Jigsaw24 in Education

JIGSAW24

Page 4
Hybrid working
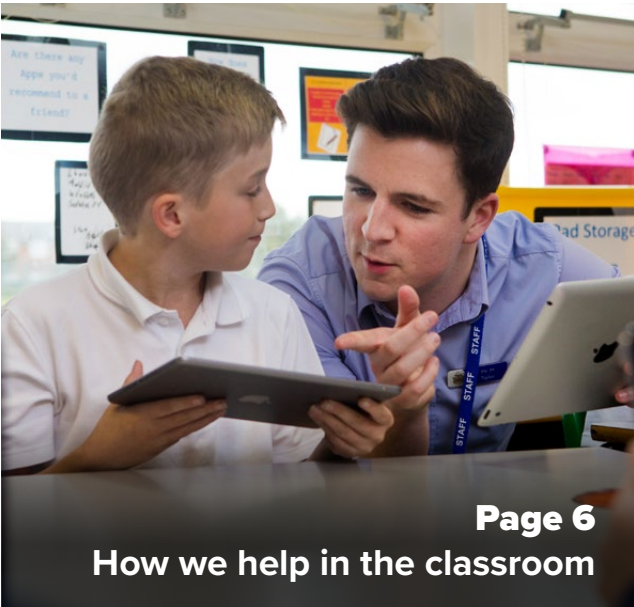
Page 6
How we help in the classroom

Page 8
How we help IT teams

Page 12
The impact of 1:1

What does the classroom of the future look like?

That's a question people have been asking a lot recently. And it opens the gates to a slew of other questions: how will we assess student progress? How will teachers train? What will parental engagement look like?

At Jigsaw24, we're currently helping hundreds of schools, colleges and universities figure out their answers. For years, we've been working with schools to embed the latest technology across the curriculum, becoming one of only nine Apple Authorised Education Specialists in the process and developing a unique cross-school training offering that's delivered by Apple Professional Learning Specialists with years of classroom experience of their own.

That's because we understand that high powered tech is nothing without the right underpinning. Our mission is to help schools make the technical, financial and cultural changes needed to make every technology rollout a success, from upgrading their WiFi to professional learning to developing parental contribution schemes, all while providing the kind of top-notch technical support that's seen us gain Apple Authorised Service Provider status. Read on to find out how we do it…

Our key accreditations

- Apple Authorised Enterprise Reseller
- Apple Authorised Education Specialist
- Apple Authorised Service Provider
- Adobe Platinum Reseller
- Jamf Gold Reseller and Managed Service Provider
- Microsoft Gold Cloud Productivity Partner
- Showbie Platinum Partner

Solution spotlight:
Hybrid learning

In March 2020, schools faced a seismic shift in how they approached teaching and learning. Our team was on the ground to help them get the devices, software, training and support they needed to make the move to remote and then hybrid learning as stress-free as possible for students, parents and teachers. Here's how we helped...

Step one: iPad provision

When the lockdown began and schools had to transition to remote learning in a matter of days, demand for iPad and other mobile devices skyrocketed. Despite a national shortage of devices, we were able to leverage our logistical expertise and excellent network of vendor relationships to ensure all our schools got their devices in time, whether they needed to provision whole year groups or simply plug the gaps in an existing rollout.

Step two: Professional learning

We offer a comprehensive range of professional learning courses, and lockdown saw our Apple Professional Learning Specialists tapped to deliver sessions on everything from key iPad apps to virtual meeting systems and productivity tips. We helped tech-shy teachers get to grips with their devices, advised on best practices for remote teaching, supported SEND teams and helped senior leadership teams adapt their long-term technical and teaching plans in order to weather the COVID-19 crisis.

Step three: Securing devices

Safeguarding children is an incredibly important part of any school's IT plan. We worked with Jamf, the world's leading Apple device management solution, to help schools keep students safe no matter where they were. By setting schools up with their Jamf School and Jamf School Parent technology, we were able to make sure parents, teachers and IT teams all had some degree of visibility and control over the devices students were taking home, so they could keep inappropriate apps and content out of their students' reach.

