Personal Learning Device (PLD) Initiative

Briefing for Parents

The National Digital Literacy Programme and the PLD Initiative

An Overview

The National Digital Literacy Programme (NDLP)

1. The NDLP was launched in March 2020 to **make digital learning inclusive** by **equipping students with the digital skills** to be future-ready.

2. Under the NDLP, every secondary school student will **own a school-prescribed personal learning device (PLD)**. Students may use funds from their Edusave Account to pay for the PLD.

Intended Outcomes of the PLD Initiative

The use of the PLD for teaching and learning aims to:

Support the Development of Digital Literacy

Support Self-Directed and Collaborative Learning

Enhance Teaching and Learning

Learning with a PLD
Bukit Merah Secondary School

Note: The information contained in this deck of slides is customised according to our school's context and the device selected.

How will your child/ward use the PLD?

At Bukit Merah Secondary School, your child/ward will be using the PLDs for 1 to 1 tech-enabled learning.

To create a <u>student-centric</u>, <u>engaging</u> and <u>stimulating</u> teaching and learning environment which encourages Merahans to:

➢ taking ownership of their learning

➢ participating in collaborative learning

➢ extending their learning beyond the classroom

6

Supporting Students in the Safe and Effective Use of the Devices

Supporting Students in the Safe and Effective Use of the Devices

The school has measures in place to enable a safer digital environment for learning with the use of PLDs, e.g.

- Classroom management and routines

- Educating students on Cyber Wellness

- Partnering parents/guardians to support students in their use of technology for learning

- Device Management Application (DMA)

Classroom Management and Routines

- **U**se without distractions
- **S**afekeep your PLD
- **B**ring daily
- **C**harge beforehand

Cyber Wellness Education

Educating students on Cyber Wellness

MOE has made significant changes to the Character and Citizenship Education (CCE). Cyber Wellness lessons will feature significantly in the CCE2021 lessons.

Topics covered in the Cyber Wellness lessons include:

- Cyber Use
- Cyber Identity
- Cyber Relationships
- Cyber Citizenship
- Cyber Ethics

Cyber Wellness Education

The school also has strategies to enable school-wide implementation of CCE. These include:

- Promoting a Peer Support Culture

- Creating CCE Whitespace

- Trained Specialised CCE Teachers

Cyber Wellness Education

In addition, through various programmes in school, students will continue to learn to be **respectful**, **safe,** and **responsible users of technology**.

Parents'/Guardians' Role

- We would like to partner parents/guardians so that that students are well supported in their use of technology for learning.

- As parents/guardians, you can help in the following ways:
  - Model good digital habits for your child/ward e.g. parents/guardians not using devices during family meals.
  - Know your child/ward well, and have conversations with your child/ward about safe and responsible use of technology.
  - Set ground rules for internet/device usage.
  - Encourage your child/ward to use productivity tools using his/her PLD, to organise information and simplify tasks for efficiency.

Role of the DMA in Providing a Safer Digital Environment for Learning

Device Management Application Installation

- Your child's/ward's PLD will be installed with a Device Management Application (DMA) to provide a safer digital environment for learning.

- Installation of the DMA will be performed after the collection of the device. Students will be guided on the installation.

- This applies to both devices purchased through the school and student-owned devices.

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

In-School DMA Settings (Default)

Schools will determine DMA settings for **in-school use**. As a default, these settings will continue to be in place after school as well:

- MOE and the school will set the level of web content filtering, including filtering out objectionable content or content that may not be conducive to teaching and learning (e.g. social media, pornography, gambling, or websites containing extremist content)

- Students will be able to use the device from 7 a.m. to 11 p.m daily

- The school will determine the apps and programs to be installed to support teaching and learning

Providing Parents/Guardians with Greater Choice for After-School PLD Use

The school will provide parents/guardians with more information on exercising the options.

