



Frontiers – Frequently Asked Questions (FAQs) to support parents and staff

Below is an extensive list of questions frequently asked about our 1:1 iPad initiative – Frontiers.

However, we understand that no FAQs list is fully comprehensive so please do get in touch if you have any further questions. We will endeavour to keep this resource updated as we move forward.

Please note that not all questions relate to all iPads users. Students in primary schools will not be taking their device home.

Why iPad?

There were several devices that could have been selected for a 1:1 programme, many of which are already being used in many schools and Trusts. Clearly each has their own advantages and disadvantages but for us, iPad was the clear option for several reasons. Apple has been invested in education for over 20 years and it has developed a suite of brilliant tools that work very well in the classroom – development in recent years has been staggering. iPad has been designed with users of all ages in mind, and there is a wealth of accessibility features built directly into the device; this make iPad a suitable resource for all pupils, in all lessons. iPads are particularly robust – especially with a suitable case on it – and are currently enjoying a shelf-life greater than required for pupils to move through a secondary school. This is competitive, if not better, when compared to other devices and important factor in value for money.

Finally, it is extremely portable with incredible battery life. We have lots of exciting plans for the use of the iPads in and around school, and being able to move them around easily will create many opportunities that other devices wouldn't easily provide.

Click the headings below to view the information relating to each topic.

[Safeguarding](#)

[Device Management](#)

[Security and updates](#)

[Applications](#)

[Screen time](#)

[Restrictions](#)

[Timings](#)

[Wi-Fi](#)

[Device access](#)

[Repairs](#)

[Policies](#)

[Guidance](#)

[Professional development](#)

[Impact](#)

Safeguarding

Do students get unfiltered access to the internet?

No, absolutely not. The iPads are filtered using software called Smoothwall. It provides a standard of filtering specified by the Department for Education and ensures we meet the requirements set out in the Keeping Children Safe in Education (KCSIE) guidance published in 2024.

As per the KCSIE guidance, Smoothwall is an effective filtering system that blocks internet access to harmful sites and inappropriate content. It is specified by the DfE that the filtering system should not unreasonably impact teaching and learning or school administration, nor restrict students from learning how to assess and manage risk themselves. We occasionally find that the filter restricts a site that is deemed entirely appropriate; we prefer this to be the case and are able to remove restrictions on an ad-hoc basis. Smoothwall and our school will continually monitor and review the filtering to ensure it keeps our children safe online.

Can the children access the internet without Smoothwall?

The iPads will not provide access to the internet if, for whatever reason, Smoothwall isn't working.

What is Lightspeed Alert and how does it work?

Lightspeed Alert is an at-risk student identification solution that monitors and analyses students' online activity for signs of self-harm, violence, and bullying; it sits directly on the device for greater monitoring capability. Patented AI technology combined with human reviewers identifies concerning online indicators and alerts designated staff. Alerts include relevant context with recent web searches and site history, enabling staff to quickly understand the situation and take action. Highly trained team members with backgrounds in law enforcement, mental health, and education work 24/7/365 to evaluate all alerts. The

Lightspeed Student Safety team will escalate any Alerts that may indicate imminent threat to Designated Safeguarding Leads at school. By enabling early intervention, Lightspeed Alert empowers schools to take a proactive approach to student safety.

How is the information from the filtering and monitoring used?

The weekly review of the filtering reports will identify blocked websites, most watched/viewed websites and videos, and any emerging trends. We will take a proactive approach to reviewing and utilising the information to educate our students. Additionally, reports will be produced to provide an overview to key stakeholders on the activity on the devices.

How is an alert reported and managed?

When alerted to a concern, the Designated Safeguarding Leads will be required to respond to the Alert by assigning it to a staff member, reviewing and investigating the concern, taking the necessary steps in accordance with the Safeguarding policy, and closing the case upon a satisfactory conclusion.

Can you record photos and videos?

iPad has the capability of taking high-quality photos and videos. Students may only film other people once receiving permission/access, and ensuring that photographs and recordings are appropriate.

Device management

How are the iPads managed?

The iPads are managed remotely using a Remote Device Management system (JAMF). This provides us with the tools we need to manage settings and configurations, and to make changes quickly and efficiently. For example, we can install applications (apps) and updates, restrict access to apps or settings, lock the device, and identify times when the devices should be inoperable.

Are location settings activated on the device and what are they used for?

Location settings are activated on the device through the Device Management System. This allows us to locate the device when needed and will only be accessed by the IT Service Desk. In case of emergency, this information may be shared with relevant authorities in accordance with relevant policies already in existence at school. Access to the location settings is on a need-to-know basis, and is restricted to those with the relevant credentials.

Can the devices be locked down?

When necessary, the IT Service Desk can lock the device remotely so it can no longer function. This will only be done when the iPad is reported lost or stolen, or if it is being sent for repair. During lessons, there is an application called Apple Classroom that teachers can use to manage the devices. This allows for the temporary locking of student devices when not in use.

