



OFFICE OF THE SUPERINTENDENT-GENERAL

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INSTRUCTION NOTE 56

TO: DDGs

Chief Directors

Head Office & District Directors

District LTSM Coordinators

District Asset Management Officials

District e-Teaching and Learning Coordinators

School Principals: Public Schools offering Grade 10-12

School Governing Bodies

Teacher Unions

FROM: Acting Superintendent-General

SUBJECT: Retrieval of e-Learning Devices

DATE: 16 March 2021

1. The communiques issued on 07 December 2020 and 15 February 2021 respectively, on retrieval of e-learning devices (Tablets, charging cable and plug, pouch and Sim cards) issued to learners in the Grade 12 Class of 2020 at quintile 1, 2 and 3 schools, have reference.
2. Learners were made aware and handed a booklet during handover which clearly indicated that the devices they were receiving belonged to the Department and had to be returned to the school at the end of the year. However, to date, the retrieval rate of said devices remains extremely low and slow.
3. The Department has also been inundated with queries pertaining to the retrieval process when the device has been lost, stolen and or damaged.
4. This communiqué serves to provide clarity on how to report and manage losses, thefts, damages and non-return of devices. See **Annexure A** attached which outlines the procedures on how to deal with retrieval of devices.
5. The responsibility for the management and control of departmental e-learning devices issued for use by learners, remains the responsibility of school management teams and must be conducted in accordance with the LTSM retrieval policy of the school.



6. Principals are hereby directed to:
 - a. Action the procedures as outlined in **Annexure A**;
 - b. Submit the **details of all device/s not returned** by Grade 12 learners/s for 2020 to the Department (Email: elearning@ecdoe.gov.za) **on or before 19 March 2021** so that the tracking mechanism can be activated to assist schools in locating the devices. Should a school fail to disclose and submit the required information the Principal will be held liable for non-submission and steps will be taken; and
 - c. Submit an **updated** retrieval report **on or before 31 March 2021** as indicated in **Annexure B**.

7. Where challenges are being experienced with non-return, contact should be made with learners and parents/ guardians to impress upon them the criminal implications pertaining to the willful non-return of devices.

8. Upon retrieval of the devices, schools are to ensure the safekeeping of the devices and will be guided on the re-issue to the current Grade 12 learners pending the outcome of the court case still in process. The Tablets have all been deactivated in the interim to comply with the interdict issued against the Department.

The full cooperation of all role-players is required to ensure that the Grade 12 learner cohort of 2021 at quintile 1 to 3 schools continue to enjoy the benefits of the investment by the Department, and is not disadvantaged due to the non-retrieval of devices.

Dr N Mbude
Acting Superintendent-General

16/03/21
Date



ANNEXURE A:

PROCEDURES FOR DEALING WITH TRANSFERS, LOSSES, THEFT, DAMAGES AND NON-RETURN OF DEVICES

1.	LEARNERS TRANSFERRING/ LEAVING SCHOOL
	<p>a) When a learner transfers to another school, he/she must return the device at the school where it was issued.</p> <p>b) In the unfortunate event that a learner dies, the e-learning device must be returned to the school at which it was issued.</p> <p>c) The Principal must indicate the return of the device on the Asset Register of the school in such instances.</p>
2.	LOST DEVICES
	<p>a) In the case of lost devices, the learner accompanied by a parent/ guardian, must report the loss to the nearest Police Station immediately (i.e. within 24 hours).</p> <p>b) A case number and an affidavit stating the circumstances around the incident of loss must be obtained as proof of the incident and are to be submitted to the Principal's office immediately (i.e. within 24 hours).</p> <p>c) The Principal must submit the details of the lost device to the Department within 24 hours of receipt thereof from the learner. (Email: elearning@ecdoe.gov.za)</p> <p>d) The Department will action the activation of the tracking mechanism on the lost device to determine its location and inform the Principal of its location.</p> <p>e) The learner with the support of a parent/ guardian or the Principal must attempt to retrieve the device from the location indicated.</p> <p>f) In instances where the device cannot be retrieved, the Principal must indicate so on the Asset Register of the school and submit a loss report to the Department. (Email: elearning@ecdoe.gov.za)</p> <p>g) NOTE: It is a criminal offence to feign loss, as this constitutes fraud and is a punishable offence in terms of Criminal Procedure Act 51 of 1977.</p>
3.	STOLEN DEVICES
	<p>a) In the case of stolen devices, the learner accompanied by parent/ guardian, must report the theft to the nearest Police Station immediately (i.e. within 24 hours).</p> <p>b) A case number and an affidavit stating the circumstances around the incident of theft must be obtained as proof of the incident and are to be submitted to the Principal's office immediately (i.e. within 24 hours).</p> <p>c) The Principal must submit the details of the stolen device to the Department within 24 hours of receipt thereof from the learner. (Email: elearning@ecdoe.gov.za)</p> <p>d) The Department will action the activation of the tracking mechanism on the stolen device to determine its location and inform the Principal of its location.</p> <p>e) The Principal with the support of SAPS must attempt to retrieve the device from the location indicated.</p> <p>f) In instances where the device cannot be retrieved, the Principal must indicate so on the Asset Register of the school and submit a theft report to the Department. (Email: elearning@ecdoe.gov.za)</p> <p>g) NOTE: It is a criminal offence to feign theft as this constitutes fraud and is a punishable offence in terms of Criminal Procedure Act 51 of 1977.</p>



