



MINISTRY FOR EDUCATION
DIRECTORATE FOR DIGITAL LITERACY AND TRANSVERSAL SKILLS



one
tablet / child

Standard Operating Procedure in relation to the One Tablet per Child Project

Use of Tablets in Primary State & Non-State Schools Scholastic Year 2021/2022



Operational Programme II - European Structural and Investment Funds 2014-2020
"Investing in human capital to create more opportunities and promote the well-being of society"
Project part-financed by the European Social Fund
Co-financing rate: 80% European Union; 20% National Funds



Background and Purpose of the Standard Operating Procedures

The 'One Tablet Per Child' (OTPC) project has been established to ensure that all children, whoever they are, wherever they come from, are given a fair and equal opportunity to be closer to technology.

Starting from 2016, tablets and related software were procured through EU funding in State and non-State primary school as tools to support the teaching and learning process. These resources were funded through the European Social Fund (ESF 03.059) and National Funds.

The aim of this Standard Operating Procedure (SOP) document is to inform all schools regard the operating procedures concerning tablets which educators and students received through the schools by the Ministry of Education.

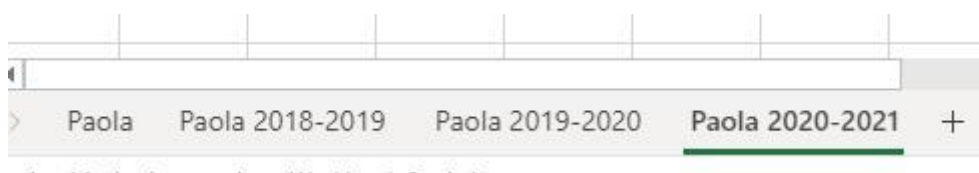
The SOP establishes regulations to be followed and carried out in respect of the OTPC project:

- A. Inventory - Identification of all tablets and their owner
- B. Tablet delivery and collection
- C. FAQ Breakages, Theft and Lost Tablets
- D. Tablet Care
- E. Use of Tablets in Classroom and Elsewhere
- F. Technology in the Classroom
- G. Collection of Devices at the End of Year 6
- H. Retention of Documents

Section A: Inventory - Identification of all tablets and their owner

The School Online Inventory for Tablets

1. All OTPC tablets in schools are to be recorded on the school online inventory (for State schools this should be as per [MF Circular No. 14.99 'Government Accrual Accounting: Revised Inventory Control Regulations'](#).)
The Head of School or the Education officer (EO) or CEO in charge of a centre or unit is responsible for the upkeep of the inventory.
2. Link to the school's online inventory can be sent upon an email request to digital-literacy@ilearn.edu.mt
3. At the beginning of every new scholastic year, the OTPC SLT contact person in charge of the online inventory is to open a new tab and record the year 4, 5 and 6 tablets accordingly.



4. In the case of students, the inventory should list the tablet asset number, name and surname of the owner and the year group.

School	College	Name & Surname	Asset Number	Year	AUP	Comments
Qrendi	St Benedict	Marvic Sciberras	123456	5.4	Yes	

5. In the case of educators, the name of the educator should start with Ms or Mr to indicate an adult and the educator's name should include whether the educator is the class teacher (teacher) or LSE.

School	College	Name & Surname	Asset Number	Year	AUP	Comments
Qrendi	St Benedict	Ms Marvic Sciberras (TEACHER/LSE)	123456	5.4	Yes	

6. Inventory lists should be updated regularly. **It is paramount that every movement is registered immediately on the online One Drive link provided by MFED.** Documents of movements such as tickets from the contractor, must be kept for verification and inventory purposes. The updated versions of the inventory should be made on the shared One Drive documents monitored by IMU that each school receives from MFED.
7. The school's online inventory should also be reflected on the AUP and any changes should be registered on both the online inventory and on the AUP document.
8. Educators that are no longer associated with the year 4, 5 and 6 or those who are moving to another school need to return the tablet to the Head of School. The Tablet Return Form (Form A) is to be filled in and a scanned copy sent to ict.support@ilearn.edu.mt. This also applies to educators on long unpaid leave and educators on maternity.
9. If a student leaves the country, the same above-mentioned procedure applies. The Head of School should collect the device and send a scanned copy of the Tablet Return Form (Form A) to: ict.support@ilearn.edu.mt
10. When a student moves to another school, the tablet and AUP move with the student. The AUP should be given to the Head of School of the new school. The tablet will be then enrolled in the new school (ClassConnect).
11. The ICT Support section will organise the collection of the devices against the Tablet Return Form (Form A) provided.

