# Yishun Town Secondary School Personal Learning Device Handbook

Version 1.2
(Updated as of 30 April 2024)

## Content Page

## 1. About Digital Learning

### 1.1 National Digital Literacy Programme

In March 2020, the Ministry of Education (MOE) launched the National Digital Literacy Programme (NDLP) for all schools to equip our students with digital literacy. Digital literacy enables our students to acquire the digital skills required to navigate the digital age at different stages of their education journey. This will be achieved through four mutually reinforcing components in the 'Find', 'Think', 'Apply' and 'Create' framework.

### 1.2 Personalised Digital Learning Programme

One of the components of the NDLP is the Personalised Digital Learning Programme (PDLP), where all secondary school students will own a Personal Learning Device (PLD). The PLD will provide an immersive environment for students to develop the dispositions, knowledge and skills to thrive in the digital environment.

### 1.3 Digital Learning in Yishun Town Secondary School

The PDLP aims to support the development of digital literacies, support self-directed and collaborative learning, and enhance teaching and learning. Yishun Town Secondary School (YTSS) aims to leverage PDLP in five broad areas:

1. Leverage cloud platforms to curate learning and manage schedules
2. Support curricular and pedagogical innovation
3. Strengthen feedback for and monitoring of student learning
4. Develop new media literacies and Web 2.0 competencies
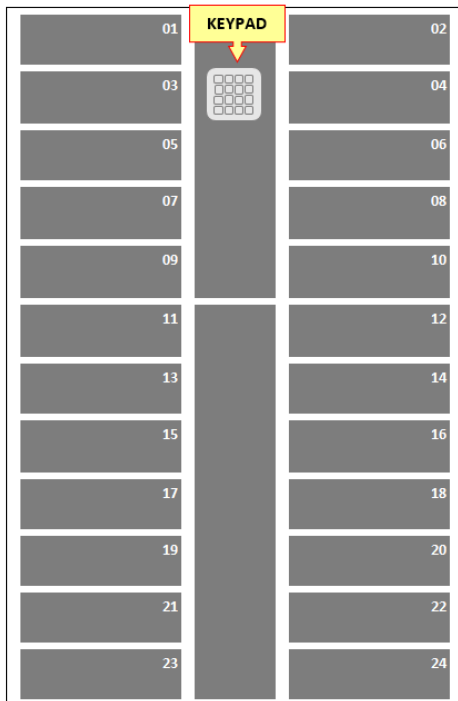5. Bring learning out of and beyond the classroom

In 2024, YTSS adopted the Apple iPad (9th Gen) as our choice of PLD for our Secondary One students and the Acer Chromebook Spin (R753TN) for our Secondary Two to Five students. Please refer to "3.1 Device Specifications" for more information on their specifications.

## 2. PLD Learning Routines

### 2.1 Bring Fully Charged PLD To School Every Day

Students should bring their fully charged PLD to school every day for learning.

To prevent tripping over charging cables and ensure everyone's safety in school, students should not charge their PLD using the wall sockets in school. They may instead use the charging station near the stairwell between Block A and Block F on the ground floor.



**CHARGING STATION**

**STANDARD OPERATING PROCEDURE**

01) Charging Station is located at **Starcase F1, Level 1**

02) There are a total of **24 Charging Box**

03) Each Box has **1 Socket** & **2 USB Port**

04) To use, approach General Office (GO) to ask for a Charging Box.

05) General Office (GO) staff will issue **a numbered card**.

06) At the Charging Station, **tap the card** on the **keypad**.

07) The Box with with corresponding number of the card will open.

08) Place your device in with your charger plugged-in.

09) Ensure that you have closed the Charging Box.

10) Full Charge takes about **45 - 60 minutes**

11) Refer to **Step 06** & **Step 07** to Open the Box after charging.

12) Close the Charging Box & **return your Card** to the General Office.