4.	DAMAGED DEVICES
	<p>a) In case of damaged devices, the learner accompanied by parent/ guardian, must report the damage to the nearest Police Station immediately (i.e. within 24 hours).</p> <p>b) The damaged device, accompanied by an affidavit stating the circumstances around the incident must be obtained as proof of the incident and are to be submitted to the Principal's office immediately (i.e. within 24 hours).</p> <p>c) The Principal must indicate the damage on the Asset Register of the school and submit the details of the damaged device to the Department within 24 hours of receipt thereof from the learner. (Email: elarning@ecdoe.gov.za)</p> <p>d) NOTE: It is a criminal offence to feign damage as this constitutes fraud or to willfully damage a device and both are punishable offences in terms of Criminal Procedure Act 51 of 1977.</p>
5.	REFUSAL BY LEARNERS TO RETURN DEVICES
	<p>a) The Principal must submit the details of the device/s not returned by learners/s to the Department. (Email: elarning@ecdoe.gov.za)</p> <p>b) The Department will action the activation of the tracking mechanism on the device/s to determine location/s and inform the Principal of location/s.</p> <p>c) The Principal with the support of the parent/ guardian must attempt to retrieve the device from the location/s indicated.</p> <p>d) In instances where the device cannot be retrieved, the Principal must report the theft to the nearest Police Station immediately (i.e. within 24 hours).</p> <p>e) A case number and an affidavit stating the circumstances around the incident of theft must be obtained as proof of the incident and are to be placed on file in the Principal's office.</p> <p>f) The Principal must indicate the theft on the Asset Register of the school and submit a theft report to the Department. (Email: elarning@ecdoe.gov.za)</p> <p>g) NOTE: It is a criminal offence to refuse to return departmental goods as this constitutes theft and is a punishable offence in terms of Criminal Procedure Act 51 of 1977.</p>



ANNEXURE B:

E-LEARNING DEVICES – UPDATED RETRIEVAL REPORT

An updated retrieval report for the devices issued to Grade 12 learners in 2020 is to be completed and submitted **on or before 31 March 2021**.

The updated retrieval report is to be submitted via email to the Asset Management responsible for the district in which the school is situated. The email address per district is as indicated in the table below.

	DISTRICT	EMAIL ADDRESS
1	Alfred Nzo East	ane.assets@ecdoe.gov.za
2	Alfred Nzo West	anw.assets@ecdoe.gov.za
3	Amathole East	ame.assets@ecdoe.gov.za
4	Amathole West	amw.assets@ecdoe.gov.za
5	Buffalo City Metro	bcm.assets@ecdoe.gov.za
6	Chris Hani East	che.assets@ecdoe.gov.za
7	Chris Hani West	chw.assets@ecdoe.gov.za
8	Joe Gqabi	jog.assets@ecdoe.gov.za
9	Nelson Mandela Bay	nmb.assets@ecdoe.gov.za
10	OR Tambo Coastal	orc.assets@ecdoe.gov.za
11	OR Tambo Inland	ori.assets@ecdoe.gov.za
12	Sara Baartman	sab.assets@ecdoe.gov.za

The **detailed Excel register** availed by the service provider during the handover process is to accompany the report, clearly indicating what has been retrieved and what has not been retrieved. An additional column is to be added at the end indicating the condition of the device. Should the school not have access to the detailed Excel register, the Principal must submit a request to the email address mfanawethu.cele@ecdoe.gov.za for the register.



UPDATED RETRIEVAL REPORT (31 MARCH 2021)

DISTRICT				
SCHOOL NAME				
PRINCIPAL'S NAME				
PRINCIPAL'S CONTACT DETAILS	Cell		Email	
TYPE OF DIGITAL LTSM ISSUED BY DOE (indicate with X)	Tablets, incl. SIM cards (Quintiles 1-3)		Individual SIM cards (Quintiles 4 & 5)	
NUMBERS ISSUED & RETRIEVED <i>(Tablets & SIM cards to be indicated separately where Tablets incl. SIM cards were issued)</i>	Number of TABLETS issued		Number of SIM cards issued	
	Number of TABLETS retrieved		Number of SIM cards retrieved	
	Number of TABLETS <u>not</u> retrieved		Number of SIM cards <u>not</u> retrieved	
REASON FOR SHORTFALL (in instances where not all items were retrieved)				
RETRIEVAL PLAN (in instances where not all items were retrieved)	Action(s)		Timeframe(s)	

I declare that the above report and attached Excel register contain a complete and accurate record of what was issued and retrieved by the school, as well as the condition of the retrieved devices.

Principal's Name (print)	
Principal's Signature	
Date	