## STUDENT IPAD REPAIR AND REPLACEMENT POLICY

## RATIONALE

iPads loaned to students may be liable to damage or loss. iPads will need to be repaired or replaced in a timely way such that the student's education is unaffected. This policy sets out the conditions under which repair and/or replacement will be arranged.

## AIMS

- To provide for timely repair or replacement of students' iPads.
- To ensure that costs involved are understood and apportioned fairly between Salesian College and parents/carers.

## KEY PERSONNEL

- The Senior Assistant Headteacher and the Bursar will oversee policy and procedure for iPad repair or replacement.
- The ICT Support Team will manage all arrangements for iPad repair or replacement.
- The ICT Support Team will maintain an up-to-date log of all instances of damage, loss, or theft.

## IPAD RESPONSIBLE USE POLICY FOR STUDENTS

The iPad Responsible Use Policy for Students (RUP) sets out terms, conditions and guidelines for safe and sensible use of the iPad in College and at home. It also details costs involved in effecting any repair or replacement of an iPad. Students and their parents/carers are required to sign and return a copy of the RUP indicating that they agree with the terms, conditions and guidelines before an iPad will be issued to a student.

## ACCIDENTALLY DAMAGED IPADS - REPAIR OR REPLACEMENT

- It is a condition of the RUP that damage to an iPad must be reported to the ICT Support Team at the earliest opportunity.
- The ICT Support Team will issue a Damage Report Form (DRF). This must be completed by the student and signed by both student and parent/carer.
- The ICT Support Team will arrange for repair or replacement of the iPad once a satisfactorily completed DRF has been returned.
- Whilst the iPad is being repaired, the ICT Support team will endeavour to provide the student with a replacement iPad.
- Parents/carers will be charged an excess on the first and second occasion that an iPad is damaged. The excess charge will be reviewed periodically and any changed notified to parents in advance. The excess charge will be agreed annually by the Bursar and reported in the Responsible Use Policy
- Any third or subsequent instance of damage will result in the full cost of the repair being charged to the parent/carer.

## MALFUNCTIONING IPADS

- It is a condition of the RUP that any malfunction is reported to the ICT Support Team at the earliest opportunity.
- The ICT Support Team will evaluate the cause of the malfunction:
    - If the malfunction is due to a fault with an iPad component (which is not caused by misuse), the ICT Support Team will, if possible, arrange for repair under warranty. If the iPad is no longer covered by a warranty, the iPad will be repaired with no cost to parents/carers.
    - If the malfunction is deemed to have been caused by misuse or damage, the ICT Support Team will issue a Damage Report Form (DRF) and repair will be effected as for 'Accidentally Damaged iPads'.

## LOST IPADS

- It is a condition of the RUP that any lost iPad is reported to the ICT Support Team immediately. Additionally, if it has been lost in a public place (on the street, on a train etc.), the loss must be reported to the appropriate official body (police, transport company etc.) within 24 hours and an incident reference number obtained. ICT Support will liaise with parents/carers over this.
- ICT Support will endeavour to issue a replacement iPad to the student while the loss is investigated.
- If the iPad is not recovered within 6 weeks, the full cost of a replacement will be charged to parents/carers.

## STOLEN IPADS

- It is a condition of the RUP that any stolen iPad is reported to the ICT Support Team immediately. Additionally, the theft must be reported to the police within 24 hours and a crime reference number obtained. ICT Support will liaise with parents/carers over this.
- ICT Support will endeavour to issue a replacement iPad to the student while the theft is investigated.
- If the iPad is not recovered within 6 weeks, the full cost of a replacement will be charged to parents/carers.

## IPAD MAINTENANCE CHECKS

- The ICT Support Team will check all iPads for damage at least once each half term. This is likely to be during the lunch break or PM registration;
- The ICT Support Team is responsible for arranging checks and maintaining records;
- Repairs to any damaged iPads will be arranged following the procedures detailed above with charges made to parents/carers accordingly.

| **POLICY CONTROL** | |
|---|---|
| *Author* | *Assistant Headteacher* |
| *SLT Approved Date* | *23 May 2025* |
| *Governors Approved Date* | *25 June 2025* |
| *Review schedule* | *Triennial* |
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