



ALDENHAM
— FOUNDATION —

ALDENHAM SCHOOL

Microsoft Surface Device Policy

**Revised June 2025
by Head of Technology (JC)**

Introduction

Aldenhams Senior School is committed to using educational technology to improve further the learning experiences and achievements of all our pupils. Digital technology provides us with opportunities to inspire and motivate our young people to achieve their full potential and engage them fully in their learning. We believe that the use of digital technology will enhance everyday learning and teaching and in particular will:

- Raise educational attainment.
- Create a pupil-centred curriculum which will provide engaging pupil-centred lessons.
- Enable pupils access to the most up to date educational resources.
- Raise levels of engagement, motivation, and interaction.
- Widen the methods of instruction available.
- Promote remote learning.
- Improve self-management.

To enable this, we are supplying Microsoft Surface devices in line with the established learning and teaching policy within Aldenhams Senior School. We encourage the use of the Microsoft (MS) Surface at school and at home to promote independent learning.

This policy applies to all pupil users of MS Surface devices, be it hardware or software, wherever they are located – within the school or away from campus. It is intended to compliment the school's [Online Safety Policy](#) and [Behaviour Policy](#).

Due to the changeable nature of information and communications technology, this policy will undergo periodic review and as such the school reserves the right to amend any sections or wording at any time. The following details define the proper use of the device in School and out of School hours.

Pupils are expected to take reasonable measures to secure access to the MS Surface by using a password. Students are prohibited from removing the required password access from the device or sharing this password with anyone else except their parents or as requested by a designated DSL member of staff. Pupils must not attempt to access other pupils' MS Surfaces by 'guessing' or trial and error password attempts.

Each MS Surface requires its own Microsoft ID. This Microsoft ID should be used only on the school MS Surface. Microsoft ID information should be kept secure to the pupil, and it is the responsibility of the pupil to recover any lost or forgotten passwords via the password reset functionality.

Photographs and images (still and moving)

Photographs/Images stored on the MS Surface must be in accordance with the Acceptable Use of ICT and Mobile Phones Policy for Pupils. The school reserves the right to randomly check any MS Surface for unsuitable content. No images or video material taken in school may be uploaded from any device to social networking sites unless requested by a teacher as part of schoolwork.

Recording, photographing, or filming of any staff member of the school is prohibited unless specifically permitted by a staff member of the school.

Sound, music, games, or apps

Sound must be muted at all times unless permission is obtained from the teacher for instructional purposes. Pupils are encouraged to bring set of headphones with them to School.

Gaming on MS Surfaces whilst in school is strictly prohibited at all times.

Only apps provided by the school may be installed on the MS Surface, and School installed apps must not be deleted by pupils.

School Internet access

Pupils may only access the internet through "school-provided" access.

Pupils must not access the internet via their own mobile connection using 3G/4G/5G functionality (or otherwise/ personal hot spotting) on MS Surfaces.

Home internet access/MS Surface use

Students are allowed to use their MS Surfaces at home for schoolwork and set up wireless networks on their MS Surfaces to assist them with homework, coursework etc. It is the responsibility of the Parent/Guardian to monitor and oversee MS Surface use within the home setting. This can be done via the school provided Securly application. Access to other media sites (e.g., Spotify, Netflix, Prime etc., but not social media sites) is at Parent/Guardian/HSMs' discretion outside of school hours.

Managing your files and saving your work

It is the pupil's responsibility to ensure that work is not lost due to mechanical failure or accidental deletion. MS Surface malfunctions are not an acceptable excuse for not submitting work. Students will be guided through the recovery of File/Documents and the use of Microsoft OneDrive on the MS Surface.

MS Surface Security and Originally Installed Software

The school will provide software on MS Surfaces necessary for schoolwork. The Software/Apps originally installed by the school must remain on the MS Surface in usable condition and be always easily accessible. From time to time the school may add or modify software applications for use in a particular course/subject.

Periodic checks of MS Surfaces will be made to ensure that students have not removed required Apps.

Inspection

Pupils may be selected at random to provide their MS Surface for inspection to check compliance with the Microsoft Surface Device Policy as well as the [Acceptable Use of ICT and Mobile Phones Policy for Pupils](#) and [Online Safety Policy](#).

Please refer to the **Surface Device Damage** within this policy.

Procedure for reloading software

If technical difficulties occur or illegal software is discovered, the MS Surface will be restored to the default factory settings. The school does not accept responsibility for the loss of any software or documents deleted due to a re- format and re-image.

Software updates

Upgrade versions of licensed Software/Apps are available from time to time. Pupils will be expected to download all updates prompted by Microsoft.

MS Surface identification

Student MS Surfaces will be labelled in the manner specified by the School. MS Surfaces can be identified in the following ways:

- Serial Number
- The School UIN (Unique Identifier Number)
- The school will enforce the enabling of Location Services on MS Surfaces to use the 'Locate My Surface' app.