Tablet Identification

12. Heads of School are to ensure that no tablet asset numbers are missing from the online inventory list. Audits by authorized officials may be carried out at any time.
13. Upon delivery, all tablets are labelled with an asset number provided by the supplier.
14. All EU funded tablets have an EU label (sticker) visible at the back of each tablet, clearly showing that the item was funded by the EU. The sticker also includes the tablet asset number and the contact number to be used to report tablet faults.
15. Parents/guardians of students are responsible for the device until it is returned to the school at the end of year 6 as specified in the AUP.

Section B: Tablet Delivery and Collection

1. Issuing of tablets to Year 4 students

In the beginning of the scholastic year, DDLTS will issue communication indicating dates of when tablets will be distributed to the school. A representative from the selected supplier will be calling the SLT OTPC contact person to confirm the delivery date.

2. As per General Data Protection Regulation (GDPR), MFED would need data protection clearance from the parents/guardians with regard to the information being provided. For this reason, MFED will provide an updated Acceptable Use Policy (AUP) to be signed by parents together with the GDPR document for parents to keep. This will signify the acceptance of the tablet and its use.

- **A student starting year 4, 5 or 6 mid-scholastic year**
 - i. The Head of School, on behalf of the parent/guardian is to submit a formal request by using the Tablet Request Form (Form C) to ict.support@ilearn.edu.mt requesting an additional device. The form is to be filled in, then scanned and emailed to ICT Support. Once the form is submitted, ICT Support will contact the school via email.
 - ii. ICT Support will forward the details to the supplier.
 - iii. The supplier will get in touch with the parent to instruct about collection of the device.
 - iv. Before the device is collected, an AUP and GDPR Form are to be given to the parents for signature. The last page of the AUP is to be retained by the school.
 - v. The inventory number of this new device is to be added on the school's online inventory.

- **New educator in year 4, 5 or 6**
 - i. The Head of School is to submit a formal request by using the Tablet Request Form (Form C) and sending it to ict.support@ilearn.edu.mt requesting an additional device.
 - ii. The form must be signed and stamped by the Head of School. It must not be sent by post.
 - iii. Once the form is submitted, an MFED representative will get in touch with the applicant via email and inform him/her from where to collect the new device from. The educator is to present to the head of school the original last page of the AUP for filing and retention by the school.
 - iv. The educator should apply for the educator's OTPC training on <https://bit.ly/OTPCTabletTraining>.
 - v. All applications for training during school hours are to be endorsed by the Head of School. Upon application, the educator will be contacted by DDLTS staff.
 - vi. NQTs who have received the OTPC tablet training at University or teachers who have already received training do not need to apply for training.

- 3. Can another person pick up the tablet on the teacher's behalf?**

The person who filled in the Tablet Request Form (Form C) should collect the device. If another person is collecting the device on behalf of the user, the ID card of the user must be provided to collect the device from Avantis.

- 4. Extra tablet stock in schools**

The extra stock is only used in case of damages to make sure that there is a smooth workflow in class with as little disruption to class management.

A request for spare devices and peripherals could be done through: ict.support@ilearn.edu.mt

Section C: FAQ Breakages, Theft and Lost Tablets

1. Are the tablets insured?

The tablets come with a 3-year extended warrant above which the government will act as an insurer in the eventuality of breakage which is not covered by warranty. An effort should be done so that breakages are kept at a minimum.