CHARGING STATION / SOP/ ICT / DEC2021 / Version 1.0
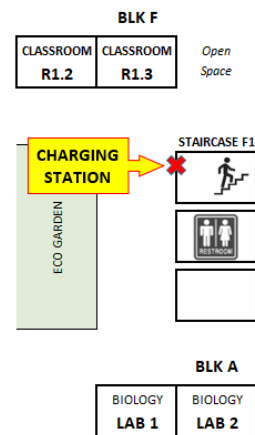
### 2.2 Put Away PLD When Teacher Enters The Class

Students should place the correct learning materials on their desks at the start of every lesson. If the PLD is not required for the lesson, students should put them away and the PLD should thus be out of sight, such as in the students' bags or lockers.

### 2.3 Remain On Task When Using PLD During Lessons

Students should remain on task when using the PLD in lessons. For example, the PLD screen should be partially or fully shut when the attention should be on the teacher or classmates.

To help students remain focused, students may only access a list of curated apps for learning. Websites that are not helpful for students' learning are blocked and the list of blocked websites is continuously updated.

## 3. General PLD Information

### 3.1 Device Specifications

| Device | Acer Chromebook Spin (R752TN) | Apple iPad (9th Gen) |
|---|---|---|
| **Weight** | 1.26 kg | 0.49 kg |
| **Display** | 11.6" LCD IPS | 10.2" LED IPS |
| **Resolution** | 1366 x 768 (HD) | 2160 x 1620 (HD) |
| **Memory** | 4GB | 3GB |
| **Storage** | 64GB | 64GB |
| **Processor** | Intel Celeron Processor N4020 | A13 Bionic Processor |
| **Features / Accessories** | Wacom Stylus Pen<br>Clamshell Keyboard<br>Multi-Touch Screen | Apple Pencil (1st Gen)<br>Logitech Keyboard and Cover<br>Matte Screen Protector |

### 3.2 Vendor Information

| For Acer Chromebook Spin (R752TN) | |
|---|---|
| **Help Desk Number** | **Contact**: 6895 6278<br>**Email**: acercare.sg@acer.com<br>**Operating Hours**:<br>Mon, Tue, Thu, Fri: 0845 – 1715<br>Wed: 0845 – 1945<br>Sat: 0900 – 1200<br>Sun and Public Holiday: Closed |
| **Collection and Service Centre** | **Contact**: 6895 6278<br>**Email**: acercare.sg@acer.com<br>**Location**: 29 International Business Park, Singapore 609923<br>**Operating Hours**:<br>Mon, Tue, Thu, Fri: 0845 – 1715<br>Wed: 0845 – 1945<br>Sat: 0900 – 1200<br>Sun and Public Holiday: Closed |
| **Website (to buy accessories)** | https://secured.acer.com.sg/pld |

| For Apple iPad (9th Gen) | |
|---|---|
| **Help Desk** | **Contact**: 6270 8281<br>**Email**: pdlpapple@asiapac.com.sg<br>**Operating Hours**:<br>Mon – Thu: 0830 – 1730<br>Fri: 0830 – 1700<br>Closed on Sat, Sun & Public Holidays |
| **Collection Centre** | **Contact**: 6272 0088<br>**Location**: 219 Henderson Road, Henderson Industrial Park, #05-01, Singapore 159556<br>**Operating Hours**:<br>Mon – Thurs: 0830 – 1730<br>Fri: 0830 – 1700 |
| **Service Centres** | QCD Technology<br>**Contact**: 6515 2010<br>**Email**: support_westgate@qcd-tech.com<br>**Location**: Westgate<br>**Operating Hours**: Mon – Fri: 1000 – 1800<br><br>Apple Retail Store<br>**Contact**: 800 186 1087<br>**Email**: https://getsupport.apple.com<br>**Locations**: Jewel Changi Airport, Orchard Road and Marina Bay Sands<br>**Operating Hours**: Mon – Sun: 1000 – 2200 |
| **Website (to buy accessories)** | https://www.asiapac.com.sg/pld-apple |

## 3.3 Account Information

Students are provided with three accounts for the following educational purposes.

| Accounts | User ID | Purpose |
|---|---|---|
| **MIMS Account** | xxx_xxx@students.edu.sg | Main account for Chromebook PLD login, Student Learning Space (SLS), All Ears, Google Classroom and Gmail. |
| **YTSS Account** | xxx_xxx@ytss.edu.sg | For Microsoft Teams and OneNote, which cannot be accessed using MIMS. |

## 4. PLD Care, Insurance And Warranty

### 4.1 Device Care Policy

Students are advised to adhere to the following pointers to take care of their PLD.

