

**West Lakes Academy Student iPads  
2017-2018  
“Frequently Asked Questions”**

**“My son/daughter’s iPad case is damaged, how do I replace it?”**

If your son/daughter’s iPad case is damaged your options are:

- Browse online for the specific make of case detailed below. Once found, provide this information to the West Lakes Academy Network Support department to confirm that the case is acceptable and will not void the insurance policy.

**Year 7 Case – STM Protective Case for iPad**

**Year 8 Case – STM Protective Case for iPad Mini 4.**

**Year 9 Case – STM Protective Case for iPad Mini 2.**

**Year 10 and 11 Case – Griffin Survivor Case for iPad Mini 2.**

- The academy sells replacement cases. Please see price list “ Network Support iPad Stock Prices” in “Letter Home” section.

**“What do I do if my son/daughter has no academy apps?”**

If your son/daughter has no academy apps, please direct them to visit the Network Support department so that the appropriate diagnostics/software fixes can be made.

**“How long have I got to complete the insurance claim?”**

As part of the iPad Insurance policy, in the unfortunate event that the student’s academy-supplied **iPad/Apple lightning lead/Apple charger unit** is damaged or stolen, the insurance company requires that an insurance claim be filled out and submitted within ten days of the incident. You complete an insurance claim form or use the on-line portal. The system you need to use depends on which year your child is in. Please see the separate section on the Academy website which explains which insurance system you need to use. For stolen items, please report to the police and you will receive a crime reference number from them which will need to be stated in the insurance claim.

**Please note: The student is required to start the academy day with all relevant equipment; this includes a fully charged iPad. Please allow appropriate charging time.**

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**“My son/daughter has had their iPad confiscated. Why is this?”**

If your son/daughter’s iPad is confiscated by a member of staff, this will be for one of the following reasons:

- The protective case is removed/damaged to an extent that the insurance policy is void. i.e.: STM protective case protective cover is damaged or Griffin Survivor front protective cover is removed.
- Suspicious activity which contravenes the iPad Acceptable Use Policy. i.e.: Inappropriate content, evidence of on-line bullying etc.
- The iPad is under an insurance/warranty claim. In the event of a successful claim the iPad will be sent to an Apple Accredited Supplier who will assess the equipment.
- Overall neglect of the iPad i.e.: left unattended, physical damage

**“What iPad apps are banned in the academy?”**

To ensure the safety of our students in the academy and online, particular social media apps have been judged as unsafe for use in the academy as they provide various different communications such as multi-user video chat, sharing photos and social media:



Snapchat



ooVoo



Facebook



Messenger



Instagram

**Please note: This documentation is subject to change. Please continue to regularly check the West Lakes Academy website for updates to this documentation.**

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