



14 January 2022

Dear Parents/Guardians

National Digital Literacy Programme (NDLP)

1. In 2021, MOE launched the National Digital Literacy Programme (“**NDLP**”) for schools and Institutes of Higher Learning to help students strengthen their digital literacy. One of the components of the NDLP is the introduction of the Personalised Digital Learning Programme (“**PDLP**”) for all secondary school students, in which every secondary school student will own a school-prescribed Personal Learning Device (“**PLD**”). This letter provides important information about how to purchase the PLD, as well as the accompanying applications that are rolled out.

Purchase of Personal Learning Device (PLD)

2. Overview

The PLD will be used in tandem with the national e-learning platform – the Singapore Student Learning Space (“**SLS**”) – as well as other educational technology to personalise and enhance students’ learning. This will also enable students to acquire digital skills and apply these skills as they navigate an increasingly digitalised world.

3. Purchase of PLD bundle

The school has made arrangements for you to purchase the PLD from AsiaPac Distribution Pte Ltd for your child’s/ward’s use in school. This vendor has been identified based on the choice of device determined by the school from a panel of awarded suppliers established by MOE.

The PLD bundle for purchase by your child/ward will be:

Apple iPad (Enhanced) Bundle

(a) Apple iPad (2021 9th Generation) (WiFi)

- Processor: A13 Bionic Chip with Neural Engine
- Storage: 64GB
- Display: 10.2” Retina Display, 2160x1620 Resolution

(b) Apple Pencil (1st Generation)

(c) Ruggedized Combo Cover and Keyboard

(d) 3-Year AppleCare+ Warranty and 3-Year Insurance:

Insurance Coverage	Claimable
<ul style="list-style-type: none">• Fire• Lightning• Power Surges• Accidental Damage e.g. water spillage, drop, etc.• Theft due to forcible entry• Robbery <p>* Accidental loss will not be covered by insurance.</p>	2 repairs or 1 replacement (3-year insurance)

Price of the device bundle (inclusive of GST): **S\$842.00**



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4. Use of Edusave

Students who are Singapore citizens can use their Edusave to pay fully or partly for the PLD, after setting aside provision for payment of 2nd tier miscellaneous fees. MOE provided Edusave top-ups of \$200 in 2020 and in May 2021 to all eligible Singaporean students in primary and secondary schools. This is on top of the annual Edusave contribution of \$290 for secondary students and \$230 for primary students. Parents/Guardians can also choose to pay cash.

5. Financial Assistance

Subsidies are available for students who require funding support to purchase a PLD. It is compulsory for all students on the MOE Financial Assistance Scheme (FAS) to use their Edusave to pay for the PLD, after subsidies have been granted. The table below gives information on the eligibility for the subsidy:

Students eligible for subsidy	Income criteria	How to Apply for Subsidy
Students under MOE FAS	Gross Household Income (“GHI”) is \$2,750 or less, or Per Capita Income (“PCI”)* is \$690 or less	No action required. Automatically subsidised for the PLD.
Students under School-based FAS	GHI is \$4,000 or less, or PCI is \$1,000 or less	Approach the school’s General Office to apply for a subsidy.
Students who are currently <u>not</u> under the MOE FAS or School-based FAS	GHI is \$4,000 or less, or PCI is \$1,000 or less	Approach the school’s General Office to apply for a subsidy.

* **PCI** refers to the GHI divided by the total number of family members in the household.

6. Software Applications

IT applications vital for students’ teaching and learning will be progressively rolled out will be. These include:

- (a) **Student iCON**: Each secondary school student is provided access to the Google Suite set of tools, including email address.
- (b) **Microsoft ProPlus**: Each secondary school student will be able to use Microsoft Office tools that include Word, PowerPoint and Excel.
- (c) **Zoom**: Each secondary school student is given a free Zoom account, with 40 min time limit for their video conferencing needs.

The school will need to use your child’s/ward’s full name, Student iCON ID and class to set up user accounts. Schools will also roll out additional applications to support the learning programmes special to the school.

7. Device Management Application

A Device Management Application (“DMA”) will come pre-installed on all PLDs purchased through the school, and will be installed on all student-owned devices subject to the consent of parents / guardians.



The DMA has 3 main components to support the use of the PLD in the classroom and safeguard students' cyber wellness:

(a) Classroom Management Service

This enables teachers to manage the students' use of the PLD during lesson time to improve classroom management and support effective teaching and learning.

(b) Mobile Device Management Service

This facilitates the updating and managing of the PLD, protects the PLD from malicious software, and protects students from objectionable internet content.

(c) Usage Management Service

This enables the school and/or parents or guardians to better supervise and set helpful limits for students' use of PLD after school.

8. **Cyber wellness**

In rolling out the PLD, MOE is aware of concerns regarding students' cyber wellness. The DMA allows the school to manage this by:

- (a) collecting data on usage by the student, such as the amount of time spent on each application,
- (b) monitoring, filtering and limiting the type of websites accessible to the student, and
- (c) placing restrictions on students' screen time in order to prevent cyber addiction.

