Student Resource Scheme

Student 1-to-1 Learning Program
Year 12 - 2016

Caloundra State High School

September 2015
1-to-1 Laptop Program

1. Overview

1.1 The National Secondary School Computer Fund (NSSCF) is the major funding element of the Digital Education Revolution (DER). It is in its final stages and students in Years 12 are still part of the program. The aim of the NSSCF is to assist schools maintain a computer to student ratio of 1:1 for students in Years 12. The program is underpinned by a strong partnership approach between the Australian and Queensland governments.

1.2 It is hoped that the laptops provided to students under the fund will assist student learning, both at school and at home. To help us achieve this goal it is important that students, and parents/or caregivers lend their support to this valuable program. Strong support from parents or caregivers is paramount to ensure the program is successful across the state and students gain the maximum benefit. Please note that regardless of the funding option all computers used in the program are the property of Queensland Department of Education, Training and Employment (DETE).

1.3 All students in Year 12 have the option to be part of the 1-to-1 take home option of the learning program. Those students opting to not be involved in the take home component are still involved in the 1-to-1 at school program under the Bring Your Own Device (BYOD) charter.

1.4 Students who participate in the program are able to retain the laptop during both mid-term and end of Semester 1 breaks, but must return the computer to the technical support staff at the end of each school year.

1.5 All computers, including laptops or notebooks used in this program are the property of the Department of Education and Training regardless of funding revenue i.e. School, Federal or Parents & Citizens. The details of future ownership are outlined in Part A: Terms and Conditions.

1.6 In order to maintain the security of the network, support the Managed Operating Environments (MOE and MOE CFS) and to ensure continuity of service to all students, departmental policy, Acceptable Use of the Department’s Information, Communication and Technology (ICT) Network and Systems advises schools to “ensure students do not connect solely privately owned devices to its corporate ICT network”.

1.7 The 1-to-1 program supports solely school-procured and owned ICT assets being provided to students for educational use at school and home.
Terms and conditions - Student Resource Scheme – 1-to-1 Learning Program

1. Principles

1.1 In accordance with the Education (General Provisions) Act 2006, the cost of providing instruction, administration and facilities for education of students enrolled at State schools who are Australian citizens or permanent residents, or children of Australian citizens or permanent residents, is met by the State.

1.2 The School operates a Student Resource Scheme – 1-to-1 Learning Program that enables a Parent/Guardian to enter into an agreement with the School and provides for the use by the student of a laptop for a specified participation fee for the laptop to be taken home.

2. Benefits of the scheme

2.1 The purpose of the scheme is to provide the Parent/Guardian with a cost effective alternative to purchasing a laptop, through providing access to departmental-owned laptops purchased at reduced prices through the school’s bulk purchasing practices. Such provision is an education service that is not met by the State under s.50 (2) of the Education General Provisions Act 2006.

2.2 Provided the Parent/Guardian agrees to opt-in to this arrangement, they will be given the opportunity to take home / out of school hours the equipment for a fee of $150.00 which covers the non-educational services of the program. At no time will ownership of the laptop transfer to the parent/guardian. Should the student discontinue their enrolment at Caloundra SHS students are to return the laptop at time of cancellation.

The following items and services are included in the Caloundra State High School take-home package for students:

<table>
<thead>
<tr>
<th>Item</th>
<th>Annual cost per student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Technical support</td>
<td>$50.00</td>
</tr>
<tr>
<td>Hot Swap Machine</td>
<td>$40.00</td>
</tr>
<tr>
<td>Repair time</td>
<td>$20.00</td>
</tr>
<tr>
<td>*Accidental Damage Insurance</td>
<td>$20.00</td>
</tr>
<tr>
<td>Extra Software Licencing</td>
<td>$20.00</td>
</tr>
<tr>
<td>Total</td>
<td>$150.00</td>
</tr>
</tbody>
</table>

*Based on the Acer Documentation for Understanding your warranty Part E of this document

Our school P&C has endorsed a co-contribution of $150 to be charged per device per annum.