Default	Option A	Option B
In-school DMA settings will continue after school hours	**Parents/Guardians can modify the DMA settings after school hours**	**Parents/Guardians can choose to disable DMA after school hours**
For parents/guardians who want their child's/ward's use of the device to be restricted only to teaching and learning, and prefer to leave it to the school to decide on DMA settings after school hours.	For parents/guardians who want more leeway over the use of the device, and prefer to take charge of the level of restrictions for their child's/ward's use of the device after school hours.	For parents/guardians who do not want their child's/ward's use of the device to be regulated by DMA after school.

- Having default school settings continue after school hours is the best option for parents/guardians who prefer not to, or do not feel ready to manage their child's/ward's device use on their own.
- Parents/guardians can request to change their choice of DMA settings at any time.

Providing Parents/Guardians with Greater Choice for After-School PLD Use

	Default	**Option A**	**Option B**
Protecting students from objectionable content	MOE/school sets level of web content filtering	Parents/Guardians can apply additional content filtering	No content filtering
Reduce distractions from learning through control of applications	Parents/Guardians and students are **unable** to install additional applications	Parents/Guardians and/or students can install additional applications after school hours, but these applications are disabled during school hours	
Limit screen time	School sets hours during which students are able to use the device online	Parents/Guardians can modify the amount of screen time*	No control over screen time

*Screen time limits set by the school will override parents'/guardians' settings during school hours.

Providing Parents/Guardians with Greater Choice for After-School PLD Use

	Default	**Option A**	**Option B**
Parent/guardian account	Provided to allow monitoring of PLD activities after school hours		Not provided
Monitor students' cyber activities	Parents/Guardians can track their child's/ward's browser history after school hours		Parents/Guardians will **not** be able to monitor or control their child's/ward's use of the device through the DMA after school hours No data* will be collected during use of PLD after school hours

*Parents/Guardians and students on Option B will need to use non-Chrome browsers to avoid web browsing history tracking and web content filtering. **[Only for Windows schools]**

Deciding on the Choice of After-School DMA Option

Parents/guardians may wish to consider the following questions before deciding on the choice of after-school DMA option which is best for your child's/ward's learning.

1. Child's/ward's current device usage habits

- How much time does my child/ward spend on their device?

- How well is my child/ward able to regulate their device usage on their own?

- Does my child/ward get easily distracted while doing online learning?

2. Parents'/Guardians' involvement

- How confident and familiar am I with managing my child's/ward'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/ward might face?

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

Data Collected by the DMA

The DMA does **NOT** collect any of the following data:

- Login IDs and passwords entered into websites or into any applications

- Actions performed (e.g. posts, online comments, items added to a shopping cart, etc.) when visiting websites and using apps

- Documents and photos stored in the PLDs

- PLD location

- Webcam videos and microphone recordings

Data Collected and Access Rights

- All user data collected through the DMA will be stored in secure servers managed by appointed DMA Vendors with stringent access controls and audit trials implemented. The DMA solutions used are cloud-based Software-as-a-Service (SaaS) solutions and are trusted solutions that have been operating for many years. They have also been subject to regular security review and assessment by independent reviewers.

- MOE has assessed and concluded that the DMA solutions have sufficient security robustness to ensure data collected are properly stored and protected. MOE will also subject the DMA Vendors to regular audit on the security of the system based on tender requirements.

Data Collected and Access Rights

To prevent unauthorised access, DMA Administrators and DMA Vendors will be required to access their accounts using 2-factor authentication or the equivalent to ensure proper accountability for information access and other activities performed. There will be regular account reviews and audits for DMA Administrators' and DMA Vendors' accounts.

Additional Resources for Parents

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

- Parent Handbooks (I) and (II) 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)

- Parent Kit on Raising a Digitally Smart Child (https://go.gov.sg/moe-raising-a-digitally-smart-child)

- Parenting with MOE: Instagram Live session on Raising Digitally Smart Kids (https://go.gov.sg/iglive-raising-digitally-smart-kids)

- Schoolbag article 'Keeping our teens safe online' (https://www.schoolbag.edu.sg/story/keeping-our-teens-safe-online)

- MOE Cyber Wellness Programme (https://www.moe.gov.sg/programmes/cyber-wellness/)

- Media Literacy Council (https://go.gov.sg/better-internet-sg)

- National Library's Learning & Information Literacy Resources (https://sure.nlb.gov.sg/)

- TOUCH Community Services (https://help123.sg)

Device and Funding Information

Bukit Merah Secondary School's Personal Learning Device (PLD)

Pentium Quad Core N6000 processor, 8GB RAM, 128GB Storage, 11" Screen Size

The school will be using the **Acer TravelMate Spin B3** for teaching and learning.