Step four: Building community

Whether they're part of a trust, a local community or a network of international schools, educational institutions have always worked together. During lockdown, our virtual events were a chance for staff to hear best practice advice from our team, their peers in other schools, and an international array of guests and consultants.

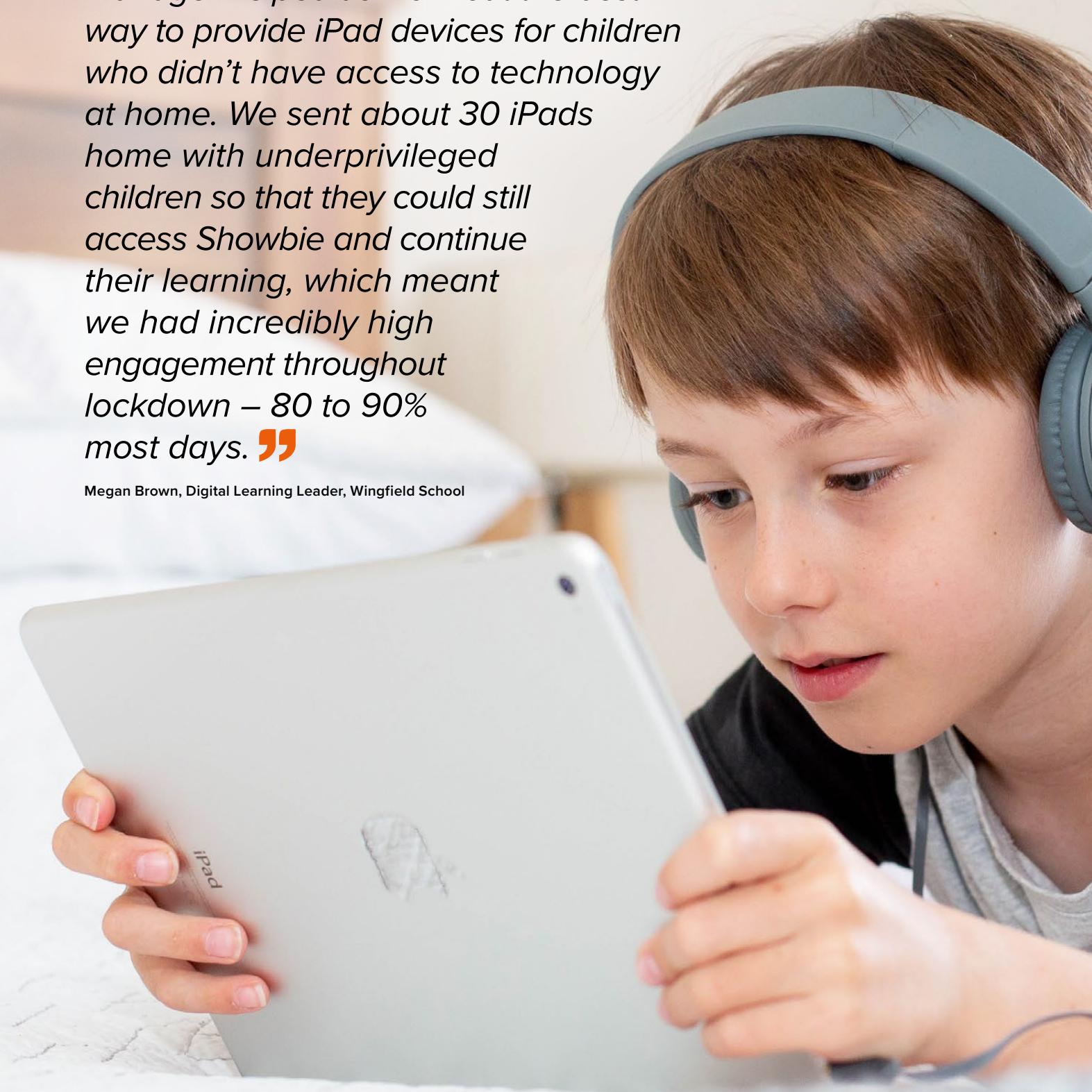### Step five: Coaching and mentoring

Our bespoke coaching and mentoring programme is designed to help teachers make the most of technology in their (real or virtual) classroom through a series of 1:1 sessions. Our experienced trainers worked with teachers to plan lessons and develop technical skills. The trainer would then observe lessons, offer feedback, and help the teacher develop their plans further in order to get the outcome they required. This hands-on strategy has been hugely popular with teachers from across the curriculum, helping them find new ways to engage students and personalise learning.

