Frequently Asked Questions:

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Who do I see about warranty, insurance and software problems?
If my child already has an iPad can I use this at school?

Students can use iPads they already own as long as they meet the minimum recommended specifications of the iPad 3 (WiFi) or above. (this excludes iPad mini’s). The iPad must be running a minimum iOS (operating system) of version 9. Beta (trial) versions cannot be used.

Do we need to create an iTunes account for our child?

Parents will need to set up an iTunes account before the iPad can be used at school. Parents will be able to either set up an iTunes account, using their credit card, which their child can access to purchase educational apps for school use or purchase an iTunes card which can be easily loaded onto the iPad (Downloading should be carried out at home).

Will there be a warranty, and what happens with Insurance?

Apple products come with a one year limited warranty. This can be extended to two years by purchasing their AppleCare product. There is no insurance with the iPad for loss, theft or non-warranty repairs. Parents are advised to check home insurance policies and ensure the iPad is covered for accidental damage and loss.

What if I need service or my iPad repaired?

As the iPad is the student’s personal property, parents will be responsible for arranging servicing or repair of their child’s iPad from an authorised Apple dealer.

What apps will we have to buy, and who pays for them?

There will be a “core set” of apps which students will be expected to purchase. Many of these apps will be free, while others may incur a small cost. Once you have an iTunes account set up, these apps can be purchased via the app store. Apps should be installed at home. Parents need to be aware that during the year students may require further apps to undertake specific classroom work.

Will students be using eTextbooks?

The required eTextbooks will be book listed by Campion Booksellers, for purchase at a significantly reduced cost in comparison to hard copy textbooks. However, if parents wish to purchase a hard copy of a textbook, in addition to the eTextbook, this is also possible at an additional cost. Students will be purchasing their Science book through iTunes. Detailed procedures for the purchase of all textbooks will be sent home to parents. Any issues should be directed to the supplier.

Will students be able to access the Intranet and Internet using their iPads and will they be able to print at school?

Students will be able to access the College intranet and internet via wireless on their iPads at school. The internet connection is filtered (at school only), logged and limited. Printing will be available from student iPads in the same fashion as all other computers in the College. The same charges will apply as for printing from a computer.
How does the school support students to use their iPads appropriately while at school?

The iPad is covered by the College's ‘Responsible Digital Citizenship Policy and Guidelines’, and it is expected that as good digital citizens the students will use the iPad appropriately not only while in class, but at other times as well. The College sees the importance of working with families to ensure students have appropriate skills and strategies for participating responsibly in the global digital world. The ‘Information and Communication Technology (ICT) Responsible Use Policy’ provides clear guidelines regarding appropriate computer usage within the school.

What are the limitations on personal use?

The device is owned by the child’s family, and they are thus able to use the device for any personal uses within the constraints of the College’s Responsible Digital Citizenship Policy and Guidelines’, policy. Student use should also not interfere with the use of the device at school. This includes ensuring adequate storage space is maintained, that no inappropriate apps/material is put on the device, and the iPad is fully charged for daily use in the classroom.

What do I need to consider at home now that my child has their own iPad?

Parents should be mindful of supervising their children when they are using their iPad at home. It is expected that parents will monitor the internet access of their children. Clear boundaries and expectations for student use at home need to be set by parents. Please be aware that parental controls on the iPad can sometimes prevent the student using the device for school work.

Do we still need a home computer and does it have to be a Mac?

An iPad is not a replacement for a traditional computer. It is a companion device which allows the completion of some, but not all, of the tasks usually carried out on a traditional computer.

The iPad connects to either a Mac or a PC via iTunes. The iPad will sync, backup and talk to PC, Mac desktops or laptops. We recommend students regularly back up the iPad on either a home computer or using the iCloud in case of damage or theft.

Can the iPad be charged at school?

There are no facilities available to charge iPads at school. The iPad should be fully charged at home, overnight, ready for the school day.

Where can I find helpful information for setting up and using the iPad at school?

Students can access information for the set up and use of their iPad by going to the ‘BYOD Information’ folder in the Q Drive on the school network.

How do I connect my iPad to the school network?

iPads will be connected during class time by the school technicians during the first week of term.

How many devices can I have connected to the school?

Only one device per student can be connected to the School. This device cannot be a smartphone or an iPad mini. Should you need to replace this device the new one can be connected, however the old one will no longer function in the school. It is recommended that the old device is taken to the Communications Office to have the GWSC files removed.

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Will connecting my device to the Glen Waverley Secondary College impact upon my home network connection?

The connection process to the GWSC network will not impact your home network connection.

Who do I see about warranty, insurance and software problems?

Warranty – you should contact the retail outlet you purchased the machine from or an authorised Apple dealer..
Insurance – it is recommended that you contact your house / contents insurer to add it on.
Software – Any software including the operating system is the responsibility of the owner and should be referred to a computer specialist outside of the school.

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