Total Cost with GST: **$633.90**

Bukit Merah Secondary School's Personal Learning Device (PLD)

Acer TravelMate Spin B3

The school chose the device because of:

- Portability
- Durability
- T&L Affordances
  1. *Touch Screen*
  2. *Use of Stylus/Pen to write (Inking function)*
  3. *Typing using keyboard*
  4. *Video recording*
  5. *Multimedia editing*

27

PLD Bundle

Device Bundle includes
• Acer TravelMate Spin B3   • Power Adaptor, Mouse, Carrier Bag, Docked-in Active Stylus Pen with built-in rechargeable battery within stylus (charge while docked)   • Insurance and Warranty

Your child's/ward's PLD will come with the **Enhanced Device Bundle** which includes:

- 3-year warranty and 3-year insurance
- 2 repairs or 1 replacement claim

Insurance Coverage

The package includes a 3-year warranty, and 3-year insurance* which includes:

Insurance Coverage	Claimable
• Fire • Lightning • Power Surges • Accidental e.g water spillage, drop etc • Theft due to forcible entry • Robbery * Accidental loss will not be covered by insurance.	*2 repairs or 1 replacement (3-year insurance)

Technical Support for Students' Devices

Students can seek basic troubleshooting support in school from:

School ICT support staff

Mr Muhamad Haikal Bin Razali

School-Based Service Desk

Operating Day(s): Monday to Friday

Operating Hours: 1 pm – 4 pm

Venue: Outside Staffroom

Technical Support for Students' Devices

Acer Service Centre

Help Desk Number:
6895 6278

Help Desk Operating Hours:
Mon, Tue, Thu, Fri: 0845 – 1715
Wed: 0845 – 1945
Sat: 0900 – 1200
Sun and Public Holiday: Closed

Help Desk Email:
acercare.sg@acer.com

Website:
https://secured.acer.com.sg/pld
(For buying of accessories)
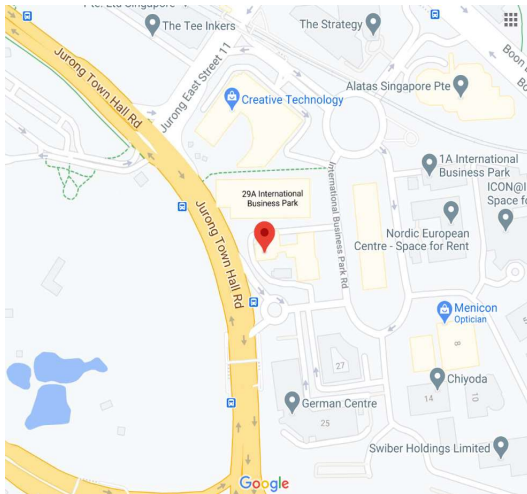
Technical Support for Students' Devices

Acer Service Centre

Location:
29 International Business Park
Singapore 609923
(1.1km from Jurong East MRT)

Service Centre Number: 6895 6278
Service Centre Email: acercare.sg@acer.com

For any service case, please **first** write to the email above with:
Subject header: MOE PLD <Student Name> <School> <Serial Number>
Content: School, Device model, Serial number, Brief description of problem, Person to contact and Contact number

Opening hours:
Mon, Tue, Thu, Fri: 0845 – 1715
Wed: 0845 – 1945
Sat: 0900 – 1200
Sun and Public Holiday: Closed

Funding Support for Singapore Citizen (SC) Students

- **The cost of the device bundle can be paid using your child's/ward's Edusave account,** after setting aside provision for payment of second-tier miscellaneous fees.

- To ensure the affordability of devices, MOE has provided Edusave top-ups in 2020 to 2022 ($200 in each year) to all eligible SC students in primary and secondary schools.