Working with Jigsaw24 has enabled us to provide high quality remote education. The team genuinely care about providing bespoke support and training to help staff to improve the quality of education. Plus, they deliver exceptional support remotely for any technical problems, and have equipped me with the skills I needed to support others as Digital Lead.

Jenny Hinton, Digital Lead and Music Lead at Parkdale Primary

Supporting SEND learners

Remote learning has been particularly challenging for SEND units, whose students rely on close support and assistive technologies to access the curriculum. We helped staff find built-in accessibility features and apps that would allow lightweight iPad devices to perform the function of larger, more expensive single use assistive technologies, helped teachers find the best way to create and share content for parents, and supported schools in the hybrid delivery of personalised learning plans.

Our local Jigsaw24 education manager helped us work out the best way to provide iPad devices for children who didn't have access to technology at home. We sent about 30 iPads home with underprivileged children so that they could still access Showbie and continue their learning, which meant we had incredibly high engagement throughout lockdown – 80 to 90% most days.

Megan Brown, Digital Learning Leader, Wingfield School

How we help...
in the classroom

With a network of education experts across the UK, Apple's highest accreditation for education and nearly 30 years' experience delivering classroom IT, it's no surprise that hundreds of schools, colleges and universities currently rely on us for their classroom tech – and all the hidden extras that make it work.

If you're working toward Apple Distinguished School status or have staff who want to become Apple Teachers, our professional development plan will start them off on the right foot. Looking to lead an IT rollout? Use one of our Leading Innovation sessions to ensure all your school leaders share a clear vision for the rollout. Not using Apple? We're still here for you. Here's how we can help...

Device provision

We're an experienced provider of hardware of all stripes – from Apple devices for 1:1 schemes to accessories, charge carts, classroom PCs, and audio and media equipment. But we don't just deliver hardware and leave. **Our experienced engineering team can install, manage and support your devices, while our training team offer Vision and Planning sessions** to help school leadership teams develop a long-term IT strategy that suits their school culture.

We can also provide key creative software, data management solutions and ongoing finance and management services (turn the page to find out more).

Key benefits:

- As an Apple Authorised Education Specialist and an Apple Authorised Service Provider, we offer the best possible support for your Apple deployment.
- We'll integrate your new tech with existing infrastructure and systems.
- We have 30 years' experience in the IT industry and have fantastic relationships with all kinds of vendors and providers, meaning you only need to deal with us. Reduce your admin workload and make support more efficient by centralising your IT purchasing with us.
- Our network of local education experts means there's always someone nearby to lend a hand.


Technical support

Lesson time is precious, and the last thing you want is to lose it to technical failures. As an Apple Authorised Service Provider, we offer comprehensive, high quality, fast-turnaround support and repairs for all your devices.

Choose from three levels of support to suit your budget and coverage needs, with options ranging from basic troubleshooting support to complete managed services that cover repairs, device management and more. We can even help you distribute key resources like apps and iBooks, help you centralise the management of Apple IDs and apply security filters to keep harmful content out of your classroom.