- Avoid eating or drinking while using, or bringing food or drinks near, the PLD
- Avoid exposing the PLD to extreme temperatures or direct sunlight for long periods
- Insert and remove cables and storage devices carefully into and out of the PLD
- Turn off or shut down the PLD when not in use to conserve battery life
- Handle the PLD with care to protect its parts, especially the screen
- Handle the PLD with clean hands to prevent transferring dirt and oils to the PLD
- Charge the PLD with the provided charger or certified third-party chargers only
- For Chromebooks, avoid carrying the PLD while the screen is open
- For iPads, use a protective case to protect the PLD against drops and scratches
- Store the PLD in the assigned classroom locker when not in use or supervised
- Avoid merely placing the PLD on or underneath the desk or just in the bags
- Avoid putting anything above the PLD when stored in the classroom locker
- Always bring the PLD home at the end of every school day to fully charge it

### 4.2 Insurance And Warranty

All students who purchased their PLD through the school are enrolled under the Enhanced Device Bundle which includes **three years of insurance and warranty**.

4.2.1 Insurance

The **insurance** coverage includes damage to or loss of the device from the following which are non-manufacturer defects or internal mechanical faults, where precautions have been taken to safeguard the device:
- Fire
- Lightning
- Power Surges
- Accidental (e.g., water spillage, drop)
- Theft due to forcible entry
- Robbery

The insurance allows for **two repairs** or **one replacement**. The insurance coverage will cease once two repairs or one replacement is claimed.

4.2.2 Warranty

The **warranty** warrants that each device is free from defects in materials and workmanship under normal use during the warranty period.

The iPad Logitech Case is also covered under a **limited warranty**. This warrants each case to be free from defects in materials and workmanship under normal use during the warranty period. This allows for one replacement during the warranty period.

**4.3 Actions For Damaged Or Lost PLD**

4.3.1 Damaged PLD

Students are advised to approach the school ICT Team if there are hardware or software issues with their PLD. The school ICT Team will assess and advise the students accordingly. If the PLD is deemed damaged, parents may be given three options to repair the PLD.

| Options | Remarks |
|---|---|
| **Claim Insurance to Repair PLD** | If the PLD is still under insurance, parents may claim insurance to repair the PLD.<br><br>They may liaise directly with the service centre[AB], and the turnaround time is around two weeks. They may also pass the PLD to the school ICT Team for fortnightly collection service from school, and the turnaround time is around three weeks.<br><br>If this is the first time the insurance is claimed for repair, parents have one more repair claim and no replacement claim left. |
| **Claim Insurance to Replace PLD** | If the PLD is still under insurance, parents may claim insurance for a one-to-one replacement of the PLD.<br><br>They may liaise directly with the service centre[AC], and the turnaround time is around two weeks. They may also pass the PLD to the school ICT Team for fortnightly collection service from school, and the turnaround time is around three weeks.<br><br>Once the insurance is claimed for replacement, parents have no more repair or replacement claims left. |
| **Pay to Repair or Replace PLD** | If the PLD is not under insurance, or the parents do not want to claim the insurance, parents may contact the service centre* directly for repair or replacement.<br><br>They may bring the PLD directly to the service centre and the turnaround time is around two weeks. |

[A]*Acer Service Centre*
*Email*: acercare.sg@acer.com
*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*

[B]*Apple Service Centre*
*Please make an appointment through https://getsupport.apple.com for repair at the Apple Service Centre directly. Please include "MOE PLD" in "Add a comment" in the online form.*

[C]*Apple Insurer Contact*
*Number: 8932 7718*
*Email: laptop@ins-solutions.com.sg*
*Operating Hours:*
*Mon – Fri: 0900 – 1800*
*Closed on Sat, Sun & Public Holidays*

In the meantime, students may **loan** a temporary PLD from the school ICT Team daily. Students may find the school ICT Team by ringing the doorbell outside the third level of the Staff Room every morning before morning assembly to do so, and return the loaned PLD at the end of every day.

