



Frequently Asked Questions

(updated August 2020)

Risk	Mitigant
Device care Device Lost/Stolen	<p>Device care is the responsibility of the parent/guardian and student. Any cost for replacing a device that is broken, lost or stolen will need to be covered by the parent/guardian.</p> <p>We can try and get refurbished units at a cheaper rate but this would be at the cost of the parent/guardian.</p>
Devices not brought to Madrassah	<p>This will be the responsibility of the parent. If a student is reported to have not brought it in for 3 weeks. The parent would be called in to discuss repercussions.</p> <p>Like all learning materials the Madressa expects the students to bring with them all learning materials to ensure their continued spiritual learning.</p>
Staff are not available to support devices	<p>Devices will be remotely managed using MDM. We are creating redundancy in support to ensure there are always people available to technically support this programme.</p>
Resources not available on devices	<p>Part of the planning exercise is to map out all the resources that will be made available on the devices. You can always raise a concern through the device if you notice you are missing resources to the IT team who can help you with the missing resources.</p>
Software failure	<p>We are using reputable software to ensure that there is sufficient back up in case there are any challenges with software. Apart from that Madressa will also ensure backups are done periodically. If there is any software failure please report it to the IT team immediately.</p>
Students don't charge their devices before coming in to Madrassah	<p>This will be primarily the students' responsibility and parents/guardian supplementary responsibility. We will operate a three strike rule in case they don't charge them (similar to not bringing them in). We will also ensure charging docks are available in case this happens.</p>
My child is in the last year of Madrassa does he/she need a tablet	<p>Tablets are a replacement for all books going forward. The tablet forms an essential part of the Madressa learning. Your child will need to get the tablet. If you don't want to buy one you can rent it from the Madressa and return at the end of your child's term. Device care responsibilities remain.</p>



<p>I have more than one child in Madressa do I need a tablet for each child</p> <p>Is there any support available for parents who face high cost due to multiple children in Madressa</p>	<p>Yes, as the tablets represent a change in the way Madressa is run each child would need their own tablets to be able to access the content relevant to them.</p> <p>For families that find it difficult to fund tablets whether they have one child or several we recommend you give us your feedback on the form circulated and a member of the Madressa will be in touch to discuss ways we can support you.</p>
<p>I want to support families that can't afford a tablet, how can I support</p>	<p>Firstly, thanks for your interest to support and sponsor a tablet for a child in Madressa, when you come to payment of your child you can add additional number of children you want to sponsor. The additional cost will be reflected on the payment screen.</p>
<p>The Madressa was fundraising for tablets. What happened to that initiative</p>	<p>The Madressa planned to provide the tablets for free to the students through fundraising through the jama'at. Unfortunately, this programme was not successful for various reasons:</p> <ul style="list-style-type: none">• The planned cheaper tablets were not up to spec to support the ambitions of the programme, which meant an increase in amount required to raise• With lockdown the Madressa were unable to bring the programme back through SGM for approval• The Management Committee supported a parent purchase programme <p>The Madressa will support a limited number of families that need support, unfortunately this support cannot be given to all. Some parents have reached out to sponsor tablets for children, please refer to the earlier question on how to do this.</p>
<p>If I wanted to purchase insurance how much would that cost</p>	<p>Insurance would cost £5 per month.</p>
<p>Will this replace the fee for Madressa</p>	<p>The Madressa operates as a charity and all funds collected are put towards bettering the spiritual education of the children. The fees collected are mainly put towards rent, security, training, books, activities for children. As we replace books with tablets those costs will be replaced however other costs remain. We always look for ways to reduce fees and as we get more efficient in managing this through technology the cost benefit of running Madressa digitally will ultimately benefit the parents who pay towards it through the fees.</p>
<p>Can these tablets be used for schoolwork</p> <p>Will the Madressa provide a keyboard for the tablets</p>	<p>To ensure the highest level of safeguarding for the children the Mobile Device Management (MDM) system will be used to lock out non-essential services as mentioned in Section 2. This means the tablet will not be viable for schoolwork.</p>



