

Additional DfE home learning support

1.The Department for Education (DfE) has in some cases agreed to pay for additional mobile data for students currently home learning.

2.The DfE has also provided the Trust with Chromebooks for students without their own device to support home learning, which can be loaned to students.



Insignis
Academy Trust

1.Additional mobile data

Who can get help:

This scheme is open to children and young people who:

- don't have access to a [fixed broadband connection](#)
- cannot afford the additional data needed to access educational resources or social care services
- have access to a mobile device that uses a participating network
- are facing disruption to their face-to-face education, or have been advised not to attend school

Participating Networks:

The participating networks and the packages available are as follows:

EE	<p>Be aware that until the end of January, it may take EE some time to process requests. The recipient will get 20GB of additional data per month until 31 July 2021. The offer is available to both Pay Monthly and Pay-as-you-go customers. A text message will be sent to the nominated device once the additional data has been added to the account. EE will process no more than 60,000 requests across all schools. If they reach this limit, they will not accept further requests.</p>
Sky Mobile	<p>The recipient will get 100GB of additional data. The offer is only available to Pay Monthly customers identified as needing this support. It's not available to Pay-as-you-go customers. Sky Mobile customers will be able to see the data uplift in their piggybank. Sky Mobile will aim to process the request within 14 days. Sky Mobile will process no more than 1800 requests across all schools. If they reach this limit, they will not accept further requests.</p>
Smarty	<p>The recipient will get unlimited data until 31 July 2021. The offer is available to both Pay Monthly and Pay-as-you-go customers. A text message will be sent to the nominated device once the additional data has been added to the account. Smarty will aim to process the request within 14 days.</p>
Tesco Mobile	<p>The recipient will get 20GB of additional data per month until 31 July 2021. The offer is only available to Pay Monthly customers identified as needing this support. It's not available to Pay-as-you-go customers. A text message will be sent to the nominated device once the additional data has been added to the account. Tesco Mobile will aim to process the request within 14 days. Tesco Mobile will process no more than 1,000 requests across all schools. If they reach this limit, they will not accept further requests.</p>

Three	<p>The recipient will get unlimited data until 31 July 2021.</p> <p>The offer is available to both Pay Monthly and Pay-as-you-go customers.</p> <p>A text message will be sent to the nominated device once the additional data has been added to the account.</p> <p>Three will aim to process the request within 14 days.</p>
Virgin Mobile	<p>The recipient will get 20GB of additional data per month until 31 July 2021.</p> <p>The offer is only available to Pay Monthly customers identified as needing this support. It's not available to Pay-as-you-go customers.</p> <p>A text message will be sent to the nominated device once the additional data has been added to the account.</p> <p>Virgin Mobile will aim to process the request within 14 days.</p> <p>Virgin Mobile will process no more than 1750 requests across all schools. If they reach this limit, they will not accept further requests.</p> <p>Wi-Fi hotspots are open to all existing customers, including those on Pay-as-you-go. Customers on Pay-as-you-go will need to have a minimum of £5 credit. Instructions to download the app and find their nearest hotspot can be found by going to www.virginmedia.com/wifiapp.</p>

Information we will need to collect:

If you are eligible and have a relevant network the Trust will need to collect from you and pass this onto the DfE:

- account holder's name
- mobile number (a number beginning with '07')
- mobile network
- whether this is pay monthly or pay as they go (Account holders with monthly contracts need to be over the age of 18).

This information can be collected using this [Google Form](#).

Privacy Policy and data sharing:

Those affected by the offer need to understand how the DfE and Trust will use their personal information.

The privacy policy needs to be read and agreed to by:

- the adult account holder for the mobile device
- the parent or carer of the person benefiting from the offer, if they're under 13
- the person benefiting from the offer, if they're 13 or over

Privacy statement (please ensure all persons relevant from list above read this if applying):

1. For the purposes of data protection, I need to let you know that the Department for Education (DfE) is running the Mobile Network Offer through schools and their trusts or local authorities.
2. If the offer is taken up by an adult account holder, the school or social care team will share the account holder's name and mobile phone details with the DfE, who will share these with the relevant mobile network operator.
3. The mobile network operator will use that information to increase the data available for the account holder's mobile device, as long as they qualify for the offer.
4. The adult account holder's personal data is only shared with their mobile network operator for the purposes of the offer. No names of children or other adults, other than adult account holder, are shared with the DfE or the mobile network operator.
5. No personal information will be shared with the DfE if you do not want to take up the offer.

6. If you want to know more about how your personal information will be used before you take up the offer, we can send that to you first.

7. If you decide to take up the offer, you'll get a text message from the Department for Education with more information about your data protection rights.

If the account holder wants to receive some written information first, you can send them a link to our [privacy information](#).

Next steps

If you think you are eligible then please complete this [Google Form](#). In applying for the scheme you must accept the privacy policy and provide the relevant information.

If you are not eligible for this scheme, but still need help please contact us to see how we can help you.

Based on the limits network providers have added, we cannot guarantee that requests will be accepted. If you need help please contact us urgently.

2. Chromebook loans

Students without their own device to use for home learning (Chromebook or laptop) should also contact the school to see how we can help with a loan device for this period.

The DfE has provided the Trust with a number of devices on top of stock we already hold. For students without their own device to support online learning, please contact the school to discuss your requirements.

Other technical support

If you need any other technical support please email tech.support@insignis.org.uk to see if we can help you with your online learning problems.

John Huskinson

Chief Operations Officer

Insignis Academy Trust