Key benefits:

- The best Apple support in the UK.
- Dedicated point of contact and agreed response times, with four levels of priority.
- We can cover devices, first party software and device management – choose the level that's right for your school.
- Not got an in-house IT team? We can provide managed services to make sure you have comprehensive cover for all your IT needs.
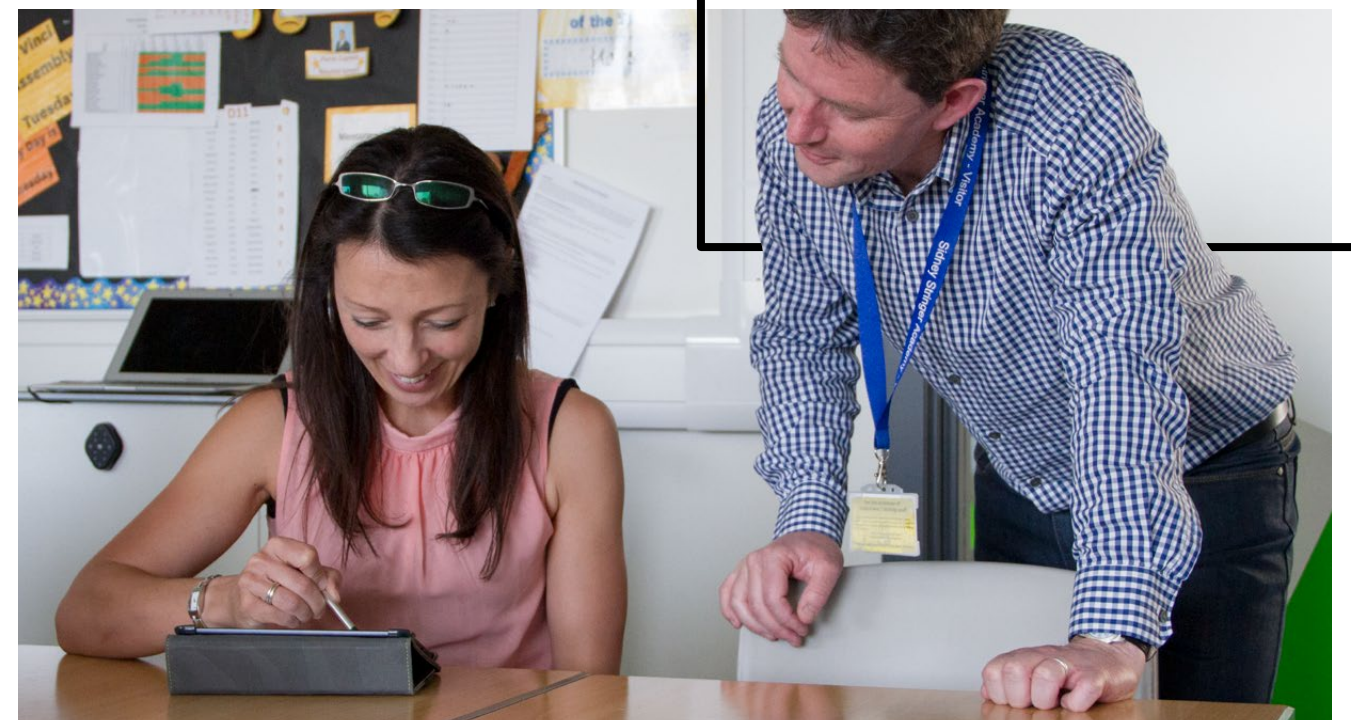
Professional development

No matter how advanced or exciting your classroom technology is, it's not going to succeed without buy-in from staff across the board, clear expectations for its use and rigorous training that gives staff the confidence they need to transform their classroom practice.

Our Teaching and Learning series of professional development courses are designed to equip teachers, classroom assistants and other staff with the knowledge they need to use iPad and other devices confidently in the classroom – and then act as mentors to their peers.

From exploring accessibility and productivity tools built into the device, to sessions on popular apps like Showbie, to learning how to embed multimedia skills across the curriculum, our Apple Professional Learning Specialists bring their years of teaching experience to bear on key topics. They deliver effective, empathetic training that's honest about the challenges the classroom can present, and offers practical advice on how to overcome them. We can even provide 1:1 coaching and mentoring, in which our experts help teachers plan a lesson with their new technology, then observe their lessons and offer feedback.

