1. LOST DEVICES

A) In the case of lost devices, a learner accompanied by a parent/guardian, must report the loss to the nearest Police Station immediately (i.e. within 24 hours).
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).
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)
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.
E) The learner with the support of a parent/guardian must inform the Police and attempt to retrieve the device from the location indicated.

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.

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).

A) In the unfortunate event that a learner has passed on, the e-learning device must be returned to the school at which it was issued.
B) The Principal must indicate the return of the device on the Asset Register of the school.

2. STOLEN DEVICES

A) In the case of stolen devices, a learner accompanied by parent/guardian, must report the theft to the nearest Police Station immediately (i.e. within 24 hours).
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).
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)
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.
E) The Principal with the support of SAPS must attempt to retrieve the device from the location indicated.

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.

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).

A) In the case of damaged devices, a learner accompanied by parent/guardian, must report the damage to the nearest Police Station immediately (i.e. within 24 hours).
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).
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: elearning@ecdoe.gov.za)
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.

3. DAMAGED DEVICES

A) In the case of damaged devices, a learner accompanied by parent/guardian, must report the damage to the nearest Police Station immediately (i.e. within 24 hours).
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).
C) The Principal must submit the details of the damaged device to the Department within 24 hours of receipt thereof from the learner. (Email: elearning@ecdoe.gov.za)
D) The Department will action the activation of the tracking mechanism on the damaged device to determine its location and inform the Principal of its location.
E) The Principal with the support of SAPS must attempt to retrieve the device from the location indicated.

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.

4. DECEASED LEARNERS

A) In the unfortunate event that a learner has passed on, the e-learning device must be returned to the school at which it was issued.
B) The Principal must indicate the return of the device on the Asset Register of the school.

5. REFUSAL BY LEARNERS TO RETURN DEVICES

A) The Principal must submit the details of the device/s not returned by learners to the Department. (Email: elearning@ecdoe.gov.za)
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.
C) The Principal with the support of the parent/guardian must attempt to retrieve the device from the location/s indicated.
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).
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.

NOTE: It is a criminal offence to refuse to return departmental property as this constitutes theft and is a punishable offence in terms of Criminal Procedure Act 51 of 1977.

“Please return the tablets, it is the right thing to do. Each one, help one.”