

iPad FAQs for Parents

June 2022



Below are some Frequently Asked Questions...

1) Why doesn't the school loan iPads to pupils?

If this was done the cost of the iPads, upgrades and repairs would be added to school fees. Also, it would not allow parents to make their own choices about purchasing, or to use their own device; some might already have an iPad at home. It is also important to teach pupils the responsibility of personal ownership. Lastly, as the iPad is a personal device, pupils can use it for recreation as well as schoolwork and keep it when they leave school.

2) Can my daughter/son use an iPad they have already?

*Yes, provided it meets the specifications outlined in the **iPads at Kimbolton Brochure**. However, you should first consider the potential distractions at school from Apps, Social Media and other things purchased on a personal device- some pupils might suffer from the blurring of the personal/educational distinction, while others may have developed sufficient self control to manage their iPad use. Other considerations are covered in question 6.*

3) I already have an iPad, but it is 3G/4G (cellular) capable. Is this OK?

Pupils cannot use an iPad with 3G/4G capability at school as this circumvents the school's internet filters and stops the school from being able to protect the pupil from harmful online content. It is also against the Acceptable Use Agreement- please do not purchase an iPad with cellular capability.

If you already own one that does have 3G/4G capability, as long as the SIM card is removed while at school it can be used with no issues.

4) Will I need to get an Apple ID for my son/daughter?

Yes- all pupils will need a Personal Apple ID. It is recommended a new one is set up using their school email address, but one they already have can also be used, after careful consideration...

5) What are the advantages/disadvantages of creating a new Apple ID vs. Using one my son/daughter already has?

-A new Apple ID, created using their school email address will let the iPad start 'afresh', with no games, social media apps or subscriptions from an old account becoming potential distractions during school or at home. Parents can set up Parental Restrictions to keep the iPad distraction-free and productive. Some pupils may suffer greatly from iPad distractions while others may not... Every child is different.

-A new Apple ID will come with 200GB of free iCloud space. If you use an old Apple ID you will need to upgrade the account to at least 50GB of iCloud space- this will either require a monthly subscription (£0.79/month), or adding the account to Family Sharing.

-Using an old account will let you add the account to Family Sharing. It will also let you turn on 'Find My iPad', meaning that if it gets lost you can 'ping' it. Creating a new Apple ID won't give those two options, which for some can be a disadvantage.

-It is easy to keep an iPad setup with a new Apple ID "credit-card-free", as the school will provide 200GB of iCloud space. However, using an old Apple ID will require an iCloud upgrade of 50GB or more, meaning a monthly subscription may need to be paid using either a credit card or adding funds to the account with gift cards.

6) After careful consideration I would like my son/daughter to use their current Apple ID. What should I do?

If you would prefer to continue using an Apple ID your son/daughter already has, think carefully- you will need to be confident your son/daughter will not misuse any previously purchased games, social media apps and other distractions on the account.

The Apple ID will need at least 50GB of iCloud space on it, either by upgrading the account for a small monthly fee (settings/Apple ID/iCloud/Manage Storage/Change Storage Plan). The alternative to a monthly subscription, if your family has it, is to add the account to Family Sharing.

*Parental Settings **must** be activated and Messenger and FaceTime deactivated from the iPad. This is covered in the Setup Video. Pupils must not have access to these apps while in school as they have caused many issues in the past.*

To summarise- creating a new Apple ID using the school email address will be free. Using one you already have will require either a monthly subscription to upgrade the iCloud space, or adding the account to Family sharing. A monthly subscription will either require a credit card attached to the account or funds given using [gift cards](#).

7) My son/daughter is in the 1st Form and is not 13 yet- they cannot set up an Apple ID. What do I do?

Apple has set an age restriction of 13 for a Personal Apple ID like some other web services. We manage this by asking parents to set the iPads up on the pupil's behalf. The iPad Setup Guide Video explains how to enter in the Parent's date of birth if the pupil is under 13- at least until the pupil is 13 years old and then this can be updated. This would be you acting in loco parentis. We have consulted with Apple regarding this and they have advised and approved.

8) How do I set up the iPad?

*-Parents and New Kimboltonians must read and sign the **Acceptable Use Agreement** (<https://www.kimbolton.cambs.sch.uk/ipads>) and confirm in Engage that they have done so.*

*-Once done, parents will receive their son/daughter's account details and a link to the **Setup Guide Videos**, from early July onwards.*

-Follow the steps in the videos to set up the iPad.

