Ministry of Education
REPUBLIC OF GHANA

GUIDELINES ON THE USE OF TABLETS IN SECOND-CYCLE INSTITUTIONS

DECEMBER 2024

Introduction

The use of ICT as a pedagogical tool (teaching and learning) is contained in the National Pre-Tertiary Education Curriculum Framework as approved by the Cabinet of the Republic of Ghana in April 2019. Within the context of the Framework, instructional technologies include tablet computers, e-readers, portable audio players and hand-held gaming consoles. Considering the constantly evolving nature of instructional technologies and in line with the Ministry of Education's vision of all schools becoming centres of learning.

ICTs are necessary for the effective implementation of the new secondary education curriculum. It diversifies ways of learning by providing opportunities for students and teachers to use technological devices to access learning resources, collaborate with others on learning (group work and peer learning) and helps to ensure that students receive personalised learning experiences and are not held back or left behind by a larger group or class. ICT devices, by their interactive nature, can provide instant assessment feedback to students and provide progress or attainment indicators to teachers, parents and students on learning outcomes.

Purpose and Scope

The purpose of the ICT guidelines is to provide direction and a framework for the use of ICT devices such as tablets in public Senior High Schools and TVET Institutions. The guidelines aim to:

- Promote the responsible and effective use of tablets for teaching and learning.
- Enhance student engagement, assessment and learning outcomes.
- Deepen the learning skills of students in the 4C's of competencies - critical thinking, creativity, communication, and collaboration.
- Protect student and teacher privacy and safety.

It must be noted that the tablets are the property of the Government of Ghana and therefore students would only have access to them for their time in school. The Heads of schools are responsible for the implementation of the programme.

General Guidelines

These guidelines aim to raise awareness about the benefits of digital learning and the use of tablets supplied under the Ghana SMART Schools Project (GSSP).

1. The tablets shall be used solely for educational purposes, such as accessing learning materials, conducting research and assessment.
2. Students and teachers are to familiarise themselves with the use of the Learning Management System (LMS) (Refer to the LMS Guidebook) and the MoE microsite[1] (https://curriculumresources.edu.gh/) in teaching, learning and assessment

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[1] The microsite is a dynamic and accessible digital space where a wealth of learning and teaching resources can be seamlessly uploaded, shared, utilised, and is designed to support teachers and learners in effective curriculum delivery to enhance the attainment of desired learning outcomes

3. When the tablets are being used in class, they should be under the supervision of the class or subject teacher or a designated officer.
4. The tablets shall not be used to record or share inappropriate content (i.e. nude pictures and videos).
5. The tablets shall not be used to access inappropriate or illegal content and sites. Accordingly, all unapproved sites have been filtered to prevent users from assessing them. Students who flout this directive will be sanctioned.
6. The devices will be kept in the schools during vacations.
7. All users of the tablets should note that systems have been put in place to track the location, movement and use of the devices. Thus, the device can be shut down remotely in the event of a breach of the Tablet User Policy (refer to Annex 1) and this guideline.

Checklist for Students

1. When permitted to use the tablets in class, adhere to responsible online behaviour practices for your interest and in the interest of others including respectful communication, avoiding cyberbullying, and protecting personal information.
2. When using the tablets for assessment tasks, students should not use the devices to cheat.
3. Students should not use their tablets to bully or harass others, listen to music, watch movies or access social media sites.
4. Students are responsible for the safekeeping, charging and ensuring that the tablets are in good working condition.
5. Students are encouraged to visit the microsite (https://curriculumresources.edu.gh/) to access learning materials for the various year groups and all subjects (Check Annex 2 for illustration).
6. Students can use their login credentials to access contents on the LMS in both web and mobile versions.

Checklist for ICT Coordinators/Teachers

1. Teachers shall actively participate in Professional Learning Community (PLC) sessions including those focused on enhancing their skills in ICTs and other digital technologies for teaching and learning.
2. Teachers shall incorporate the tablets into their teaching in a way that is pedagogically sound and engaging in line with learning plans linked to the new Secondary Education Curriculum (Refer to the LMS Guidebook).
3. ICT Coordinators are to provide orientation sessions for students on the effective use and care of tablets.
4. Teachers shall monitor student use of the tablets to ensure that they are being used appropriately.
5. Teachers should be familiar with national-level framework and curriculum demands for digital devices and comply with such demands.
6. Teachers shall communicate to students the benefits of digital devices used for teaching and learning and secure their buy-in.
7. Teachers are encouraged to visit the microsite (https://curriculumresources.edu.gh/) to access teaching materials for the various year groups and all subjects (Check Annex 3 for illustration).