2. What should I do in the eventuality that a tablet gets broken / damaged?

All issues related to problem with tablets (operational, software or hardware) need to be reported to MITA by calling on 20935000. This should be done by the parent/guardian/educator. The contact details of the parent/guardian/educator need to be given together with the tablet asset number and the school details. Once the MITA report reaches AVANTIS, AVANTIS will contact the parent/guardian/educator to assist with the problem. In case the tablet needs to be replaced, AVANTIS will request that the tablet is replaced at their office in Msida and send information to the parent/guardian/educator with regards to the location of their office and opening hours.

Replacement of tablets from school:

If there is a stock of spare tablets at the school, and the school is willing to perform the replacement, this can be done after the parent/guardian/educator calls MITA and submits a report. Once this report is submitted the replacement can be affected. Once done, the school would need to e-mail AVANTIS on otpcsupport@avantiseducation.com or call 2778 1775 and supply AVANTIS with the asset number of the faulty tablet, the asset number of the replacement tablet and the MITA report number. AVANTIS from their end will take care of remotely setting up the replacement tablet. The school should inform Avantis to make sure that the faulty tablet asset number is removed from ClassConnect.

As to problems with accessories, the parent/guardian/educator can call AVANTIS directly on 2778 1775 (weekdays from 9.00 am till 4.00 pm) as to check on the availability of replacements.

3. What happens if the tablet gets damaged during the summer recess or other festivities?

The parents/guardians and educators should log the call with MITA call centre on 20935000. They will be instructed accordingly in order for the asset to be replaced. A copy of the transfer note will be scanned and sent to the school so that they can update their online inventory and AUP form.

4. What happens if a tablet gets stolen / lost?

The parent or educator is to log a call with MITA call centre on 20935000. A police report will need to be raised and submitted to IMU via ict.support@ilearn.edu.mt. In turn, the supplier will notify the parent/guardian or educator with regard to the collection of replacement tablet. Once a replacement is provided, the student/educator needs to inform the school to update the online inventory records and the AUP form.

5. Will a log be kept on who breaks what and how many times?

A detailed log is to be kept in the school online inventory and on the respective AUPs. The inventory should reflect all movement of assets vis a vis the student and both AUP and online inventory should be updated with every change. Any other documentation provided by the contractor in relation to a particular asset is to be retained with the AUP for inventory purposes.

6. What happens if the same child / teacher/LSE constantly damages the tablet out of sheer neglect?

As per contract obligations, the supplier is to provide a replacement tablet. In extreme cases from individual students, the school SLT can decide to temporary withhold the distribution of the tablet to the student.

In such an eventuality of blatant abuse, the case will be referred to an arbitration board set up by MFED which is empowered to take disciplinary action.

7. Can I keep the SD card once I leave the one tablet per child program?

The SD card needs to be returned with the tablet. The parent/guardian or educator can remove the data from the SD card before returning the device.

When the student is given a replacement tablet, the SD card from the original tablet should be swapped with the one in the replacement tablet.

8. What happens to the data on the returned tablets / SD cards?

The tablet including any data on the SD card will be wiped within 24 hours of returning.

9. Who do I call in case of a WiFi connectivity issue?

For instructions on how to connect a tablet to the home Wifi, follow instructions available at <https://www.digital.edu.mt/wifi>. If the problem is with a number of tablets connected to the Government provided Wi-Fi, please call MITA Call Centre on 20935000 and keep track of the ticket number provided.

10. Is there a particular time when I can call MITA for assistance?

No, MITA call centre will answer your calls 24/7. Nevertheless, if the problem cannot be solved remotely, then the issue will have to be escalated to a second-line support which will contact the school the following working day.

11. What happens if a student leaves school to attend another school in Malta?

1. The school from which the student is leaving keeps a copy of the AUP and writes a note that the tablet has been moved to another school (include the name of the school).
2. The student takes the tablet and the AUP form with him/her.
3. The movement of tablet is to be recorded on the online inventory of both schools.
4. The new school files the AUP and informs the supplier about the move so the student will be enrolled in the school's organisation (ClassConnect).

12. What happens if a student is leaving the island?

The tablet should be returned to the school administration, which in turn has to fill in the Tablet Return Form (Form A) and submit it to ict.support@ilearn.edu.mt. The school can use this device as spare and should note on the inventory that the child returned device as he/she is leaving Malta.