Key benefits:

- Sessions delivered by our qualified Apple Professional Learning Specialists.
- Guidance from an Apple-accredited team that can help you achieve Apple Distinguished School status.
- Coaching, mentoring and in-class support.
- Dedicated sessions available for school leadership, subject leads and teachers who want to learn more about certain apps.

How we help...
IT teams

Our team understand that no two schools are the same, each with different budgets and needs, so we provide a range of IT support services to suit every school's requirements. From a straightforward deployment service that ensures your rollout goes smoothly to a full device management service, we support schools that want to get the best teaching and learning benefits from their classroom technology.

We can support your existing IT team as they roll out and troubleshoot new technology, but we know many schools, especially primary schools, don't have permanent IT staff. That's why we offer IT support, device management and more as managed services. That means you can outsource the day to day operation of your IT equipment to our team, while your on-site IT staff deal with more important issues.

Infrastructure

No technology is going to succeed unless the infrastructure underpinning it is fit for purpose. Is your WiFi network ready for an influx of new devices? Do you have the classroom connectivity needed for touchscreens and other devices? Do your staff have all the tools they need to deliver hybrid and remote lessons? What about embedding media skills into the curriculum?

With 30 years' experience helping schools, businesses and media companies update their infrastructure, we're perfectly positioned to help you upgrade your network, storage and other infrastructure to deliver a fault-free experience for teachers and familiarise students with the sort of workflows they'll encounter in the real world.

Key benefits:

- The best experience for your end users, meaning no lesson time is lost and devices are more likely to be used.
- Ongoing advice on how to best develop your infrastructure and maximise the impact your IT budget can have.
- Regionally-based experts on hand to offer help when you need it.
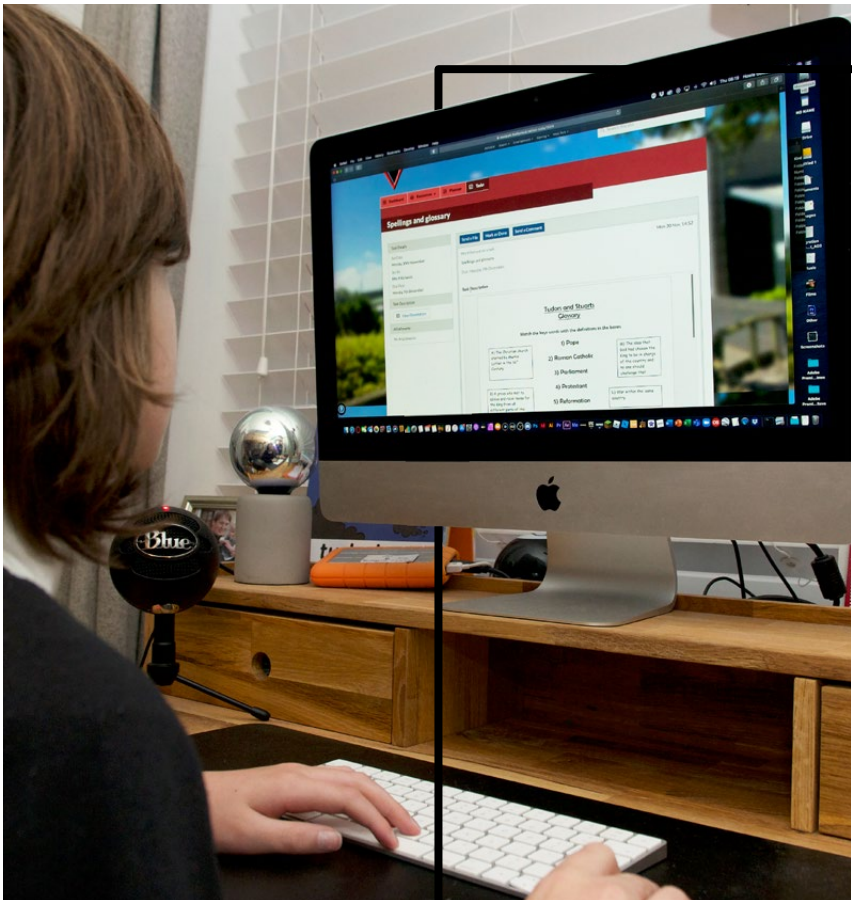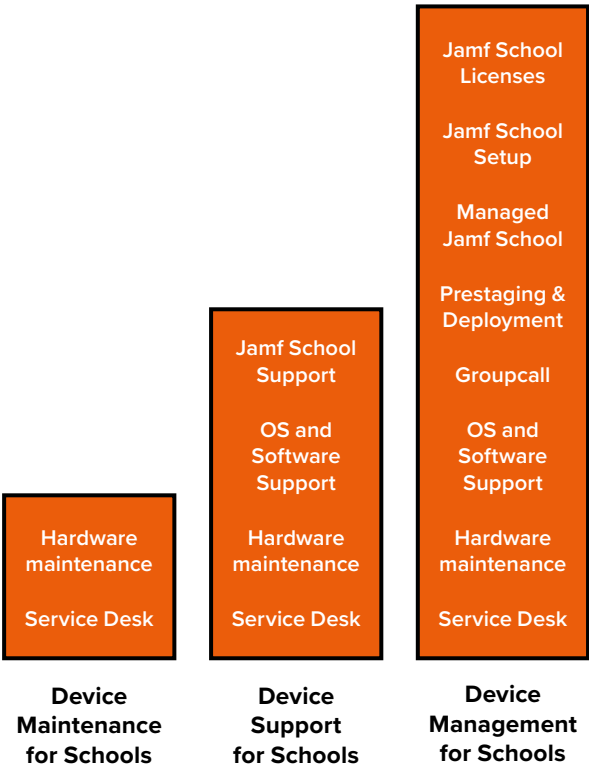- We work with a range of vendors, so won't lock you into a single solution or provider.