Please note that **device peripherals**, such as mouse, stylus pen and Apple Pencil, are not covered under the insurance and warranty. All damaged peripherals will be repaired or replaced at the parents' own cost. The only exception is the iPad Logitech Case which is covered under a limited warranty. For iPad Logitech Case repair, please email to AsiaPac Helpdesk[D].

[D]***AsiaPac Helpdesk***
***Email***: pdlp.support@asiapac.com.sg
*Please write to the email above with:*
***Subject header***: *MOE PLD*
***Content***: *School, device model, serial number, brief description of problem, person to contact and contact number*

### 4.3.2 Lost PLD

Students are advised to immediately alert their Form Teachers should they lose their PLD.

If the PLD is lost **within the school premises**, the student and the Form Teachers will conduct a preliminary search based on the possible last-seen locations. If the PLD is still not found, Year Masters will be alerted for a more extensive search while the school ICT Team will also be alerted to disable the PLD. If the PLD is still not found, the school ICT Team will advise on lodging a police report, which is also required for an insurance claim.

If the PLD is lost **outside of school premises**, the school ICT Team will advise on lodging a police report, which is also required for an insurance claim.

To make an insurance claim, please email the insurer[AC] and for Apple iPad, also cc pdlp.support@asiapac.com.sg with the police report and proof of purchase.

[A]***Acer Service Centre***
***Email***: *acercare.sg@acer.com*
*Please **first** write to the email above with:*
***Subject header***: *MOE PLD <Student Name> <School> <Serial Number>*
***Content***: *School, device model, serial number, description of the problem, person to contact and contact number*

[C]***Apple Insurer Contact***
***Number***: *8932 7718*
***Email***: *laptop@ins-solutions.com.sg*
***Operating Hours***:
*Mon – Fri: 0900 – 1800*
*Closed on Sat, Sun & Public Holidays*

Please note that **device peripherals**, such as mouse, stylus pen and Apple Pencil, are not covered under the insurance and warranty. All lost peripherals will be replaced at the parents' own cost.

## 5. Cyber Wellness

### 5.1 Cyber Wellness Education

As part of Cyber Wellness education in school, students will learn to take responsibility for their online well-being and be positive role models for others in creating safe and kind online communities.

The Cyber Wellness curriculum will also equip your child with the skills to recognise risks in the digital space, identify and discern negative influences and inappropriate websites, and manage excessive use of social media.

For more information on Cyber Wellness and Cyber Wellness education in school, please visit: https://www.moe.gov.sg/education-in-sg/our-programmes/cyber-wellness

### 5.2 Cyber Wellness Resources

| Resource | Link / Contact | Remarks |
|---|---|---|
| Student Kit for Cyber Wellness and Learning with a Personal Learning Device | https://go.gov.sg/cwstudentkit | For students to learn how to explore cyberspace safely. |
| Parent Kit - Cyber Wellness for Your Child | https://www.yishuntownsec.moe.edu.sg/files/Cyberwellness.pdf | For parents to learn how to promote Cyber Wellness at home. |
| Help123 | 1800-612-3123 https://www.help123.sg | For support with any Cyber Wellness related issues. |
| Touch Cyber Wellness | 1800 377 2252 cyberwellness@touch.org.sg | For support with any Cyber Wellness related issues. |
| eCounsellingCentre | www.ec2.sg | An eCounselling service by Fei Yue Community Service for youths aged 13 to 25. |
| Samaritans of Singapore (SOS) | 1800-221-4444 | 24-hour hotline to provide support for mental health issues, especially on suicide. |