What precautions should I take when charging the iPad?

As with any electrical device, it is important to follow the safety instructions from the manufacturer.

You can read safety information for iPad on the Apple website:

<https://support.apple.com/en-gb/guide/ipad/ipad27098ef5/17.0/ipados/17.0>

Handling – if the device is, its battery or the screen is damaged, it is expected that you stop using the device immediately and return it to the IT Service Desk for repair.

Battery – do not attempt to replace the iPad battery yourself. This will invalidate any warranty and you will be liable for any associated costs. Please return it to the IT Service Desk for them to replace the battery if necessary.

Charging – Ensure that you use the charger provided for charging the iPad. Using other chargers, a damaged charger or a charger when wet, can cause injury, fire or damage. Keep the iPad and its power adapter in a well-ventilated area when in use or charging and beware of the device becoming excessively hot.

Security and updates

What happens when the iPad or its apps require an update?

We will be responsible for updating the iPad and its applications. These updates will be scheduled and completed remotely. A staggered approach will be taken to avoid strain on the network during peak times. Essential security updates will be completed as a priority.

What policies are applied to the device?

We have policies applied to the iPads which determine what functionality the device has, what restrictions are in place, and what is required of the user. For example, all iPads will require a minimum length access code. All profiles have been carefully designed, keeping in mind our student safety as well as the safety of our student safety.

Applications

What are apps?

Apps is just another word for applications. These are pre-installed on your child's iPad.

What apps are installed on the iPad?

A carefully curated list of apps has been collated by leaders from across OAK Multi Academy Trust; all apps are centred around education and the impact they can have in the classroom. There may be some apps that are specific to your school, however these are typically software that was already in use before the introduction of iPad.

For a list of the apps being installed as standard on the devices, please see Appendix 1.

How are new apps chosen and installed?

As we develop our curriculum offer, the opportunity to introduce new applications to the students will present itself. Through research and trials, new applications will be evaluated to determine the effectiveness and appropriateness of them, and these will then be added to the iPad profile. We always ensure that the reason for the application purchase has been well-considered and conforms to our standards for both use and data protection.

What precautions are taken to ensure apps use personal data appropriately?

At OAK Multi Academy Trust we are committed to working effectively to provide a secure environment to protect data that we hold, store and share; we have a designated Data Protection Officer and work to comply with all relevant aspects of UK General Data Protection Regulation (UK GDPR). For every application that stores personal data, we complete a data sharing exercise, assessing a variety of elements including where the data is stored, whether it has been approved for school use, and what it does with the data obtained. We will only accept apps onto our profiles when we are satisfied that the provider meets standards within our policies.

Can children download their own apps?

No. The ability to download applications on the device will be disabled on all students iPads. Only applications pre-approved by the Trust and the school will be installed.

Screen time

Will the children be using the iPad all day?

No. Students will continue to use a mix of screen and paper in school. Teacher practice will not differ greatly, with questioning and modelling still being a critical part of any lesson; having an iPad will greatly enhance learning and teaching experiences along with the inclusivity of the lesson and the ability for students to record and recall their learning. In addition, students will still continue to work in groups, enjoy practical lessons and physical activities away from a screen.

The iPads will be used appropriately to ensure effective use of the devices whilst also maintaining a healthy screen time balance. There will be varying degrees of use dependent upon the activity and content design, however it is an important consideration for teachers when designing the learning journeys of our students.

Screen time is taught as part of our PSHE/Online Safety curriculum. We have also promoted the need for a healthy balance through the times the iPad is available for use.

Restrictions

What restrictions are in place on the iPads?

We have carefully selected restrictions that are placed on the iPads focused on keeping children safe and ensuring the iPad is used for educational purposes. These include the

removal of applications and features that aren't conducive to learning i.e. FaceTime and AirDrop.

We have also ensured that the children are unable to remove applications, use iTunes or iCloud, or modify key settings that keep the device and the information within it secure.

There will be no access to popular social media sites such as TikTok, Snapchat, X, or Facebook. Where there is an application that allows communication between students, it will be for the express purpose of collaboration on educational activities and any inappropriate communication will result in consequences in line with the school's behaviour policy.

Device access

What is the process for lost/damaged/stolen devices?

If any iPad is damaged then it is important that it is repaired. These repairs MUST be undertaken by the schools IT Service Desk. They must not be attempted by the user or third-party repair service. This will invalidate the warranty and parents/carers will be liable for any associated costs.

If the iPad is lost or stolen at school, then it will be placed remotely in 'Lost or Stolen' mode. The iPad will then be locked, prevented from use and will also beep continuously. Its last known location will be shared with the IT Service Desk. The location will continue to update if the iPad is moved, helping us to find your child's iPad. If we believe that it has been stolen, we will report the theft to the police and obtain a crime number. The IT Service Desk will provide location information, obtained from the use of 'Lost or Stolen' mode to the police and provide the use of a new device.

iPads that are repeatedly damaged or lost due to negligence or lack of care will result in costs being incurred by parents/carers.