2.3 The scheme also ensures that students have a laptop for their education that can be safely connected to the Departmental network and saves the Parent/Guardian time and money in sourcing the prescribed materials elsewhere.
2.4 The Student Resource Scheme - 1-to-1 Learning Program is not used to raise funds for other purposes, and revenue collected through the scheme is applied only to the operation of the scheme.

3. Parties involved

3.1 This Agreement is between the State of Queensland acting through the Department of Education and Training in particular via Caloundra State High School (hereafter called “the School”) and the Parent/Guardian of students at Caloundra State High in relation to provision of computer equipment to the Student.

3.2 The Student has been accepted into the School 1-to-1 Learning Program for the remainder of the agreement.

3.3 In exchange for the Parent/Guardian complying with this Agreement, the Student Resource Scheme – 1-to-1 Learning Program provides the Student with a laptop computer for educational use at school and home.

3.4 The equipment is provided to the Student and remains the property of the School at all times.

3.5 This Agreement outlines the roles and responsibilities in relation to the Student Resource Scheme – Student 1-to-1 Take Home Option for the Laptop Program and the terms and conditions which binds the parties during the term of the provision of the equipment.

4. Equipment provided

4.1 The equipment, subject of this Agreement, consists of a Laptop, carry case and power supply. These items are referred to through this Agreement collectively as the “Laptop”.

4.2 Each device will be:

- protected by anti-virus tools and automated updates
- covered by a four-year warranty including the battery
- covered by accidental damage protection (excess applies)
- able to be connected to the school network and have filtered internet and email
- provided with 3G connectivity (Take home program only)
- able to be used at home and at school for student learning (Take home program only)
- installed with the department’s standard suite of productivity software
- protected by Computrace theft protection and Blue Coat internet filtering. (Take home program only)

4.3 At the end of the provision period, the laptop will be removed from the school network. At this time the laptops will have all licensed software and data removed and be restored to original factory state.
## 5. Laptop specifications

The chosen device is the Acer Iconia W700 tablet, which has the following specifications:

<table>
<thead>
<tr>
<th>Brand and model</th>
<th><strong>Acer Iconia W700 tablet</strong></th>
</tr>
</thead>
</table>
| **Specifications** | - 11.6-inch Full HD 10 point multi-touch Gorilla glass  
- Intel Core i3 processor (low voltage)  
- 4GB of RAM  
- 128GB Solid State Hard Drive  
- Integrated Li-Polymer battery  
- An integrated USB 3.0 port  
- Bluetooth 4.0  
- Full size keyboard case with Bluetooth connectivity & USB charging  
- Four-year warranty and accidental damage cover |
| **Installed software** | - Microsoft Office 2013 software suite  
- Antivirus software  
- Adobe Premium CC  
- Win 8  
- School based applications as per standard school build  
- Subject Specific Software as required  
(Note: This software is licensed to the School and is for use only during the terms of this program. It will be removed from the Laptop at the end of the Program.) |
| **Warranty / support** | - four-year warranty and accidental damage cover (has an excess)  
- Vendor-operated student help desk  
- School based technical support |
| **Other items** | - Protective case  
- Skin protector and identifier. |

**Note:** if students and parents choose the BYO option, they need to refer to the separate Bring your own device charter.
6. Rights and obligations

6.1 The Student has the right to use the Laptop only in accordance with this Agreement.

6.2 The Parent/Guardian must comply with the Agreement and ensure that the Student complies with the Laptop Rules for Students in relation to use of the laptop at the School and outside the School (e.g. at home).

6.3 To the extent that the Laptop Rules for Students can apply to the Parent/Guardian, the Parent/Guardian must comply with the rules.

6.4 The Parent/Guardian must also comply with their respective obligations under the School’s Student Network / Internet Access Agreement and the School’s Internet Usage Policy.

7. Period of participation

7.1 The School agrees to provide the Laptop to the student from the date all parties sign this Agreement and the Student receives the Laptop.