8. Teachers can also access the various subjects and departmental Professional Learning Community (PLC) Handbooks on the microsite.
9. Teachers are encouraged to utilise the assessment platform of the LMS to provide questions in assessing students' learning.
10. ICT Coordinators are to take inventory of all the tablets before students depart for vacation.
11. ICT Coordinators are to monitor the device status (defects, theft cases etc) within the school and provide monthly reports (in collaboration with designated officers at GES/GTVETS/KAT) to the school head or principal.

Checklist for School Leaders (Headmasters/Headmistresses/Principals)
1. School leaders with support from their Regional Directors are responsible for operationalising these guidelines and ensuring the integration of the tablets into teaching and learning.
2. School leaders in collaboration with their Boards and Regional Directors should put in place a robust system for monitoring the operationalisation of these guidelines.
3. School leaders shall ensure that the guidelines and expectations regarding tablet use are communicated to students, teachers, and parents.
4. School leaders shall engage parents on the use of the tablets as a tool for teaching and learning and the benefits.
5. Headmasters are to ensure that teachers are trained and familiar with national-level framework and curriculum demands for digital devices and comply with such demands.

Storage and Maintenance of Devices
Storage and Preservation
This procedure defines the requirements for storing and preserving tablets in various schools while awaiting distribution. The School Heads through the ICT coordinators and stores officers are responsible for the implementation and management of this procedure.

The devices (tablets) must be stored in a manner that prevents nonconformance. Schools are encouraged to:
1. Use appropriate storage equipment such as shelves, pallets, racks, and bins; ensure they are sturdy and can support the weight of the products.
2. Maintain proper temperature and humidity levels. Humidity between 40 to 70 and temperature -23+5ºC
3. Ensure that storage rooms (stores etc.) are devoid of all forms of rainwater leakages and are properly ventilated.
4. Ensure that storerooms are restricted to only authorised personnel.
5. Avoid stacking boxes too high. Improper stacking can lead to the falling of devices.
6. Devices must be kept in their boxes during storage.

Storing devices in non-favourable environments can lead to various negative consequences such as:

1. Damage: Extreme temperatures, humidity, or exposure to moisture can damage electronic components. For example, high temperatures can cause components to overheat and fail, while moisture can lead to corrosion and short circuits.
2. Reduced Lifespan: Exposure to non-favourable environments can accelerate the ageing process of electronic components, leading to a shorter lifespan. This can result in increased maintenance costs and a higher likelihood of premature failure.
3. Malfunction: Devices stored in non-favourable environments may experience malfunctions or erratic behaviour. For example, fluctuations in temperature or humidity can cause components to expand or contract, affecting their performance.
4. Safety Risks: Certain environmental conditions, such as storing electronic devices in areas with high dust levels or flammable materials, can pose safety risks. Dust accumulation can obstruct airflow and cause overheating, while flammable materials increase the risk of fire.

Maintenance and Warranty

This section presents information on the warranty of the SM1 device and further informs users about the warranty policy and how it works. That is in-warranty and out-of-warranty devices. This session also presents accredited service centres for repairs and technical support in various centres.

- **Device Warranty**
  A. The SM1 tablet has a one-year warranty.
  B. The warranty may cover the service, repair, and replacement of device parts.

- **In Warranty Defects**
  In warranty defects consist of all or one of the following:
  A. Factory defects: defects attributable to production errors.
  B. Problems identified at distribution centres.
  C. If the device is still within the one-year warranty period (check date of issue).

- **Out of Warranty Defects**
  A device is deemed to be out of warranty, if
  A. Problems arise because of user mistakes.
  B. Device is tampered with (user attempting to fix an issue on the device)
  C. Device is worked on by an unauthorised technician.
  D. Warranty period of the device has elapsed (check date of issue).

Device Maintenance
Device maintenance refers to all the protocols carried out to prolong the lifespan of the device and or its components.

Maintenance Checklist
1. Users must charge tablets and power banks fully (est. 2 hours) before using them for the first time.
2. Maintain a proper way of charging the device. Do not overcharge the device (Battery/Power bank).
3. Keep cords and cables organised.
4. Keep food and drinks away from the keyboard.
5. Keep tablets in a well-ventilated location.
6. Keep your devices clean from dirt and dust.
7. Keep devices in their bag if not in use.
8. Ignore or delete spam messages and applications when browsing.

Protocols for Student Registration
Datasets obtained from the Free SHS/TVET Secretariat/Schools are used in generating usernames and passwords for users (students). This process must be completed before a student can access the LMS. Each student will have a unique username and password to access the LMS.

Username and password will be submitted to the respective school ICT Coordinators to be shared with students. The Username and password will be valid for the duration of study of the student in the school. The device will therefore be inaccessible after the user credentials expire.

The device will be handed over to the student after the Tablet User Policy (refer to Annex 1) has been duly signed and submitted to the designated officer in the school for vetting and approval.