9. Refer to **Annexes A, B and C** for details on the functions and features of the DMA, and on the collection and protection of personal data.

Next Steps

10. To proceed with the purchase of the PLD, please fill in the online form at this link: <https://go.gov.sg/pdlpadmin> by **28 January 2022**. The online form will consist of the following:

(a) **Intent to Purchase.** For parents/guardians to indicate intent to purchase PLD.

(b) **Use of Edusave (for Singapore Citizens only).** For parents/guardians who have opted to use their child's/ward's Edusave to pay for the PLD bundle.

(c) **Collection of PLD.** As a default, students will be collecting their PLDs in school. The vendor will run through a device checklist with the students at the point of collection to ensure that the device is in good working condition. If parents/guardians would like to verify the condition of the PLD during collection with their child/ward, they may arrange to collect the PLD at the contractor's service/collection centre or appoint an adult proxy to do so.

11. If you are unable to submit the form online, please contact the school through the form teacher for a hardcopy version.



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Further Queries

12. Should there be any further queries or clarifications, please visit our dedicated school website page for more details at <https://yiochukangsec.moe.edu.sg/our-curriculum/non-academic-programmes/digital-education>. Alternatively, you may contact the following personnel:

For programme matters	Mr Desmond Pang (HOD ICT)	6456 0669 (ext. 115)
	Mr Brandon Chin (SH Digital Learning)	6456 0669 (ext. 136)
For financial & subsidy matters	Ms Zama Bte Adim (Admin Executive)	6456 0669 (ext. 103)
For Edusave balance	MOE Hotline	6260 0777

Thank you.

Yours sincerely,

Mrs Carol Lim
Principal



Annex A: Functions of the DMA

Functions	Details
<p>1. Mobile Device Management Service</p> <p>This facilitates the updating and management of the PLDs, protects PLDs from malicious software, and protects your child/ward from objectionable internet content, or content that may not be conducive to teaching and learning during school hours.</p>	<ul style="list-style-type: none"> • Facilitates automatic installation of apps required for teaching and learning • Filters objectionable content or content that may not be conducive to teaching and learning (e.g. social media, pornography, gambling, or websites containing extremist content) • Protects your child’s/ward’s PLD from security vulnerabilities through the automatic updating and patching of apps and device Operating System (OS)
<p>2. Classroom Management Service</p> <p>Enables teachers to manage the student’s use of the PLD during lesson time to improve classroom management and support effective teaching and learning.</p> <p>Teachers will only monitor students’ activities during lessons.</p>	<p>During lessons, teachers will be able to:</p> <ul style="list-style-type: none"> • Manage and control devices (e.g. using the “Eyes Up” function) • Launch specific applications and/or websites for teaching and learning on your child’s/ward’s device • Facilitate the sharing of content • Monitor your child’s/ward’s usage and activities during lessons (e.g. screen sharing, monitoring your child’s/ward’s browsing history)
<p>3. Usage Management Service</p> <p>Enables the school and/or parents/guardians to better supervise and set helpful limits for your child’s/ward’s use of PLD after school.</p>	<ul style="list-style-type: none"> • Screen time control ensures that your child/ward does not use the PLD excessively • School and/or parents/guardians can control installation of applications to ensure that the device is used optimally for teaching and learning • Safe search and web content filtering protect your child/ward from harmful content • Parents/Guardians can monitor usage and activities by child/ward



Annex B: DMA Settings After School Hours

1. During school hours, the Default Setting will apply. Parents/Guardians are given a choice to opt for an Alternative Setting, which will apply only to after school hours. The following table outlines the different levels of restrictions, controls and monitoring for the different DMA options after school hours.

	Default Setting (This will apply if no Alternative Setting is chosen)	Alternative Setting: Option A (Modify DMA settings)	Alternative Setting: Option B (Disable DMA)
	<i>For parents/guardians who want their child's/ward's use of the device to be restricted only to teaching and learning, and who prefer to follow the Default Setting as set by the school during school hours.</i>	<i>For parents/guardians who want more leeway over their child's/ward's use of the device, and prefer to take charge of the level of restrictions for their child's/ward's use of the device after school hours.</i>	<i>For parents/guardians who do not want their child's/ward's use of the device after school hours to be regulated by the DMA at all.</i>
Protects students from objectionable content	Web content filtering: <ul style="list-style-type: none"> • Violent/extremist content • Sexual/pornographic content • Gambling-related content • Social media sites 	Parents/Guardians can apply additional content filtering.	No content filtering at all.
Reduce distractions from learning through control of applications	Parents/Guardians and students will be unable to install additional applications.	<ul style="list-style-type: none"> • Parents/Guardians and/or students will be able to install additional applications after school hours. • Applications installed by parents/guardians and/or students after school hours will be disabled during school hours. 	
Limit screen time	The school will set the hours during which the child/ward will be able to use the device online in a day.	Parents/Guardians can modify the amount of screen time for their child/ward.	No control over screen time.