What additional safety advice do you have for transporting the iPad around school?

Always keep your iPad in its specially made case. This will keep it safe if it's accidentally dropped, and it will protect the screen. Please ensure that when you are on the move you carry your iPad carefully. If the iPad is damaged and is not in the case, students will be liable for full repair or replacement costs.

Will there be access to an iPad whilst one is being repaired or replaced?

Whilst a device is away for repair, a temporary device will be given to the student on the same day as the courier collects the device. This iPad will possess all the same functionality as the original device so that there are no lost learning opportunities. Upon return of the repaired device, this iPad will be returned to the IT department where it will be reset and available for use by any student in the future.

Can parents/carers choose to provide their own device?

No. It is essential that the iPads the students use are managed by our Mobile Device Management software (JAMF). This ensures that the iPads are up to date, remain safe and secure, and are set up in the same way as both the teachers and other students' devices.

Repairs

Note that iPads that remain in their cases are unlikely to get damaged. It is therefore essential that the device is never taken out of its case.

How long does it take for a repair to be completed?

The estimated time for repairs is typically 5 to 10 days.

How is data protected when the iPad is away?

The iPad will be locked whilst it is away, ensuring there is no access to the device during transit and repair. There is also a requirement for a multi-digit passcode which will remain unknown to anyone involved in the repair of the device. If required, the iPad can be backed-up, reset and recovered post repair.

How can you guarantee no lost learning whilst an iPad is being repaired?

There will be a set of spare devices stored at school to be used by the student in the event that an iPad needs repairing or replacing.

Policies

What policies have been produced for this project?

All policies specific to this project should have been shared with you. These include:

- Digital Technology Acceptable and Responsible Use Policy
- Online Safety Policy
- Home/School contract for iPad (primary)
- Terms and Conditions

These policies are in addition to the policies already in effect at our school.

Where can you access the policies?

All policies relating to this initiative can be accessed here:

<https://www.overdale-jun.leicester.sch.uk/page/?title=School+policies&pid=39>

<https://www.woodlandwideweb.org.uk/page/?title=Policies&pid=19>

Guidance

How can we find out more about getting the most from the devices?

There will be a series of short video tutorials created soon that will share more about what features are available on the iPad and how to use them effectively. This will be updated in due course.

How can we support at home?

The best way to support in your child's learning journey with the device is to engage regularly in conversation and discussion about what your child has been using their iPad for. They will be able to share their work with you, and your interest in excitement will encourage them further. Practical conversations around the effective use of the device, including the appropriate use of the internet, managing screen time, and developing healthy boundaries will be essential. Maintaining a collaborative partnership between school and home will ensure we make this initiative a success. Understanding that technology, and the internet, is always evolving and we need to be open to and reactive to new developments.

Professional development for teaching staff

What professional development will be provided for staff?

We have devised a varied and long-term professional development calendar for our staff to ensure we make the most of the devices to enhance learning and teaching outcomes. We acknowledge that, even as adults, we all have a different starting point based on previous experiences. Our professional development opportunities will cater to all experience levels and will utilise a range of multimedia to make it accessible and easy to use. Any training related to iPad will be directly linked to and integrated with training on pedagogy.

How often will this be provided?

There will be regular professional development on offer, as well as tailored training delivered when necessary.

Impact

How will you know that the iPads have been a success?

We have identified several key deliverables and important performance indicators that we will measure in the short and long-term. These are centred around the impact on education, with the development of our students our number one priority.

How are you measuring the impact?

We are using several methods to measure the impact of the iPads on learning and teaching, including surveys of students and staff, longitudinal case studies, interviews, and 1:1 meetings. We will report on our findings at regular intervals to key stakeholders to analyse and identify next steps.

Appendix 1: Applications on the devices

These may differ slightly depending on age range and school, however all of the applications we choose are centred around education.

Core apps list:

Adobe Spark
Apple Classroom
Book Creator
Kahoot!
Microsoft Whiteboard
Microsoft Excel
Microsoft Lens
Microsoft OneDrive
Microsoft OneNote
Microsoft PowerPoint
Microsoft Word
Showbie
Socrative
Smart Notebook
Lynx
Microsoft Teams
YouTube
TT Rockstars

Computing Curriculum-specific apps:

code
Spark
Hopscotch
ScratchJr
Swift Playgrounds
Tynker
Purple Mash

Apps for creativity:

AR Makr
Canva
GarageBand
Sketchbook
Pic Collage

Note-taking apps:

Keynote
Padlet
Pages
Popplet

Post-It

Video editing apps:

Chatterpix Kids

Clips

iMovie