Protocols for Handing over the Tablets
Final-year students, upon completion of their programme, are to hand over their tablets and accessories to the school. This should be added to the requirements for final clearance of final-year students by the school. Failure to fulfil this requirement would lead to the student being surcharged with the cost of the tablet and withholding of the certificate of the student in question.

Protocols for Reporting Cases
The following is an outline of how to report an issue with SM1 tablet (device issues)

1. Student or user should first report all problems or issues to the school's ICT Coordinator
2. The ICT Coordinator compiles issues and keeps the head of the school informed of all complaints.
3. The ICT Coordinator reports the complaints to KATCare using the Katcare app or via email/toll-free line.

4. Students may also use the Katcare app to report issues.
5. KATCare will assign a technician to resolve the issue (technicians have been stationed in all the districts).

Reporting of Faulty Tablet (ICT Coordinator)
KATCare will provide technical support and repairs. All repair issues must be directed to KATCare HQ or the nearest accredited service centres by the school ICT Coordinator. Also, do not direct devices to unauthorised technicians.

Stolen/Missing Tablet
The following is an outline of how to report a stolen device.
1. Student or user reports stolen devices to the school's ICT Coordinator.
2. The ICT Coordinator reports the issue to the school head.
3. The ICT Coordinator and head of the school initiated an investigation into the issue.
4. Conduct a search in the school compound or the reported area of incidence.
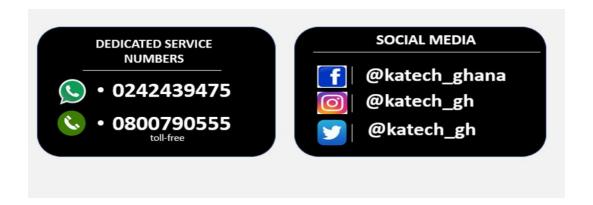
Handling escalated issues
ICT Coordinator
1. Report issues to GES / TVET/ KAT (attach an incidence report)
2. KAT initiates the tracking system to find the location of the device.
3. If the location is found, the Police and school authorities are notified.
4. If the location is not found, the device is shut down completely.
5. The Insurance Policy is activated if the device is not found.

School Head
1. Report issues to the Regional Director of Education/TVET for investigations.
2. The Regional Director reports to the GES/GTVET Headquarters which is then escalated to the Ministry of Education.

General Complaints
All complaints should be directed to support@katcare.net or use any of the channels below:

DEDICATED SERVICE NUMBERS	SOCIAL MEDIA
• 0242439475	f @katech_ghana
• 0800790555 toll-free	@katech_gh
	@katech_gh

ANNEX 1: TABLET USER POLICY

[SCHOOL NAME AND ADDRESS]

Purpose

The purpose of this Policy is to ensure responsible and ethical use of the school tablets.

Scope

This Policy applies to all students, parents and staff of the school.

Terms and Conditions:

1. **Acceptable Use:**
   - Use tablets for educational purposes only.
   - Students must use the internet responsibly and be aware of the risks. Accessing inappropriate content is strictly prohibited.
   - Only approved educational resources are permitted.

2. **Privacy:** Understand that the tablet is subject to monitoring and filtering.

3. **Security:**
   - Keep passwords confidential and report any security breaches to school authorities.
   - Do not attempt to bypass school security filters or install unauthorised software.

4. **Prohibited Activities:**

Students must not:
   - Use the tablet to engage in cyberbullying, harassment, or any form of online misconduct.
   - Access social media during school hours unless it is part of a class activity approved by the teacher.
   - Share their tablet with others or use another student's tablet.

5. **Intellectual Property:** Respect copyright and licensing agreements.

6. **Consequences:**

Failure to follow this user policy and approved guidelines may result in:
   - Temporary or permanent confiscation of the tablet.
   - Suspension of tablet privileges.
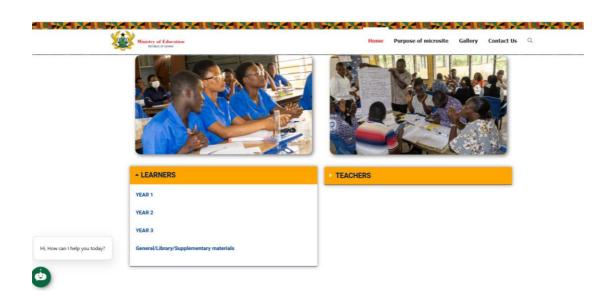   - Disciplinary action based on the severity of the misuse.

- Payment for damages or loss of the tablets at the market rate.

We have read and understood the Tablet User Policy. We agree to abide by its terms and conditions.

Student Name: _____

Student Signature: _____

Date: _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____

The section below is to be completed by the Designated School Official

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Vetted and approved by:

Officer Name: _____

Designation: _____

Signature: _____

Date: _____

ANNEX 2: Microsite Page for Students (Learners)

ANNEX 3: Microsite Page for Teachers