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Monitor students' cyber activities	<ul style="list-style-type: none"> • A parent/guardian account will be provided to allow parents/guardians to monitor their child's/ward's PLD activities after school hours. • Parents/Guardians will only be able to track their child's/ward's browser history after school hours. • School DMA Admin will have access to the child's/ward's browser history logs. • Teachers will only have access to the child's/ward's browser history logs for the class that they teach. Teachers will not have access to the child's/ward's browser history logs outside of that specific class. 	<ul style="list-style-type: none"> • Parents/Guardians will not be provided a parent/guardian account. • Parents/Guardians will not be able to monitor or control their child's/ward's use of the device through the DMA. No data will be collected during the use of the PLD after school hours. 	

2. Parents/Guardians may wish to consider the following questions before deciding on which Alternative Setting option is best for their child/ward.

a. Child's/Ward's current device usage habits

- How much time does my child/ward spend on his/her device?
- How well is my child/ward able to regulate his/her device usage on his/her own?
- Does my child/ward get easily distracted while doing online learning?

b. Parental/Guardian involvement

- How confident and familiar am I with managing my child's/ward's cyber wellness?
- Are there existing routines and open conversations on the use of the internet at home?
- Am I aware of how to prevent different types of cyber threats that my child/ward might face?



Annex C: Privacy and Data Security

Part 1: Data Collected and Managed by the DMA

- The DMA does **NOT** collect any of the following data:
 - Login IDs and passwords entered into websites or into any applications
 - Actions performed (e.g. posts, online comments, items added to a shopping cart, etc.) when visiting websites and using apps
 - Documents and photos stored in the PLD
 - PLD location
 - Webcam videos and microphone recordings

- The information collected by DMA will be accessible by the following personnel:

	Appointed Admin from MOE HQ and school	DMA Vendors	Teacher	Parent/Guardian
<u>Data for DMA Administrative Purposes such as:</u> <ul style="list-style-type: none"> • Students' and parents'/guardians' information (Name, school name, email addresses, and class) • Apps installed in your child's/ward's PLD • Device and hardware information (e.g. device model, storage space) 	Y	Y	Y	Y
<u>Data for web content filtering such as:</u> <ul style="list-style-type: none"> • URLs accessed on the PLDs (<i>Actions performed on websites are NOT captured</i>) • Date and time that a website is accessed • Student profile (Name, School name) 	Y	Y	Y ¹	Y
<u>Data for ensuring that installed apps are updated and functioning properly such as:</u> <ul style="list-style-type: none"> • Installed apps and programs • Date and time that the apps and programs were last updated • Application error data 	Y	Y	Y ²	Y
<u>Data for Sharing Students' Screen:</u> <ul style="list-style-type: none"> • Only the streaming of 'live' screen view, which will be accessible only during class. (<i>The screen view will NOT be stored</i>) 	N	N	Y ³	N

Note: No data is collected after school hours for Alternative Setting: Option B.

¹ The teacher will only be able to access the logs pertaining to the student's browser history for the class that the teacher teaches, and will be able to access the logs outside of lessons. The teacher will not have access to the student's browser history outside of those specific lessons.

² Teachers will not have access to the application error data.

³ This function is not available on the iPad unless the teacher uses Apple Classroom.



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3. To prevent unauthorised access, DMA Administrators and DMA Vendors will be required to access their accounts using 2-factor authentication or the equivalent to ensure proper accountability for information access and other activities performed. There will be regular account reviews and audits for DMA Administrators' and DMA Vendors' accounts.
4. All user data collected through the DMA will be stored in secure servers managed by appointed DMA Vendors with stringent access controls and audit trails implemented. The DMA solutions used are cloud-based Software-as-a-Service (SaaS) solutions and are trusted solutions that have been operating for many years. They have also been subjected to regular security review and assessment by independent reviewers.
5. MOE has assessed and concluded that the DMA solutions have sufficient security robustness to ensure data collected are properly stored and protected. MOE will also subject the DMA Vendors to regular audit on the security of the system based on tender requirements.

Part 2: Data collected and managed by the IT Applications

6. **IT Applications.** For the IT Applications (Student iCON, Microsoft ProPlus and Zoom), the school will use your child's/ward's personal data such as his/her full name, birth certificate number and class to set up user accounts. This data will also be used for the purposes of authenticating and verifying user identity, troubleshooting and facilitating system improvements. In addition, the commercial providers of these platforms (e.g. Google, Microsoft) will collect and deal with user data generated by your child's/ward's use of these applications. The collection, use and disclosure of such data are governed by the commercial provider's terms of use, which can be found here:
 - Student iCON: https://workspace.google.com/terms/education_terms_japan.html
 - Microsoft ProPlus: <https://portal.office.com/commerce/mosa.aspx>
 - Zoom: <https://zoom.us/docs/en-us/schools-privacy-statement.html>
7. All user data which is collected by MOE will be stored in secure servers managed by the respective vendors of our systems. The Government has put in place strong personal data protection laws and policies to safeguard sensitive data collected by public agencies such as MOE. Please refer to this website for more information on these laws and policies: <https://www.smartnation.gov.sg/about-smart-nation/secure-smart-nation/personal-data-protection>