- This is on top of the annual $290 credited into the Edusave account for Secondary School students and $230 for Primary School students.

** Parents can call **6260 0777** to check their child's Edusave balance.*

Funding Scenario for Singapore Citizen (SC) Students

- PLD cost $633.90

- Student only has $200 available in Edusave to purchase PLD after setting aside funds for 2nd-tier misc fees

- Insufficient funds in the Edusave account to pay for PLD

Funding Support for Singapore Citizen (SC) Students

- For SC students who are on MOE Financial Assistance Scheme or whose family's monthly income meets the following criteria:

  Gross Household Income (GHI) ≤ $3,000, or

  Per Capita Income (PCI) ≤ $750

  the school will subsidise 50% of device bundle cost or $350, whichever is lower.

- The remaining amount will be payable from the students' Edusave account. If there is insufficient balance in the students' Edusave account for the remaining amount, school will provide additional subsidy so that the **cash out-of-pocket (OOP) is $0**.

Funding Scenario: Student A Singapore Citizen (SC)

Acer TravelMate Spin B3

$633.90

Student A (SC on MOE FAS) GHI ≤ $3,000 or PCI ≤ $750	
Device Bundle Cost	**$633.90**
Student Subsidy (50%)	**$317.00 (rounded up to nearest 10 cents)**
Available Edusave Balance *(After setting aside for 2nd-tier misc fees)*	$200.00 before deduction $200.00 will be deducted *insufficient funds in the Edusave account*
Additional Subsidy	**$116.90**
Cash Out-of-pocket	$0.00

For more details on financial assistance, please approach the school.
Each student would receive a personalised bill subsequently.

Funding Support for Singapore Citizen (SC) Students

- For SC students whose family's monthly income is:

  $3,000 < Gross Household Income (GHI) ≤ $4,400, or

  $750 < Per Capita Income (PCI) ≤ $1,100

  the school will subsidise 30% of device bundle cost or $200, whichever is lower.

- The remaining amount will be payable from the students' Edusave account. If there is insufficient balance in the students' Edusave account for the remaining amount, school will provide additional subsidy so that the **cash out-of-pocket (OOP) is not more than $50**.

Funding Scenario: Student B Singapore Citizen (SC)

Acer TravelMate Spin B3

$633.90

Student B (Non MOE-FAS SC from lower income family) $3,000 < GHI ≤ $4,400 or $750 < PCI ≤ $1,100	
Device Bundle Cost	**$633.90**
Student Subsidy (30%)	**$190.20 (rounded up to nearest 10 cents)**
Available Edusave Balance *(After setting aside for 2nd-tier misc fees)*	$200.00 before deduction $200.00 will be deducted *insufficient funds in the Edusave account Balance payment after Edusave: $243.70*
Additional Subsidy	**$193.70**
Cash Out-of-pocket	**$50.00**

For more details on financial assistance, please approach the school.
Each student would receive a personalised bill subsequently.

Funding Support for Singapore Citizen (SC) Students

- SC students whose family's monthly Gross Household Income (GHI) > $4,400 or monthly Per Capita Income (PCI) > $1,100, <u>no subsidy will be provided</u>. Parents/Guardians can use their child's/ward's Edusave or cash to defray the device bundle cost.

Funding Scenario: Student C Singapore Citizen (SC)

Acer TravelMate Spin B3

$633.90

Student C (Not Eligible for Subsidy) GHI > $4,400 or PCI > $1,100	
Device Bundle Cost	**$633.90**
Available Edusave Balance *(After setting aside for 2nd-tier misc fees)*	$200.00 before deduction $200.00 will be deducted *insufficient funds in the Edusave account*
Cash Out-of-pocket	**$433.90**

For more details on financial assistance, please approach the school.
Each student would receive a personalised bill subsequently.

What's Next?