13. What happens if the child leaves the island without handing over the tablet?

In the eventuality of a child leaving the island without formally informing the school, the school administration should still submit the Tablet Return Form (Form A) and submit it to ict.support@ilearn.edu.mt and notify that the child left the island with the tablet. From our end, we will block the tablet remotely and inform the parent to return the device. Should this fail, legal proceedings against the parents will be initiated.

14. Will the tablet have to be returned if a teacher stops teaching year 4/5/6, or applies for maternity leave?

Yes, the tablet should be returned to the school administration, which in turn must fill in the Tablet Return Form (Form A) and submit it to ict.support@ilearn.edu.mt. The device could be used as spare, and return/replacement should be recorded in the inventory accordingly.

15. What happens if the student / teacher loses or breaks any accessory? Will this also be covered by government?

Peripherals can be provided without the need to log a call with MITA. The SLT can ask for accessories by sending a request to ict.support@ilearn.edu.mt. The school should keep an audit log to ascertain that no abuse and/or neglect is at play. Parents/Guardians could ask the SLT for the provision of peripheral replacements or send an email to the above address.

Section D: Tablet Care

It is important that teachers promote tablet care amongst their students. This encourages ownership of the device and will result in less damages or breakages. All new devices will come with a film screen protector that is to be cleaned with the microfibre cloth provided with the tablet. The stylus pen is part of the tablet peripherals and can be stored in the students' tablet carry case. **NO** sharp points are to be used on the screen and no heavy objects should be placed on the device. The headphones and their case can be left at home if not being used during activities with the tablet. The tablet charger should be left at home. The teachers are encouraged to remind their students to charge their tablet overnight in preparation for the following day's activities. The instruction manuals issued with the tablet are also found online on www.digital.edu.mt.

Section E: Use of Tablets in Classroom and Elsewhere

1. Schools should follow the principle that technology should be accessible anytime, anywhere for teaching and learning. As part of their teaching activities, teachers are encouraged to use the tablet on a daily basis to better engage students in their learning journey. ***Teaching grades in Years 4, 5 and 6 who are in charge of a class with tablets are encouraged to make use of devices and related software to cover at least two lessons a week with the tablet for each of the following subject areas: English, Maltese, Maths, Digital Literacy; and use of the tablet in other subject areas of the Primary Curriculum.*** Tablets should be taken to school every day.
2. If the school intends to buy a particular software to be used on the tablets, the school is to inform the Digital Literacy EO by sending an email on digital-literacy@ilearn.edu.mt. If the app is approved, software will be made available on ClassConnect for the perusal of all teachers. This should be done in consultation with the subject's Education Officer and IMU regulations. Educators are also encouraged to add their own content to the tablet.
3. At the beginning of the scholastic year, the classroom teacher should delete the Place (of the previous scholastic year) and then create a new Place on ClassConnect for her class. Students will then scan the QR code assigned to the class to be able to join the teacher's class. The teacher should make sure that all tablets shown on ClassConnect indicates the name of the students and that any *funny names* are renamed accordingly. This procedure is necessary so that the teacher can identify the individual student's tablet on ClassConnect.
4. Whenever a new student joins a class or a student is given a replacement tablet, the class QR code must be scanned and *funny name* changed so that the tablet is added to the teacher's class on ClassConnect.
5. The tablets are taken home every day and charged at home. Parents/guardians and their children should follow the AUP that is addressed to them.
6. Teachers must use the tablet as agreed by the Government and the MUT on the 19th December 2016. A section of the agreement is highlighted and reproduced hereunder for ease of use. The agreement may be read in its entirety on request from a copy which was sent to all schools.

"xviii. Teaching grades in Years 4, 5 and 6 who are in charge of a class with tablets are encouraged to make use of devices and related software and services ... at least two lessons a week with the tablet for each of the following subject areas: English, Maltese, Maths, Digital Literacy; and use of the tablet in other subject areas of the Primary Curriculum."