Device management

We're firm believers in the power of mobile device management (MDM) to get the best teaching and learning benefits from classroom devices. This includes installing all the apps and content that staff and students need, exactly when they need them, and monitoring how they're used to ensure your network is protected.

Whether you want to manage your own estate with support from us, or you want to take advantage of our fully managed service, we can build a package that fits with the capabilities and goals of your IT team. We're the UK's most experienced Jamf provider, and can help you set up their education-focused solution, Jamf School, to deliver the most for students, teachers and parents.

Key benefits:

- Dedicated support from an Apple Authorised Service Provider and Jamf Certified Jumpstart Integrator.
- Three layers of coverage – choose which is right for your school.
- Devices are protected from the moment they're switched on, making safeguarding students (and school systems) much easier.

Device Maintenance for Schools	Device Support for Schools	Device Management for Schools
		Jamf School Licenses
		Jamf School Setup
		Managed Jamf School
		Prestaging & Deployment
	Jamf School Support	Groupcall
	OS and Software Support	OS and Software Support
Hardware maintenance	Hardware maintenance	Hardware maintenance
Service Desk	Service Desk	Service Desk

Security

Safeguarding your students and protecting their data is one of a school's most important duties. That's why we offer comprehensive security options for schools of any size. Start with the security tools built into Apple devices and Jamf School management software, then add network security tools from the likes of Cisco Meraki and Okta to ensure that only people you trust can access your network and that you're in control of what they do there.

Key benefits:

- Ensures GDPR and safeguarding compliance.
- Comprehensive protection for school and student data.
- Transfer the burden of IT admin onto our team, so yours can spend more time supporting teaching and learning.

How we help...
finance teams

When you're financing your tech deployment, the last thing you want is unnecessary risk. Working with a stable, established company with a history of compliance with government frameworks protects you and your assets, and ensures that you'll have support in the long term.

We've been helping schools make the most of their IT budgets for nearly 30 years, and have been funding iPad and smartphone deployments since they were first introduced. Along the way, we've been accepted onto a range of frameworks and purchasing consortia, so you can rest assured you're buying from a compliant company with a history of excellence.

