

October 2023

Management Circular No. 43

To Heads of all educational establishments

Dear Colleague

Connected Learning – iPads

1. The purpose of this Management Circular is to provide guidance to schools on the management of iPads that are provided for staff and pupils under the Connected Learning programme.

The circular provides an update on a number of areas and specifically provides guidance on the approach that has to be taken by schools across a number of areas.

2. **JAMF Register**

The JAMF register is Glasgow City Council's official record of iPads (assets) that are held across the school estate. Head Teachers are responsible for the deployment and management of the iPads and therefore it is their responsibility to ensure that the asset register is both accurate and up-to-date and that you can demonstrate that your school has all the assets listed in the register.

Head Teachers will be provided with a copy of their JAMF register twice a year, October and March for updating. The JAMF report should be retained for Internal Audit purposes as well as updating your establishments Asset register. It's good practice to have Asset registers for each class (Primary) and year group (secondary).

3. **Annual Churn Exercise**

The annual churn exercise involves the movement of Teacher and Pupil iPads. There are meetings held in March with establishments to support the process. It is important that staff involved in the annual Churn exercise attend these meetings for up-to-date information to enable the process to run smoothly. Missing crucial pieces of information can lead to delays distributing and setting up iPads in the new academic year.

Guidance is posted on GoGlasgow <http://www.goglasgow.org.uk/Pages/View/246>

4. **Additionality**

General Additionality - if you require additional Teacher or Pupil iPads during the school year these will require to be funded through devolved school budgets.

Additionality due to increased staff numbers - where there has been an increase in the number of staff from one academic year to the next, additional iPads will be provided to school free of charge. However, schools are expected to cover the costs of additional iPads

where additional staff are funded via the Attainment Scotland Fund (PEF and Attainment Challenge) from their devolved budgets.

Additionality due to increased pupil numbers - where there is an increase in a school roll from one academic session to the next, iPads will be funded centrally.

Any enquiries should be directed to the Connected.Learning@glasgow.gov.uk mailbox in the first instance*

5. **Ordering iPads**

When you order iPad's, it is your responsibility to ensure that they are accessible on the managed service. To do this you need to complete a Quotation Profoma and send to the CGI Service Desk.

Further information is available at <http://www.goglasgow.org.uk/Pages/View/246>.

Please note anything over 9 is a Change Request which can incur additional costs directly to your establishment. Where possible you are advised to keep orders under this amount.

Should you require more than 9 iPads at any one time then please email ConnectedLearning@glasgow.gov.uk for further guidance.

6. **iPad Allocations in Your Establishment**

All iPads supplied to your school must be retained at your establishment. Where necessary they can be wiped and reallocated to other teachers and pupils. To assign an iPad, complete the appropriate CGI Proforma and submit to the CGI Service Desk.

Schools are responsible for keeping CGI informed where devices registered to their schools are broken. Please email GCCServiceDesk@CGI.com stating the Asset Tag reference, advising the device is broken and waiting for repair. This will enable CGI to update the JAMF report ensuring the data is both current and accurate.

7. **Retaining/Recalling Pupil iPads**

Schools are responsible for collecting iPads from pupils leaving their school. Where iPads are not returned, schools will be required to fund a replacement from their devolved school budget.

Where pupils do not return iPads after they have left the school. you are required to report this to the CGI Service Desk as a lost or stolen device to allow the device to be locked. Where a device is presumed to be stolen, a police incident number is required prior to informing the CGI Helpdesk.

Please note, this does not apply to Digital Inclusion issued iPads which do transfer with the pupil.

8. **Repairs**

All pupil iPads are covered under a 1-year manufactures warranty and all Teacher iPads are covered under a 4-year manufactures warranty. This only applies if a device is not retaining its charge, the home button not working properly etc. The warranty does not cover any repair classed as 'user damage' i.e. cracked or smashed screen.

Please contact the CGI Service Desk in the first instance should you require confirmation on status of warranty.

Where an iPad is not covered by warranty Schools are required to cover the cost of the repair (or cost of a replacement iPad where necessary).

The Technician Support Service (TSS) run the councils iPad Repair Service.

Full details can be found at: <http://www.goglasgow.org.uk/Pages/View/85>

Contact TSS at admin@tss.ea.glasgow.sch.uk to arrange a repair.

9. **Safe Use and Operation of iPads**

All staff and pupils should be aware of their responsibilities with regards to the safe use and operation of iPads and associated display screen equipment whilst in use within the classroom or at home. The iPads and accessories are the property of Education Services and staff and pupils must ensure strict adherence to the acceptable use policy and associated policies and procedures in relation to the use of display screen equipment including fixed and or portable equipment e.g. iPads, lap tops etc.

Further information regarding the safe use of iPads and Display Screen Equipment can be sourced within the ES Display Screen Equipment Health and Safety Management Standard via Glasgow Online using the following link: [ES Health and Safety Management Standards](#)

10. **Guidance Documents**

Various support documentation is available via GoGlasgow, Digital Learning <http://www.goglasgow.org.uk/Pages/View/69>

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