	Madressa will not provide a keyboard for the tablets at the moment, we will continue to review feedback from students and parents and may make changes in the future.
Will the teachers be able to control students in class with tablets Will the tablets replace face to face learning	With engaging and digital content we hope to change the way children approach their learning. We expect some teething issues but teachers will be trained to handle classes with tablets and controlling content centrally. The tablets are a tool like books and will enhance the teacher's lesson plan, not replace it.
Do we need to return the module books the students have and where should we return them	Yes, these books will be collected back at the beginning of the new Madressa year. Please ensure the children bring them in to be handed in to the teachers on their first day.
Do we have to pay for the new term of Madressa along with tablets	No, the fee paid in Jan 2020 will go towards the Sept 2020 term. Madressa fee will be charged for the term starting Sept 2021.
Will the tablets need SIM card to operate	No, the tablets work on wifi and will not require any SIM cards to operate. At Norbury school, children will have access to wifi to use the device which will be automatically activated through the MDM software.
I'm concerned by child in Year 1 is not capable for caring for the tablets	Madressa will be providing cases for protecting the devices based on class to protect against potential damage. We expect parents to educate children towards the safe use of technology.
Would there be additional electronic data available on our children's performance at Madressa	Yes, with digitisation additional data points on children's performance will be available to the Madressa management. These may be made available as the Madressa finds might benefit parents in improving the children's spiritual education.
Once the child leaves Madressa will the restrictions be lifted from the tablet to be used fully	If you have purchased the tablet from Madressa, when the child leaves Madressa all restrictions will be removed and the tablet will return to full functionality.
Will there be tech support available for parents	Yes
I'm concerned about children screen time	The tablets are locked to Madressa content only i.e. Quran, Tarbiya, Arabic and related content. The children will not be able to use the tablet for any other non-learning purpose. Screen time will also be restricted on the device as mentioned in Section 2.
Under the £8 plan, after three years, can pupils still use the same tablet at Madressa (assuming it still works)	Yes, you can continue to use the tablet under the £8 programme as long as it is functional.



Will it have to be changed to a new tablet at any point because of software or curriculum changes	At this point, Madressa doesn't expect any changes based on curriculum or software. Device choices were made on the basis of the MCE curriculum being designed and tested by the Madressa team. We don't expect there to be significant changes at this point in time.
Do I need to take insurance from Madressa	<p>Taking insurance on the tablets is not mandatory, you can either include it under your existing insurance policies or Madressa can help you get insurance at £5 per tablet per month.</p> <p>Because the device is comparatively low value item insurers are reluctant to cover it at a lower cost.</p>
Why are the tablets £220 when the retail at a lower cost	Madressa has already secured a bulk discount on the tablets lower than retail price. The higher purchase price for parents reflects the cost of the device offered to Madressa and software including MDM.
Why are Madressa not allowing use of home tablets	The content needs to be delivered to students in a safe learning environment without distractions. Tablets provided from Madressa are locked down for Madressa related activity with Madressa content only which means children will not be able to play games or use the camera etc. Locking down personal devices of households was not feasible as when they get to class this might be a source of distraction from the learning as is intended for this programme. The Madressa will allow the use of own tablets if they are of the correct specification and parents will have to pay towards the software only.
What tablets are allowed if I bring my own?	Only Samsung Tab A 10.1inch 2019 and above versions are acceptable.
I have a Samsung Tab A 10.1inch 2019 and above and I don't mind having it locked down by Madressa MDM. What should I do next?	<ol style="list-style-type: none">1. You will need to firstly pay towards the software that will be loaded on to the tablet this is £50 one off charge.2. You will need to provide the IMEI number of the device usually available in the general settings of the device and the child's name this is assigned to.3. Madressa will load the necessary software onto the device remotely and you will be able to use the device for Madressa once the data is refreshed.
<p>Can the teachers use their own laptops or tablets?</p> <p>Are there any minimum technology requirements.</p>	<p>Yes, teachers are not restricted to use their own tablets or computers as they are not subject to safeguarding considerations (like students) and requirements for restricted use of technology under protected setting.</p> <p>The devices need to be camera ready for online use, able to use internet along with a browser. You should be able to use</p>
I'm a teacher, what should I do to get my personal device ready for use at Madressa	Please talk with the IT staff who should be able to assist you in setting up your device.



What time frame do teachers need to give the tech team to load the tablet	All the books and curriculum will be pre-loaded on student tablets, teachers can add lesson specific resources directly into their classes in Class365 and manage their virtual classroom. Training will be provided on using these. In some instances, it might be more effective to go through the IT team to push resources to multiple classes or sections, please provide these resources to the IT team 48hours before they are required for use. If you have further queries, please reach out to the IT team.
Can teachers stay at home and teach	Teachers will be able to use the remote technology features to join classes remotely to teach. However, you will need to coordinate this with your section heads as classes that have students coming in physically still need to be supervised.
Can children access the internet in the school/classroom for accessing resources or activities	Students will be able to access the internet using their tablets, however, with restrictions on the tablets only whitelisted sites are accessible from their devices. If you want to add a site to the whitelist, please get in touch with the IT Team for approval and update.
Can teaching resources be placed on the tablets and students be able to do activities with them.	Students will be able to access all resources placed in their virtual classroom and tablets. This can either be done by the teachers or centrally by the IT team. Students will be able to edit these documents on their tablets.
I'm a teacher and if we are running a biweekly rota I might not be able to come in to teach, can this be accommodated	Yes, there are various options of either accommodating your child to come in with you every week or to teach remotely. Please discuss this with your section heads to understand how this will be possible.