For Singapore Citizens (SC) Students

Time Frame	Activity
9 to 18 Jan	Parent to submit Letter for Procurement which includes the following annexes: • Intent to Purchase • Use of Edusave • Authorisation Form for Collection of PLD Submission will be done online using the link provided in PG.
Mid Feb	Receive personalised school bill for PLD and make payment if required via Giro/PayNow/ Cheque/etc.
Term 2	Collection of devices by students

ST(0   Can we use actual title of the letter? In TPs, it syas Parental Consent for Purchase of PLD. Edusave Withdrawal also doesn't sound correct, shld be Use of Edusave for purchase?
Saravenan TANAPAL (MOE), 2022-11-30T02:25:01.995

EY0 0   D/E, the title of the letter is "Letter to Parents for PDLP Procurement". We have been advised by CEG to use "PLD initiative" instead of "PDLP" in public-facing comms, with the procurement letter being the only exception due to finance reasons. As such, we removed the word "PDLP" from the Engagement Slides so as not to draw attention to the word. For your advice on whether we should include it.
Eunice YIP (MOE), 2022-11-30T09:52:25.279

For Permanent Residents / International Students

Time Frame	Activity
9 to 18 Jan	Parent to submit Letter for Procurement which includes the following annex: • Intent to Purchase • Authorisation Form for Collection of PLD Submission will be done online using the link provided in PG.
Mid Feb	• Receive personalised school bill for PLD • Parent/Guardian to make payment via Giro/PayNow/Cheque/etc.
Term 2	Collection of devices by students

Letter to Parents for Procurement

singpass

Parents with Singpass can access the Letter to Parents for Procurement to indicate your consent via the following link:

https://go.gov.sg/pdlpadmin *

* Parents/Guardians without Singpass can request for the hardcopy letter via your child's/ward's form teacher.

Collection of Devices

Your child/ward will be collecting his/her device in school **from Term 2**.

If you would like to verify the condition of the device during collection with your child/ward:

- You may arrange to collect the device **at the vendor's service/collection centre*** or appoint an adult proxy to do so.

- Your child/ward would need to bring the device to school and arrange for the school's IT department to install the DMA.

Please approach the school for further advice or clarification if you would like to make this arrangement.

* Parents/Guardians (or adult proxy) will **<u>not</u>** be able to collect the PLD from the school. 45

Important Contacts / Helplines

To access / find out more about...	Contact / Helpline
This deck of slides	https://bukitmerahsec.moe.edu.sg
Edusave balance	6260 0777
Financial assistance	6474 8934
NDLP / PDLP in BMSS	Ms Huang Wen Qing (HOD ICT) huang_wen_qing@schools.gov.sg Mr Winston Seow (SH ICT) seow_xian_yi@schools.gov.sg Mr Muhammad Haikal Razali muhammad_haikal_razali@schools.gov.sg

FAQ

Can my child use his/her Edusave?

The PLD can be paid fully using Edusave after setting aside $120 for 2nd-tier misc fees.

All Singapore Citizen student will have an Edusave account.

Parents can call **6260 0777** to check their child's Edusave balance.

How much cash out-of-pocket must be paid and can it be paid using Edusave?

If there is sufficient funds in the child's Edusave, there won't be any cash out-of-pocket.

Students will each receive a personalised bill to inform them of the
- amount of subsidy
- Edusave deduction
- cash out-of-pocket (if required)

Can we use our own laptop instead of buying?

Uniformity of systems and software would ensure a smooth learning experience for everyone. PLD purchased through the school will come with the necessary warranty and insurance as well as onsite technical support.

Existing personal laptop must meet the requirements from the school and will have to be installed with the Device Management Application software throughout the child's education in the school.

Will the DMA come with parental control features like screen time limit and website control?

There is a Parental Control feature in the DMA which parents will have access to.

Should the laptop be kept in the School rather than having the students carry it to and fro daily?

PLDs are tools for learning in school and also at home, hence students should bring home their devices at the end of the school day so that they can utilise them for learning at home.

How do students go about repairing or replacing faulty PLD?

Faulty device will be collected by the school and a school device will be loaned to your child.

Alternatively, you may visit the service centre for Acer directly.

More details can be found on the school and Acer website.

Thank you

Ministry of Education

SINGAPORE