



GOVERNMENT OF MALTA  
MINISTRY FOR EDUCATION, SPORT, YOUTH  
RESEARCH AND INNOVATION



# 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 2022/2023 – Version 2



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  
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### 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 and Employment.

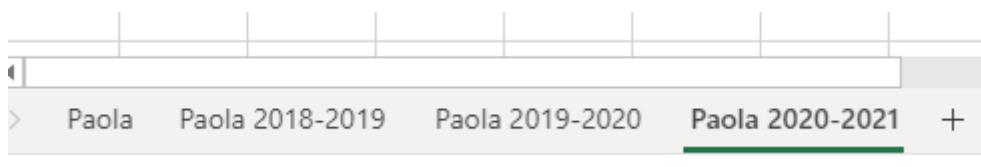
The SOP establishes regulations to be followed and carried out in respect of the OTPC project:

- A. Inventory - Identification of all tablets and their owner
- B. Tablet delivery and collection
- C. FAQ Breakages, Theft and Loss of Device
- 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](mailto:digital-literacy@ilearn.edu.mt)
3. At the beginning of every new scholastic year, the person in charge of the online inventory is to open anew tab and record the year 4,5 and 6 accordingly.



4. In the case of students, the inventory should list the asset, 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. A copy of the inventory list is to be kept by the Heads of Schools. Inventory lists should be checked at least twice every scholastic year. It is paramount that every movement is registered immediately on the inventory list on One Drive link provided by MEYR. 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 MEYR.
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 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](mailto:ict.support@ilearn.edu.mt). These educators include educators on long unpaid leave and educators on maternity.
9. If a student departs the school for migrating reasons, 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) is to be sent to the ICT Support section.
10. The ICT Support section will organize the collection of the devices against the Tablet Return Form (Form A) provided.

#### Tablet Identification

11. Heads of School are to ensure that no assets are missing from the inventory list. Audits by authorized officials may be carried out at any time.
12. All tablets are labelled with an asset number provided by the supplier when they were originally delivered.
13. All EU funded tablets are to have an EU label (sticker) duly visible at the back of each tablet, clearly showing that the item was funded by the EU. The sticker also includes the asset number and the contact number in case of faults that need to be reported.
14. Parents/guardians of students are responsible for the device until it is returned to school at the end of year 6. The SMT must inform the parents/guardians of this in writing. Any other documentation should be filed with the students’ 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 in which tablets will be issued to year 4 students. A representative from the selected supplier will be calling the school to confirm the delivery date.

2. As per General Data Protection Regulation (GDPR), MEYR would need data protection clearance from the parents/guardians regarding the information being provided. For this reason, MEYR will be providing you with an updated acceptable use policy (AUP) and GDPR form to be signed. This will signify the acceptance of the tablet and its use, which needs to be filled in by the parent or guardian of the students participating in the project and the educators.

- **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](mailto:ict.support@ilearn.edu.mt) requesting an additional device. The form is to be scanned and emailed to ICT Support. Once the form is submitted, the 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. Once the device is collected and brought to school, 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 listed on the schools' 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) to [ict.support@ilearn.edu.mt](mailto:ict.support@ilearn.edu.mt) requesting an additional device.
- ii. The application form for a tablet must be filled in by the applicant who will print a copy and fill in his/her details.
- iii. The form must be signed and stamped by the Head of School. Once filled in, it is to be scanned and sent at the email address above. It must not be sent by post.
  - I. either a certificate that OTPC training has already been undertaken (in case of NQT teachers trained at university or teachers who had been trained, left the OTPC year groups and returned to the project)

Once the form is submitted, a MEYR 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.

or

- II. the educator should register for educator's training via <http://www.bit.ly/otpctraining>. All applications for training are to be endorsed by the head of school. Upon application, the educator will be contacted by the supplier for tablet collection.

### 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 [otpc.support@avantiseducation.com](mailto:otpc.support@avantiseducation.com)

## Section C: FAQ, Breakages, Theft and Loss of 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. In case of frequent breakages, ie: a student breaks the tablet more than 2 times, the SLT should not provide an immediate replacement. (see point 6)

### 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 2093 5000. This can be done by the school representative, parent/guardian/educator. The contact details of the parent/guardian/educator need to be given together with the asset number of the tablet. 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 school representative, 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](mailto: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.

As to problems with accessories, the parent/guardian/educator can call AVANTIS directly on 27781775 (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 Service Call Centre on 2093 5000. They will be instructed accordingly 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 internal records.

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

The parent or educator is to log a call with Service Call Centre on 2093 5000. A police report will need to be raised and submitted to IMU via [ict.support@ilearn.edu.mt](mailto:ict.support@ilearn.edu.mt). In turn, the supplier will notify the parent/guardian or educator with regard to the collection of tablet replacement. Once a replacement is provided, the student/ educator needs to inform the school to update the inventory records.

### 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 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 MEYR 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.

The memory cards need to be swapped when the tablet is used as spare and the tablet is replaced at school.

#### **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 Wi-Fi connectivity issue?**

For instructions on how to connect a tablet to Wi-Fi, follow instructions available at <https://www.digital.edu.mt/wifi> . If the problem is with several tablets connected to the Government provided Wi-Fi, please call Service 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, Service 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?**

The student who moves from one school to another is to take the tablet with him/her. The movement of tablet is to be recorded in the inventory of both schools. The school that will be receiving the new student is to inform the supplier about the move so the student will be enrolled with the new receiving school. A new AUP form is to be sent to the parent/guardian to fill in and return to school. The AUP needs to be updated accordingly.