-For any issues during setup, please email ipads@kimbolton.cambs.sch.uk

*-Most importantly, **don't panic!** Worst case, as long as the AUA is signed and your son/daughter arrives at school with an iPad, Mr Reed (Head of Digital Learning at Kimbolton) can support them in creating an Apple ID and setting up the iPad.*

9) How can I buy apps for my son/daughter if there is no credit card attached to their Apple ID?

A good question! A credit card linked to a pupil account could be a dangerous thing! To add funds for purchases, [gift cards](#) can be given and redeemed in the App Store.

10) Which Apps will the school provide and how will pupils get them?

The school provides pupils with several apps that usually cost money in the App Store, most notably Notability- the handwriting and annotation app.

Many other apps are free and can be downloaded from the App Store in the usual way.

In addition, pupils are given an Office 365 subscription for their time at school. All Office 365 apps can be installed on their iPads and home computers and signed in with their school account details.

11) My son/daughter is a boarder. How do they set up their iPad?

*Boarders can set up their iPads following the normal steps outlined in the **iPads at Kimbolton Introduction** letter. At a minimum, as long as pupils have read the **Acceptable usage Agreement**, parents have this confirmed in Engage and they have acquired an iPad, Mr Reed (Head of Digital Learning at Kimbolton) can support your son/daughter in setting up the iPad when they arrive.*

12) Can my son/daughter use their iPad for personal apps and content?

Yes, as guided by parents; it is their device for use at school and home. In school the use of certain apps (such as Social Media) will be restricted by our school filters, but at home it is up to the parents to put in place as few or as many restrictions as they think is suitable. Every child is different and needs differing amounts of support in developing a healthy relationship with technology.

Setting up Parental Restrictions is covered in the last iPad Setup Guide Video.

13) Will my son/daughter need to bring in a charger/ headphones/ stylus/ keyboard with their iPad?

Ideally the iPad is fully charged before being brought into school every day. Classrooms do not have charging stations, but there is a set of USB-charging lockers that pupils can use in the Queen Katherine Building, beside the Digital Learning classroom- pupils are welcome to have a charging cable and [padlock](#) ready, to allow use of these lockers during break or lunch.

In the event of a charging emergency, Reception stores a few cables and padlocks that can be loaned out- the Bursary will provide more information on how this works in their documentation.

The charging lockers should not be used as a substitute for bringing in the iPad fully charged each day.

It is recommended pupils bring headphones/ bluetooth headphones/ AirPods- one of the benefits of iPads is the ability to watch and listen to media. There are currently many different iPad connectors in use and any classroom headphones may not be compatible with newer iPads- a personal set of compatible headphones would be a good acquisition.

A stylus is recommended- it gives more flexibility to iPad use, particularly when taking notes or sketching. Styli prices vary and which one to purchase depends on the model of iPad used- read the description carefully if you choose to buy one!

A keyboard is an option but not essential- it may make typing easier and some pupils may prefer one, while some may prefer not to have to remember to charge and pack an extra peripheral.

14) Where should I purchase an iPad from?

There are many shops that sell iPads. Some will run deals or provide extended warranty. [John Lewis](#) is popular, as is Amazon. [Apple](#) is the main provider- purchasing through them gives the options of finance, Apple Care+, appropriate iPad styli, headphones and a myriad of other peripherals during checkout. Apple also give the option of adding an engraving the the iPad so it can be returned if it gets lost.

The cheapest suitable iPad from Apple is (currently) the 64GB iPad (9th Gen /2021) WiFi Only at £319.00.

Prices can rise above £1,200 for a 256GB iPad Pro, 12.9 inch display with iPad stylus.

Apple don't provide many durable iPad cases. You may want to search Amazon for a suitable one.

15) When will the pupils be required to have their iPads in lessons?

Pupils will be required to have iPads in school and lessons from the first day of school. Pupils will need to get their iPads setup correctly before then. However, teachers are always very understanding and give a few days grace before proper iPad use will begin, to give time to iron out any issues first.

16) Will my son/daughter be taught how to use their iPad?

Yes. This will be done through a mix of online tutorials, lessons for year groups in Digital Learning (1-3rd) and Digital Safety lessons in PSHE for 1-5th Form. Teachers will also guide pupils on subject specific apps. Pupils are intuitive users and learners with digital devices and we expect them to teach each other and their teachers about usage too!