7. Teachers should encourage their students to make the best use of the tablet for a better learning experience. If needed, for further support or training, educators or schools can contact College Digital Literacy Heads of Department and support teachers or make a request via digital-literacy@ilearn.edu.mt

Section F: Technology in the classroom

1. In conjunction with the tablet use, teachers are being encouraged to continue to use the digital tools that can be found in schools, such as the interactive whiteboards or flat panels, floor robots, Lego WeDo, Lego Story starters and other technologies so that we provide an engaging environment for our school children who are entitled to a good solid foundation in digital literacy. Each educator must however understand that these are only tools to achieve the learning outcomes set for each child and not to be used for their own sake.
2. Each teacher and LSE must feel the responsibility to offer good and positive models in a digital world. All educators must understand that "digital natives" are not born but made and thus it is an educator's responsibility to offer the best digital environment possible.

Section G: Collection of Devices at the End of Year 6

1. At the end of year 6, all year 6 tablet devices need to be collected. Collection is to be done before the end of the scholastic year, together with the collection of books.
2. The returned devices need to be recorded on the school's online inventory and AUPs.
3. Packing boxes will be delivered to schools so that the devices are packed in them. A circular will be sent to schools with related details so that all parties involved in the collection of devices are informed accordingly.
4. Returned Tablets form (Form A) and faulty tablets are also to be returned to MFED with this collection.
5. The boxes should be labelled as:
 - a. Paola Year 6.1 (7 tablets)
 - b. Paola Faulty (6 tablets)
 - c. Paola the Tablet Return Form (Form A) devices (5 tablets) – the endorsed form is to be inserted with each device
6. In the case of tablets that are not returned, the school should contact the parents of the child whose device was not returned by the end of the scholastic year. Upon failure to return the device, the school is to forward a list of the students who did not return the device to digital-literacy@ilearn.edu.mt including:
 - a. Student's name
 - b. Asset number
 - c. Parent's telephone number and email address
7. The school is to inform MFED when all year 6 tablets, the Tablet Return Forms (Form A) and faulty devices have been packed in boxes and are ready for pick up to be returned to MFEDs stores.

Section H: Retention of Documents

1. All documents related to the One Tablet per Child are to be retained for 5 years following the end of project. This means **that all AUPs endorsed by parents and online inventory should be retained until scholastic year 2028-2029**, reason being that the project can still be audited from the EU commission following 5 years of project closure. Ideally a digital copy of these documents is kept for ease of access. AUPs can be scanned on a yearly basis at the end of the year (once all changes have been recorded on the AUP) and filed as a soft copy per year for example:
 - a. Folder name: OTPC
 - b. File 1 name: AUPs
 - i. File name: Scholastic year 2019-2020
 1. Year 4
 - a. 4.1 / 4.2 /4.3 etc.
 2. Year 5
 - a. 5.1 / 5.2 /5.3 etc.

3. Year 6

a. 6.1 / 6.2 / 6.3 etc.

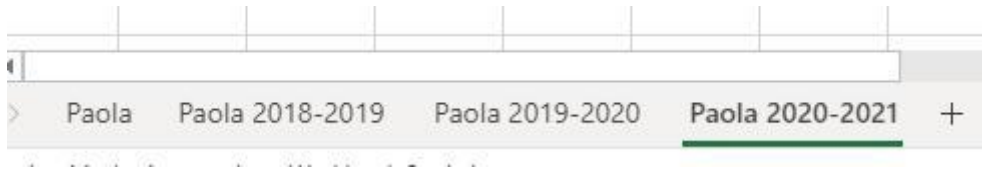
ii. File name: Scholastic year 2020-2021

1. Year 4 (same as above applies)

2. Year 5

3. Year 6

c. Inventory for each scholastic year is to be recorded online, in a new tab as indicated below. The SLT may opt to save a copy of the excel sheet offline at the end of each scholastic year, once all changes have been recorded. This will facilitate a clear audit trail.



If at any time, the persons administering the OTPC project in schools need any assistance or clarifications, please contact us via email digital-literacy@ilearn.edu.mt or call on 2598 1564/5.