



Shiplake Device Policy 2026-27

Teachers and pupils at Shiplake College make extensive use of online learning for both accessing lesson resources and submitting work. **We have a unified device policy which requires all our new pupils to purchase classroom-ready Microsoft Surface Pro devices through a dedicated website.**

2026-27 Device List:

Parents must order devices through our [online dedicated store](#), which is run and maintained by our partner First Technology. Please expect to receive communications from them directly once you have completed your order.

There are three possible devices for purchase:

SHIPLAKE DEVICES

DEVICE BUNDLE	STARTER BEST VALUE & GREAT BATTERY LIFE	RECOMMENDED OUR GO TO DEVICE	HIGHER SPEC MORE POWER & MORE STORAGE
Surface Pro 11 for Business (13" screen)	● SURFACE PRO COPILOT+ PC	● SURFACE PRO 11	● SURFACE PRO 11
Microsoft Type Cover	● 13" SCREEN	● 13" SCREEN	● 13" SCREEN
Microsoft Slim Pen 2	● SNAPDRAGON X PLUS (10 CORE)	● INTEL CORE U5	● INTEL CORE U7
UAG Cover Heavy Duty Rugged Protective case	● 256GB SSD	● 16GB RAM	● 16GB RAM
Accidental Damage Protection Plus		● 256GB SSD	● 512GB SSD
Extended Hardware Service Plus (includes Battery wear)			

Note: An image of a Microsoft Surface Pro laptop is shown to the right of the infographic.

It is important to note that our Starter device is built with a Snapdragon processor and may not be compatible with some Windows software due to being less mature than Intel processors. This compatibility gap has been closing and the user experience is getting progressively better, but we continue to recommend Intel-based devices.

Our Surface device bundles come with the following **compulsory accessories**:

Keyboard Type Cover: This lightweight detachable keyboard accessory allows pupils to use their devices in laptop mode.

Surface Pen: There is one type of stylus available to purchase through us (Surface Slim Pen 2), but alternative styluses are widely available through retailers.

Rugged protective case: This protective case will make devices more resistant to breakages caused by drops and other incidents.

Note that **our partner First Technology offers a device insurance plan as part of the device bundle.** The choice to standardise the insurance of pupil devices has been motivated

by the value this will deliver to our families. This includes accidental damage cover and a loan device guarantee for our pupils to minimise any disruptions in learning arising from devices going out for repair.

UNDERSTANDING YOUR PROTECTION PLAN

USEFUL INFORMATION	EXTENDED HARDWARE SERVICE PLUS <small>COVERS FAULTS & BREAKDOWNS</small>	ACCIDENTAL DAMAGE PLUS <small>COVERS ACCIDENTAL DAMAGE</small>
<p>Pre-paid Next Business Day delivery available.</p> <p>Advanced Exchange - families receive a working device in advance.</p> <p>Type Cover and pen sold with the device are also covered.</p> <p>Remains valid even if pupil leaves Shiplake.</p>	<ul style="list-style-type: none"> ● EXAMPLES: DEVICE WILL NOT POWER ON, HARDWARE FAILURE, INTERNAL COMPONENT FAULT. ● UNLIMITED CLAIMS FOR DEVICES ● MAXIMUM OF 1 CLAIM PER ACCESSORY ● THE £25 EXCESS IS ONLY CHARGEABLE AFTER THE FIRST YEAR. 	<ul style="list-style-type: none"> ● EXAMPLES: DROPS, SPILLS & SCREEN DAMAGE ● BATTERY REPLACEMENT IF BELOW 70% ORIGINAL CAPACITY ● MAXIMUM 2 CLAIMS FOR THE MAIN DEVICE & 1 CLAIM PER ACCESSORY ● A£25 EXCESS IS CHARGEABLE FOR EACH CLAIM.

Parents may also wish to take up additional insurance for their children. The College has made available a [personal effects insurance](#), which offers great value for money.

Further Information:

Purchasing outright vs Paying monthly:

The most cost-effective option is to purchase the device outright. Parents wishing to distribute their payments may opt to enter an agreement with First Technology to access the monthly payment option, which requires a non-refundable deposit. At the end of the finance period, parents will be able to keep the device.

	Upfront	Monthly
Choice between 2, 3 or 4 years protection	●	●
Own device when payments concluded	●	●
Low (£25) excess for claims	●	●
Lowest overall cost	●	●
(*) £250 Upfront Deposit	●	●

Device Delivery for International Students:

Pupils without a UK delivery address can use the College's address for shipping. The IT department will ensure that the device is delivered to the pupil upon their arrival at the College in September.

IT controls

- All devices must remain enrolled with the IT centralised management system to allow for distribution of device policies and software.
- Pupils will not have administrator rights of the devices. This is to prevent software from being installed without IT oversight.
- Should a pupil require certain software to be installed on their devices, they may request approval from the Director of Digital strategy. However, we can only enable installation of educational software. No gaming applications will be allowed.

Filtering and monitoring

While our filtering and monitoring procedures are always evolving, it is important to be aware that we collect and log metrics for device and accounts usage. This enables us to meet our safeguarding duties, as well as support our IT department with sufficient data

to perform troubleshooting and to keep our IT estate safe from threats. Please refer to our filtering and monitoring policy for more information.

Offboarding devices and users

- Devices are returned to factory settings after the last school day of our leavers. The IT department emails pupils and parents with instructions about backups to ensure data retention upon pupils' departure.
- Devices are remotely offboarded from our management system in July and pupil accounts are disabled at the end of August.
- Please be aware that all licences paid for the pupil will cease to be available upon their departure, so alternative arrangements must be made. This includes Microsoft Office, Adobe CC and TechSoft Design.
- For externally purchased devices, the uplifting of Windows 11 from Home edition to Enterprise ends when the device is returned to factory settings.