17) Where will pupils' work be stored?

Some work is stored on the iPad and backed up in the iCloud, while other work is stored in OneDrive. Work is also stored in pupils' Showbie accounts. Whichever is used, work is always backed up and can be restored if the iPad requires replacement.

18) How can work be submitted to teachers using the iPad?

The vast majority of work is submitted through our online Teaching and Learning App Showbie. With all the flexibility and options iPads give to teaching and learning, Showbie is the one constant across the school- all teachers use it to disperse and collect work.

19) What happens if my son/daughter forgets his/her iPad or it is broken/away for repair?

iPads need to be fully insured. The school does not provide insurance and cannot replace broken iPads. We do not have spare iPads to loan to pupils during an iPad repair or replacement. In this event pupils can temporarily use another device such as a laptop or phone (with their teacher's permission) to access Showbie and keep track of their work. As long as their teachers are forewarned, lessons can be adapted to accommodate for an absent iPad- breakages happen and teachers understand that technology and flexibility go hand in hand!

The iPads at Kimbolton Brochure also covers the need for a strong, military-grade iPad case.

20) Who will help if there are technical problems with the iPad?

Try turning it off and on again. If that doesn't work, a range of technical support is available- The IT Support staff are based in the Queen Katherine Building and are available throughout the day, specialising in School Account problems, while Mr Reed in Digital learning next door is versed in most other iPad issues.

21) What happens if a pupil misuses their iPad in school?

Inappropriate iPad use is treated in the same way as any other behavioural issues- the school has an effective pastoral support structure, beginning with the pupil's Form Tutor. House Masters can be involved if needed, as can the Headmaster.

Penalties vary on the severity of the behaviour, working with parents to support the pupil to learn from their mistakes. Ultimately our aim is to guide pupils in developing a safe and balanced use of technology, and while there may be bumps along the way, it is hoped that pupils will grow into mature and sensible members of our modern, technological world.

*Pupils should clearly know what is expected of them when using their iPads in school after reading the **Acceptable Use Agreement**.*

22) The Setup Guide says that Messenger and FaceTime must be deactivated on the iPad. How can my son/daughter communicate with me if they can't use these?

Many pupils have their phones with them- First and Second form pupils should have these stored in lockers if they choose to bring them, following the rules in the Parental Handbook. Emails are also an easy communication solution. Other communication apps can be installed on the iPads, just not Messenger and FaceTime as these have caused issues in the past.

23) How will the iPad be protected from being broken or damaged?

Most importantly the iPads need a very robust, quality [case](#), the exact type depending on the model of iPad purchased. A screen protector is also recommended, as replacing a smashed screen protector is easier than replacing a smashed iPad screen!

A robust case may also be a prerequisite for your insurance policy.

Pupils need to be responsible for their own devices, ensuring that they are kept in safe places – in bags on racks rather than on the floor– when going to Assembly or during games/PE lessons. Lockers are also available in close proximity to classrooms- more information will be given about these by Tutors.

The school is a very safe place, with accidents being very few and far between, provided that pupils take care with their belongings.

24) Where will iPads be kept during the school day?

They will be in classrooms with the pupil for most of the school day. In some lessons they will be secured in racks during the lesson (PE, Games etc.). All pupils are able to have lockers to store their personal possessions and there are dedicated iPad lockers available too for the 3rd and 4th Forms. Experience from other schools and our own suggests that pupils having iPads look after them by keeping them with them during the day.

25) Can my daughter/son charge up their iPad during the school day?

We expect pupils to bring in their iPads fully charged (as they are able to do with their phones). However, see question 13 for what to do in an emergency...

26) What insurance provider would the school recommend?

We can't! However, your current home insurance may already provide cover, or be extended to do so. You may want to speak to your home insurance company to ask about this. Alternatively, there are several insurance providers that will insure specific items, which can be researched on the internet.

27) Can my son/daughter 'jail break' their iPad? (modify/hack the operating system)

No! Although respect to your son/daughter if they have the technical skills to be able to do so... Jailbreaking affects the reliability of the Apple operating system, invalidates the warranty and insurance and could bypass filters and firewalls... all things prohibited under the AUA.

28) Who should we contact if we have a question about the iPads or find out more about iPads at Kimbolton?

*There is one central email address for any iPad related issues -
ipads@kimbolton.cambs.sch.uk .*