Finance options

We work with a range of reputable finance partners, including Apple Financial Services, in order to get you the best solution for your budget. We understand that some schools prefer to buy outright while they have budget assigned to a project, while others need a dependable, monthly payment schedule that doesn't rely on upfront payments. We're also accredited by several government frameworks, including the Pagabo national ICT framework and the North Western Universities Purchasing Consortium, so you can be sure your solution is compliant.

Key benefits:

- Help finding a funding model that's right for you.
- Manageable payment options for schools of any size and financial situation.
- Peace of mind that comes from working with a compliant provider.
- A centralised provider so you don't have to deal with multiple vendors.

Parental contribution

Many schools ask parents to donate money toward the cost of 1:1 devices, especially if your long term goal is to provide children with tools they wouldn't otherwise have access to. We have done this many times for many different devices and can help with every stage of the process, from pitching to parents (our team are available for events and community Q&As) to setting up the scheme, insuring devices, providing a secure payment portal and delivering the devices to desk or to each student's home.

Key benefits:

- Experts on hand to answer any questions from staff or parents.
- Lease devices, sell directly, or purchase outright – we can work with any system.
- Our proven history of successful rollouts is reassuring for your investors (and your IT team).
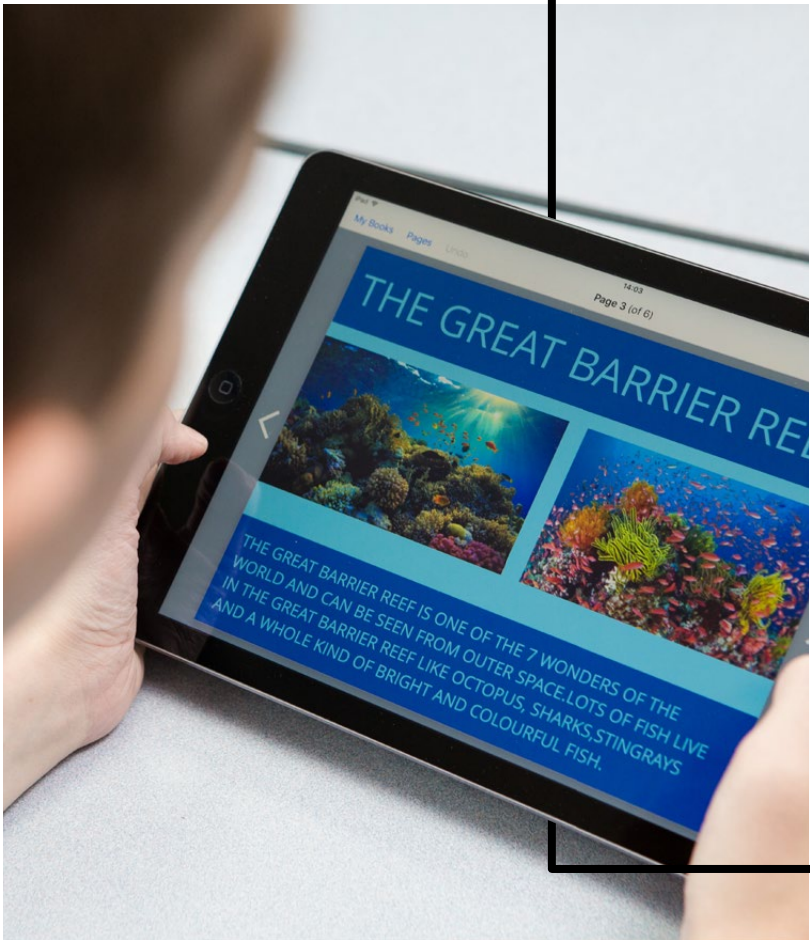
Purchasing portals

Need a secure, dedicated way for students, staff and families to choose the accessories they want, without generating too much admin for your team to handle? We can build dedicated, secure payment portals that only include devices you've pre-approved, complete with any discounts, mandatory accessories or exclusions you need. If your school, college or university already uses an e-procurement system, we can integrate your purchasing portal with it to deliver a seamless experience for your team.

Key benefits:

- Secure.
- Dedicated purchase list.
- Branded portals for your institution.
- Integrates with school systems.
- Removes burden of admin from your team.