This will be used as a security measure to minimise loss or theft.

Acceptable Use Safety and Security

The school uses a Mobile Device Management system (MDM). This MDM system allows Aldenham School to do simple things like send out apps automatically, to reset passcodes, update software and set restrictions to ensure MS Surfaces, when in school, work in accordance with the Acceptable Use policy. Importantly it allows the school to protect the data on the MS Surface. In the case of a MS Surface being lost or stolen, the MS Surface data is encrypted, and the device can be wiped, tracked, and traced. The school can ensure with this in place the safety and security of the device. It is important to note that whilst the school can 'see' which apps are downloaded to the device, it has no access to material such as photos, videos, or documents.

In addition to the [Acceptable Use of ICT and Mobile Phones Policy for Pupils](#), the School permits use of the Microsoft MS Surface in a manner that supports the school's aims and objectives and is in line with all School Policies.

This policy is provided to make all users aware of the responsibilities associated with efficient, ethical, and lawful use of technology resources. If a person violates any of the user terms and conditions named in this policy, privileges may be terminated, access to the school's network may be denied, and the appropriate disciplinary action shall be applied.

Surface Device Damage

Please be advised that students are expected to treat their devices with care and respect.

Our devices are covered by accidental damage and theft cover, but students still need to look after their devices sensibly to ensure they remain in a good working condition. When our lease term ends, the devices are inspected and while we accept that general wear and tear damage may happen, any other physical damage may result in additional charges.

Aldenham School will cover most of the damage costs to the Surface device. Damage to the case, charger or keyboard will result in the student buying a replacement. The school can provide this via our Evolve shop.

The protective case and screen protector provided must always be used, on and off site, otherwise we may not cover the repair cost.

Surface Device Damage reporting process

Any damage must be reported in the following way:

1. Students must inform either a teacher or their HSM in person as soon as damage occurs to their device or peripheral. Together, they will complete an incident report, providing as much detail as possible. This must be done within one school day.
2. The student must then visit the IT Team (ground floor Art block) at the first opportunity – break/lunch/start or end of the day. The IT Team will assess the device against the completed report and ask for more detail if needed. Photographs will be taken as evidence. If a device is damaged to the extent that it is unsafe to use, a replacement device will be prepared if available. The IT Team will email the student's parent/guardian about the initial assessment of damage.
3. If the device needs to be repaired, it will then be sent off to an authorised service provider. If the incident is straightforward to resolve, there will be an excess fee charge of £50, and the device will be repaired and returned to school within 5 working days where the student can collect.
4. If the device is sent off for repair, we will do our best to provide a temporary replacement, but this will not always be available. Devices sent off for repair will take no longer than 5 working days.
 - If the keyboard is damaged beyond use. You will need to purchase a replacement keyboard – recommendations are available on Evolve shop.
 - If the original charger is missing or damaged beyond use. You will need to purchase a replacement charger – these can be purchased from the school via Evolve shop.
 - If the device pen is missing or damaged beyond use. You will need to purchase a replacement pen – these can be purchased from the school via Evolve shop.
 - If the device pen needs a replacement nib or battery, these are available from the tutor or HSM.

- If the screen protector becomes damaged, this will need to be replaced and will be available via Evolve shop.

Please note, it is the student's responsibility to ensure that any work that is saved locally on the device is backed up before leaving their device to be repaired. The IT support team will take no responsibility for any lost work when repairing a device or sending it to the insurer for repair.

Returns

When our lease term for the Surface device is coming to an end, we will communicate with students as to when and how these need to be returned to us. Once a time has been decided, the device needs to be returned to the IT support department with its original keyboard, protective case and charger. If there are any defects that are not from normal wear and tear, there may be a fee charged.

Parent/guardian responsibilities

Parents are expected to talk to their children about the values and standards that they should follow on the use of the Internet just as they do on the use of all media information sources such as television, telephones, movies, radio, eBooks etc.

Parents are expected to:

- ensure that their child keeps their mobile device safe and uses them in accordance with the school procedures outlined above. See damage process above in policy.
- ensure that their child uses their device in accordance with school policies:
- allow their child to use their MS Surface at home to assist them with homework, coursework etc.
- to monitor and oversee MS Surface use within the home setting.
- to ensure their child's online safety by supporting the guidance provided by Aldenham School.

Pupils' responsibilities

Pupils' responsibilities are to:

- Use Microsoft MS Surfaces in a responsible and ethical manner.
- Obey general School rules concerning behaviour and communication that apply to MS Surface and computer use.
- Use all computer resources in an appropriate manner to not damage school equipment.
- Turn off and secure their MS Surface after they are finished working to protect their work and information.

In addition to the guidance outlined in the school's wider Policy on [Acceptable Use of ICT and Mobile Phones Policy for Pupils](#).