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

- The tablet should be returned to the school administration, which in turn must fill in form A and submit it to [ict.support@ilearn.edu.mt](mailto:ict.support@ilearn.edu.mt)
- Once the form is sent by the school, ICT Support opens a ticket with **Service Call Centre on 20935000** and this is assigned to the supplier. Once it reaches the supplier stores, they take note of the return and keep a copy of the form, usually in PDF format.
- Supplier will schedule a pickup from the school
- These tablets are collected by the supplier when periodically visiting the school or at the end of the year when the Y6 tablets are returned. Once the tablet is collected by the supplier, Class Connect will be updated accordingly.

- Once asset is picked up and the transfer form signed the school should update the inventory list by adding a note such as:  
 “Tablet returned to stores as student moved abroad/emigrated.”  
 These forms are issued by IMU, and copies are to be kept at school and IMU.

### **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 attempt to contact the parents. In any case the school should still submit form A to [ict.support@ilearn.edu.mt](mailto:ict.support@ilearn.edu.mt) and notify that the child left the island with the tablet. The tablet will be blocked remotely and inform the parent to return the tablet, 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 fills in form A and submit it to [ict.support@ilearn.edu.mt](mailto:ict.support@ilearn.edu.mt). The supplier will schedule a pickup from the school. Once the asset is picked up and the transfer form signed, the school should update the inventory list (write a note that the tablet is returned to stores as teacher is no longer in Year 4,5,6). The spare tablets are collected periodically by Avantis and kept at IMU stores.

### **15. What happens if a teacher moves to a different school but still teaches Years 4, 5,6 in State or Non-State schools?**

If a teacher moves to a different school within the years 4/5/6 there is no need to return the tablet to the SLT at the current school that he/she will be leaving. The teacher can move the tablet to the other school where upon request the supplier will give access for Class Connect under the new organization at the recipient school. This applies to all State and Non-State Schools if they fall under the OTPC project. Both schools (old and new) should update the inventory list accordingly.

In the case of all Form A applications, Class Connect is only updated once the supplier has delivered / collected the tablet.

## **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’ pencil cases; NO sharp points are to be used on the screen. 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 is also found online on [www.digital.edu.mt](http://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. As such, 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](mailto:digital-literacy@ilearn.edu.mt). If the app is approved, software will be made available on class connect for the perusal of all teachers. This should be done in consultation with the subject's Education Officer and IMU regulations. Schools are also encouraged to add their own content to the tablet.
3. Upon receiving a new tablet or at the change of year, the classroom teacher is to change the *code name* allocated to the device to the student's name by scanning the QR code assigned to the class. This procedure is necessary so that the teacher can identify the student's tablet on class connect.
4. All users must log in using their school username and password.
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 19<sup>th</sup> December 2016. A section of the agreement is highlighted and reproduced here under for ease of use. The agreement may be read in its entirety on request from a copy which was sent to your school.

*"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, the digital literacy support staff can be made available for further support or training by making a request via [digital-literacy@ilearn.edu.mt](mailto:digital-literacy@ilearn.edu.mt)
8. Teachers are encouraged to remind their students to charge their tablets at home in preparation for activities taking place in or outside the school premises.

## Section F: Technology in the classroom

1. In conjunction with the tablet use, teachers are being encouraged to continue to use as much as possible 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.
2. Technology use includes but is not limited to: reusable learning object, all software found on the web, YouTube or other Digital videos for explanations and demonstration, interactive whiteboard or flat panels, the computers at the back of the class, tablets, floor robots, all-in-one teacher's computer, WeDo and Lego Story Starters, digital/video cameras, VR sets and microphones. 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.
3. 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.

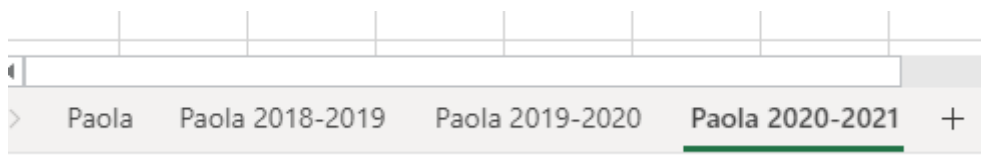
## Section G: Collection of Devices at the End of Year 6

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 schools' 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 MEYR 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. The school should contact the parents whose child 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](mailto:digital-literacy@ilearn.edu.mt), including
  - a. Students name
  - b. Asset number
  - c. Parents telephone number and email address
7. The school is to inform MEYR when the collection of all year 6 tablets, the Tablet Return Form (Form A) tablets and faulty devices have been packed in boxes and ready for pick up to be returned to MEYRs 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, GDRP forms endorsed by parents and 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. As such it is necessary to have these documents stored. Ideally a digital copy of these documents is kept for ease of access. AUPs and GDPR forms 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. File name 2: GDPR (same as above applies)
- 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.
- d. Inventory for each scholastic year is to be recorded online, in a new tab as indicated below. The SLT should wish 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](mailto:digital-literacy@ilearn.edu.mt) or [otpc.mede@gov.mt](mailto:otpc.mede@gov.mt) or call on 2598 2349 / 2598 1564.