The impact of 1:1

Rolling out devices on a 1:1 (one device per student) basis has been shown to have amazing benefits for teaching and learning, whether in the classroom or as part of a hybrid learning setup. And while we don't expect everyone to take our word for it (we're an IT provider, after all) it's hard to argue with these fantastic results...

Improving GCSE scores by 20%

The Crestwood Secondary School in Dudley decided to conduct an iPad 'intervention' to gauge the impact of 1:1 iPad. They equipped one group of students with iPad on a 1:1 basis in four selected lessons from the new GCSE topics for two weeks, while a control group would do the same but without the use of iPad.

Both groups were picked as equal ability based on prior attainment, and after two weeks, they were asked to complete an end of unit GCSE exam. On the exam, the group who weren't using iPad gained an average score of 9.8/22 marks (41.2%), whereas the group with iPad gained an average score of 13.1/22 marks, equating to a percentage score of 60%. That's a difference in attainment of nearly 20% in just two weeks of using iPad.

Making huge leaps in student progress

Stephenson Memorial Primary School in Walsall deployed 1:1 devices to all KS2 pupils, staff and teaching assistants. The goal was to increase engagement within the curriculum and therefore increase gains in attainment and progress for all pupils.

Children in Key Stage 2 made significantly better than expected progress in reading, writing and maths compared to other children of a similar age nationally. Their writing progress score was the highest in the local authority, sitting at +4.9 points where the national average is zero, placing them in the top 10% of schools in England.

Placing in the top 1% nationally

After a successful pilot study, Cheshire's Nether Alderley Primary School introduced 1:1 iPad for Years 5 and 6. The school's goals were to increase pupil engagement in school and at home, make it easier for pupils to work at home and support a flipped learning model. Staff also wanted to be able to provide multi-modal feedback, create bespoke video tutorials for pupils and make use of electronic textbooks.

Two years after introducing iPad, 86% of Nether Alderley's outgoing Year 6 cohort met the expected standard in reading, writing and maths, compared to a national average of 52%. 29% of pupils met the higher standard for reading, writing and maths, placing the school in the top 1% nationally.

Nether Alderley's Scaled Score for reading is 107.7 points – 5.1 points above the national average and up 1.3 points on the previous year. 86% of students met the expected standard in reading. 43% of students met the higher standard for reading – 24% more than the national average.

Impact on test results at Nether Alderley Primary

Percentage of students reaching higher standard in reading, writing, grammar, punctuation, spelling and maths before and with iPad.

Before iPad	With iPad	% Percentage increase
% Expected standard (reading, writing and maths)		
57%	86%	51%
% Higher standard (reading, writing and maths)		
7%	29%	314%
% Higher standard reading		
21%	43%	105%
% Higher standard writing		
36%	43%	19%
% Higher standard + maths		
79%	93%	+ 18%
% Higher standard maths		
14%	29%	107%
% Higher standard grammar, punctuation & spelling		
36%	57%	58%

Get in touch

If you want to find out more about how we can help your school take classroom technology to the next level, get in touch with the team on **03332 409 290** or email **education@Jigsaw24.com**. Waiting for your message is our nationwide team...

Meet our training team...

Dave Dudman
Head of Professional Development

Richard Poth
Apple Distinguished Educator

Paul Tullock
Apple Distinguished Educator
Apple Professional Learning Specialist

Terri Coombs
Apple Distinguished Educator

Richard Brown-Martin
Professional Development Consultant

Meet our day-to-day team...

Carlton Sharpe-Buckley
Head of Education

Alan Doyle
Regional Education Manager

Charlie Place
Regional Education Manager

Dan Gilchrist
Regional Education Manager

Paula Jeffery
Regional Education Manager

Robin Mitchell
Education Manager

Mike Watkinson
Trust Development Consultant

Carlo Rocco
Desk Based Account Manager – Education

Vicki-Louise Cotterill
Desk Based Account Manager – Education

Evija Hopkins
Education Support Team Leader