Benefits to pupils and parents:

1. **Hassle-free** – Standardised device bundles are shipped with all the necessary productivity tools so that pupils are ready to learn from day 1.
2. **Digital note-taking** – The devices chosen enable pupils to interact with their work in a more natural way by using a stylus to highlight, annotate and design.
3. **Study notes are always available** – With digital notebooks, pupils will no longer have to worry about leaving folders at home or losing worksheets. Everything is backed up to the cloud and accessible anywhere.
4. **Safeguarding your child** – These are fully managed devices, with web filtering and reporting which ensures our pupils are safe online.
5. **Accessibility** – Feature-rich tools ensure learning is more accessible to all via dictation, reader, on-screen overlays, translators, and much more.

FAQs:

If you have any further questions about the policy, please do not hesitate to contact us at Devices@Shiplake.org.uk.

- 1) My child already owns a Microsoft Surface device, can this be used? OR**
- 2) Can I purchase a Microsoft Surface device myself instead of through the school?**

Devices must be bought via our dedicated store. We can only accept a Surface Pro device previously purchased externally if it meets the required specifications and we have the consent to wipe it clean to allow us to set it up in line with our safety requirements.

Please note that:

1. First Technology devices will come with a Windows 11 Pro licence, whereas devices bought from retailers generally tend to be sold with Windows 11 Home, which will require us to reinstall the operating system and license it.
2. All devices purchased through our store will be set up in advance of the start of the academic year, while we are reliant on the availability of our (small) IT department to perform the onboarding of external devices. To reduce the risk of devices not being ready for the start of the academic year, please ensure you arrange a device onboarding at least 2 weeks prior to the beginning of the term and ideally in July.

3. We will not be responsible for backing up any existing data held on externally purchased devices, so the responsibility will be on the users to ensure that their devices are ready to be wiped clean.

3) I've just purchased a new laptop for my child, do I need to buy a new one?

All pupils must have a device from our device list, with the necessary accessories. If this is the case, please refer to question 1.

4) When will the College next review the device list for pupils?

We are committed to using Surface Pro devices for the foreseeable future. We review the recommended specifications within the Surface range annually to ensure they are kept up to date. The device list for the academic year 2027-28 will be made available by the beginning of the summer term of 2026-27.

5) Will the College offer support if my child's device is physically damaged?

The IT department is always open to pupils during lunch and break and should be used in the first instance for troubleshooting and inspection of device issues. Our IT staff will contact parents if the necessary next steps if a warranty/insurance claim is required.

6) How long is the expected shelf life of a device?

Microsoft Surfaces last an average of four to five years if well looked after. We encourage parents to consider buying device protection for a similar period.

7) Your prices are not as discounted as I expected. Can you access a better discount on devices?

The College devices are commercial (Business) devices rather than consumer (retail) devices. These devices come with extra security features and with Windows 11 Pro rather than Home, which allows us to centrally manage the devices and apply security policies remotely. We have benefited from bulk and education discounts to bring the cost of these devices down below the retail device counterparts but sometimes retailers will sell these devices at very competitive sales prices.

8) What are the advantages of the additional device functionalities for teaching and learning?

The focus is to continue embedding the use of digital inking, which can be accomplished through Microsoft applications such as OneNote. This feature can only be fully utilised by pupils when using their Surface device and pen. It is, therefore, important that parents ensure pupils arrive at the College each morning with a full kit.

9) How was parental feedback taken into consideration in this strategy?

We have continuously been surveying teachers and pupils, as well as reviewing the general IT experience onsite, alongside reviewing parental feedback and requests, to establish many of the key points of our strategy. We encourage feedback by reaching out to the Director of Digital Strategy, Dr Lays Valim via lvalim@shiplake.org.uk.

10) With the price being higher than other laptops, I feel anxious about my child breaking their device. What is your advice?

First Technology sells the devices with full protection, including accidental damage. However, you may also wish to take up additional insurance. The College's [personal effects insurance](#) offers great value for money.

12) Why has the College chosen Surface Pros instead of...

... other Windows laptops?

Surface Pros make for a very natural digital note-taking experience, which is the key feature of these devices when it comes to classroom use. Feedback received from the parental survey last year indicated that pupils struggled with the organisation of their notes. We are planning to use OneNote for note-taking in the future (once other key productivity tools are fully implemented) to help our pupils with that aspect of their organisation by making notes searchable, accessible from anywhere and fully backed up for peace of mind. For parents worried about these 2-in-1 devices not feeling like a standard laptop, they will be pleased to know that the Surface Pro 11 comes with a much sturdier keyboard than previous generations and is now fully kitted with mechanical keys, both of which contribute to a robust typing experience.

... Apple laptops?

We did look at all ranges of devices in the market but Apple devices were found to push the price higher, to not meet the requirement of being a laptop with inking and we were concerned that the learning curve for our pupil body would be steeper as more than 50% of pupils did not already use MacOS. We needed versatile devices that would be suitable for every classroom and we were not satisfied that MacBooks would meet this requirement. Also, given almost every university in the UK makes use of Microsoft 365, we felt overwhelmingly positive about staying in a full Microsoft environment to further prepare our pupils for life beyond school.

... iPads?

This is for the same reason why the superseded device policy did not include the use of tablets - they lack multitasking ability, are not as versatile, and are not in line with workflows that pupils will find after they leave school.

11) How is payment for the devices made?

This is done using GoCardless via the store. Monthly payments will be collected via direct debit.

12) Is the Surface Type Cover enough to protect the device?

No, the Type Cover is a keyboard and, while it protects the screen from scratching when used in a closed position, it is not meant to protect the device if dropped. That is why the device bundle includes a rugged case.