of contact for repair and support of the PLDs. Services provided by the ICT Office include :

- User account support
- Coordination of warranty repair
- Password reset
- Restoring PLDs to factory default
- Temporary loan of PLDs

Support Platforms - In-house Support for PLDs

Opening hours of ICT Office Computer Lab 3.

During School Term	
Monday – Friday (During recess)	Last 20 mins of every recess
Monday – Thursday (after school)	2.30 pm – 4.30 pm
Friday (after school)	12.30 pm – 2.30pm
During School Holidays	
Monday – Friday	9.00 am – 10.00 am
	1.00 pm – 2.00 pm

Support Platforms – AsiaPac’s helpdesk

Parents/Students may rely on the following platforms if they need support or insurance claims for their devices:

- **AsiaPac’s helpdesk**

Helpdesk Phone :	6270 8281
Helpdesk Operating Hours:	Mon – Thu: 8.30am – 5.30pm Fri: 8.30am – 5.00pm Closed on Sat, Sun & Public Holidays
Email :	pdlpapple@asiapac.com.sg

Apple Authorised Reseller Service Centres

Nearest Service Centre to the school

QCD Technology @ Westgate

3 Gateway Drive,

#01-42

Singapore 608532

(Next to taxi stand)

450m from Jurong East MRT

Fortnightly Collection Service

Collection is on **alternate Wednesdays** starting from 28 April 2021. Students can hand their damaged devices to the ICT Office for consolidation and handover to the contractor. The repaired devices will be returned to school via the fortnightly collection service.

Support Platforms – AsiaPac's portal

- **Website (For buying of accessories):**
<https://www.asiapac.com.sg/pld/apple>

**Use of Personal Learning Devices:
Device Management Application
(DMA)**

Intended Outcomes of a Personalised Learning Environment

The use of the personal learning device (PLD) for teaching and learning aims to:



Support the Development of Digital Literacies



Support Self-Directed and Collaborative Learning



Enhance Teaching and Learning

Supporting Students in the Safe and Conducive Use of the Devices

The school has measures in place to enable a safe and conducive learning environment for students in the use of PLDs for teaching and learning, e.g.

- Educating students on Cyber Wellness
- Classroom management and routines
- Device Management Application (DMA)

We need to partner you in ensuring that your child is well supported both in and outside of school.

Device Management Application

The Device Management Application (DMA) software will be installed* on all students' devices** to provide a safe learning experience for your child, and to prevent misuse of the device.

The DMA will be **funded by MOE** and will be **uninstalled** from the device **when your child graduates / leaves the school**.

*Installation of the DMA will be performed after the collection of the device.

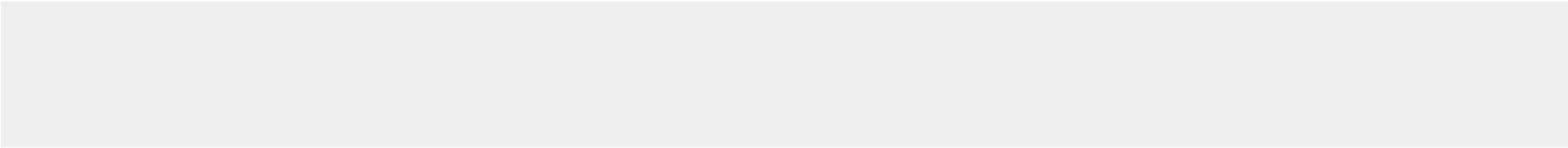
Students will be guided on the installation.

**Both devices purchased through the school and pre-existing student-owned devices.

Components of DMA

The Device Management Application (DMA) software consists of the following three components:

- 1. Mobile Device Management Service**
- 2. Classroom Management Service**
- 3. Usage Management Service**



Please refer to the Collection of Personal Learning Device (PLD) letter sent via Parents Gateway on 9 April for details of the Default settings and Options.

What's Next

Consider the following questions before deciding on opting out of the Default DMA settings

Child's current device usage habits

- How much time does my child spend on their device?
- How well is my child able to regulate their device usage on their own?
- Does my child get easily distracted while doing online learning?

Parental involvement

- How confident and familiar am I with managing my child's cyber wellness?
- Are there existing routines and open conversations on the use of the Internet at home?
- Am I aware of how to prevent different types of cyber threats that my child might face?



Have a conversation with your child to talk about which setting is best for your child's learning.

What's next - DMA

The school will be sending out a PG announcement on Selecting After-School DMA Options for Personal Learning Devices next week.

For parents that would like the **default in-school settings** to also apply after school hours, **no further action is required**.

For parents who prefer **alternative DMA settings after school hours**, you can choose from Option A or Option B.

Submit your request through the link provided in the announcement.

What's next - DMA

Parents can request to change your choice of DMA settings at any time through the same link. However, please note that changes to the DMA after-school options will **only take effect on the last Friday of every month** (the school must receive your request by the last Thursday of the month).

What's next – Parent's portal

Parents' access to the DMA portal will be made available once it is ready to be rolled out. Information on login will be communicated to parents via PG once available.

Do ensure that the email address that you have provided earlier in the year for the purchase of the device belongs to a parent/guardian as this email address would be used to create the parent account.

Additional Resources for Parents

To support you in keeping your child safe online, you may refer to these additional resources:

- Parent Handbook (I) on Learning with a Personal Learning Device (shared by the school)
- Parent Kit on Cyber Wellness for Your Child (<https://go.gov.sg/moe-cyber-wellness>)

**Thank you and we look forward to partnering you
in our students' digital literacy journey!**