### 5.3 Device Management Application

Device Management Application (DMA) software is installed in students' PLD to provide a safer digital learning environment and prevent misusing of the device. This better ensures the Cyber Wellness of the students when exploring cyberspace. Parents and guardians can choose between three options to suit their preferences for managing the PLD after school hours (after 6.30 pm).

|  | **Default** | **Option A**<br>Modify DMA settings | **Option B**<br>Disable DMA settings |
|---|---|---|---|
| **Filtering of Web Content** | MOE / School sets the level of filtering | Parent can apply additional filters | No content filtering |
| **Control of Applications** | Parent cannot install additional applications | Parent can install additional applications* | Parent can install additional applications* |
| **Limits to Screen Time** | School sets limits for screen time (till 10 pm) | Parent can modify limits for screen time | No limits to screen time |
| **Monitoring of Cyber Activities** | Parent can monitor child's browser history | Parent can monitor child's browser history | No data is collected and parent cannot monitor child's use of PLD via DMA |

*Applications installed by parents or guardians and/or students after school hours will be disabled during school hours (7 am to 6.30 pm).*

Opting for the Default DMA setting for after-school use is the best option for parents who prefer not to or do not feel ready to manage their child's device use on their own.

Parents can request to change their DMA option by completing an online form at https://go.gov.sg/ytss-pld-option. The school will process and update the changes on the last Wednesday of every month.

## 6. Technical Support

The school ICT Team can provide first-level technical support for hardware or software issues with the PLD.

| | |
|---|---|
| **Online Form Support** | Please request support at: https://for.edu.sg/kmoev3 |
| **WhatsApp Support** | Please request support via WhatsApp chat: **9235 8409** |
| **In-Personal Support** | Please ring the doorbell outside the third level of the **Staff Room** |
| **Operating Hours** | Mon – Fri: 0700 – 1600<br>Closed on Sat, Sun & Public Holidays* |

*For urgent support during school holidays, please contact the General Office: **6758 7219**.*

## 7. Frequently Asked Questions

**How will the school ensure Internet safety?**
While specific undesirable sites are blocked for Internet usage in school, Internet safety is a collaborative effort between students, teachers and parents. Teachers can monitor student activity during class time but usage in between lessons and after school would require onsite monitoring to ensure that students are mainly focused on learning while using their PLD.

**Is the charging of PLD allowed in school?**
Students are expected to come to school with a fully-charged PLD. If the PLD battery is depleted during the day, there is a charging station in school for students to charge their PLD. Please refer to 2.1 Bring Fully Charged PLD To School Every Day for more information.

**Does my child need to buy a Chromebook/iPad as part of the school programme?**
Yishun Town Secondary School is on the Personalised Digital Learning Programme, where all secondary school students will own a PLD. The PLD will provide an immersive environment for students to develop the dispositions, knowledge and skills to thrive in the digital environment. Students may purchase a PLD through the school using their Edusave account.

**We just bought a new laptop/iPad. Do we would need to buy another device?**
The device which the students would be using in school would only be for learning and would be under the school device management system to better manage students' usage of the device in school and at home. Edusave account may be utilised to purchase the device.

Students and parents who would like to use their existing device instead of purchasing the school's prescribed PLD will need to ensure that their device meets the following requirements before completing the form: https://go.gov.sg/pdlp-owndevice

| Cohort | Secondary One | Secondary Two to Five |
|---|---|---|
| **Device** | iPad | Chromebook |
| **Operating System** | iPadOS | ChromeOS |
| **RAM** | 3GB or higher | 4GB or higher |
| **Capacity** | 64GB or higher | 64GB or higher |
| **Input** | Physical keyboard<br>Inking function<br>Touchscreen | Physical keyboard<br>Inking function<br>Touchscreen |
| **Device Age** | Within four years from the manufacturing date | Within four years from the manufacturing date |
| **Battery** | Hold charge for at least four hours | Hold charge for at least four hours |

**My child just entered Secondary Two. Can my child use iPad instead of Chromebook?**
The PLD operating system will need to follow the cohort's PLD so that students will be able to follow the lessons seamlessly during in-class lessons together with the class. It is also for teachers to manage one type of device in case students have issues in class.