

Protocols and charges for iPad and accessory damage and loss

To ensure availability of iPads to students is maximised and a fair process is maintained for dealing with loss and damage, however caused, the following protocols will be followed at all times:

If, in the first instance, it appears that the damage is genuinely accidental, Penryn College will repair or replace the iPad or accessories free of charge. Any further damages, malicious damage or loss/theft will lead to a parental charge being raised prior to the student being issued with a repaired or replacement iPad or accessories.

Procedure for payment for damage to, or loss or theft of, an iPad

- The situation and circumstances are first assessed by IT, Operations Lead and the relevant SLT member and where appropriate other members of staff such as HOH.
- If a request for funding is necessary a member of the IT support team will call the parent / carer outlining the situation and processes, referring to the signed AUP and will be followed up with a letter to clarify the conversation with possible methods of settlement and agreed timeframes (maximum of 1 Calendar month). This will also confirm the person to contact for any queries.
- If payment is not made after the agreed period a follow-up phone call from the IT Support Line Manager will be made, reinforcing the need to settle payment as a matter of urgency, discussing options and next steps. This will be followed up with a letter to clarify the conversation and also the details of the person to contact.
- Failure to resolve at this point will result in a phone call from a member of the Senior Leadership Team to explain what will happen next - which could be a 3rd letter being sent declaring the school will follow all legal recourse to pursue a financial settlement. The contact details for a member of the Senior Leadership Team will be included.

Other protocols

Loss of or damage to accessories will be considered on a case-by-case basis and assessed by a member of the IT Support team. Where necessary a call will be made to the parent by a member of the Support team to discuss methods of resolution.

Continual breakages – it may be necessary in the event of repeated breakages to supply a more robust but less aesthetic case or the use of an old iPad with less functionality may be recommended. This will not be taken home. As a last resort access to an iPad may be removed altogether and a refurbished laptop provided for use in lessons only.

Current charges for iPads and parts / accessories (all at cost)

Full iPad	£267.80		
Digitiser	£16	Accessories:	
LCD	£60	Case	£15
		Lead	£13
Other parts:		Plug	£13
Camera	£10	Case stand	£4
Microphone	Not available yet		