7.2 Subject to clause 7.3, the provision continues until the end of the agreement.

7.3 The provision may be ended earlier, at the School’s absolute discretion, if:

- the Student is no longer enrolled with the School;
- the Student is excluded from the School;
  Note: The laptop may be retained within the school during any period of suspension.
- if, in the opinion of the School, the Student is not meeting the School’s behaviour and educational requirements, including absenteeism, or when attendance falls below 80% without appropriate justification;
- the Parent/Guardian fails to comply with this Agreement or the Student Network / Internet Access Agreement and the School Internet Usage Policy; or
- the Student fails to comply with the attached Laptop Rules for Students or the School’s Student Network / Internet Access Agreement and the School’s Internet Usage Policy.

8. Ownership of laptop

8.1 This Agreement does not give the student ownership of the Laptop. The school retains ownership of the Laptop during the term of the provision.

8.2 This Agreement and the School’s delivery of the Laptop to the Student does not constitute a transfer of ownership, or the obligation to transfer ownership, of the Laptop to the Student or Parent/Guardian.
9. Status of laptop

9.1 Students will be responsible for the laptop at all times during school hours.

9.2 The School may demand the return of the laptop the next business day for any reason, for example, to upgrade software, to inspect hardware or software’s operational performance, if there is suspected misuse of the laptop and to verify that it is being used in accordance with this Agreement and the Laptop Rules for Students.

10. Fee for provision of laptop

10.1 If the parent / guardian and student opt to participate in the Take Home program, a Student Resource Scheme – Student Laptop Program fee of $150/year will be due and payable by the parent / guardian.

10.2 In the event of loss or damage to, or caused by, the Laptop, see Clause 16 Loss or Damage.

11. Connection to the internet

11.1 At school, the carriage service and connectivity to the internet is governed by the School’s Student Network / Internet Access Agreement and the School’s Internet Usage Policy and Technical Support staff. The School reminds the Parent/Guardian of their obligations under this agreement.

11.2 The department provides a web filtering system to protect schools from malicious web activity and inappropriate websites. Students’ Internet browsing on departmental owned laptops installed with the MOE CFS build is filtered at school and at home.

11.3 No web filtering system can be 100% effective and students and/or parents should notify the school as soon as possible if an unsuitable website is accessible when using the laptop so that the school can take appropriate action.

11.4 If Internet access at home occurs through private internet providers and is unfiltered, it is the Parent/Guardian’s responsibility to monitor student Internet usage. The School accepts no responsibility for consequences of internet access outside the school and will seek to enforce any breach of policy found on a departmental-owned laptop regardless of whether the breach was done at home or not (e.g. cache files for internet browsers).
12. Improper use

12.1 The Parent/Guardian must ensure that the Laptop is not tampered with in order to connect to internet services outside the school and that the laptop is not used:

- for any illegal, pornographic, fraudulent or defamatory purposes;
- for bulk transmission of unsolicited electronic mail;
- to send or cause to be sent any computer worms, viruses or other similar programs;
- to menace or harass another person (or used in a way that would be regarded by a reasonable person to be offensive);
- to transmit any harassing, obscene, indecent, offensive, or threatening material or emails;
- to reproduce, distribute, transmit, publish, copy or exploit any material that constitutes an infringement of any intellectual property rights (such as copyright) of a third party; or
- in a way that violates any laws, such as privacy laws.

13. Software

13.1 The software loaded on the Laptop is licensed to the Department of Education and Training or the School. The Parent/Guardian must ensure that the software is not copied, deleted or transferred, for any reason at all, without prior written consent from the School. Unauthorised use may breach copyright laws and the Parent/Guardian may be held liable for any damages incurred.

13.2 Students have the right to install additional software onto their laptop. However, only licensed software can be installed. The student must hold a valid licence for any software installed and the licence must be appropriate for installation on a school owned laptop. Laptops may be periodically audited by the school and the student asked to present a valid licence for any software which has been installed.

13.3 Should the laptop require repair, the hard drive may need to be reformatted and the laptop returned to its originally issued state that is, with the Managed Operating Environment and departmental and school software installed.

13.4 The school is not responsible for restoring any programs, music, pictures or other data which may have been installed by the student. Students are responsible for backing up any work or they have installed software on the laptops.

13.5 In addition, at the conclusion of this agreement, all installed software and data will be removed and the laptop restored to its original manufacturer’s state.
14. Virus protection

14.1 Computer viruses, malware and malicious code have the potential to severely damage and disrupt operations within the School and the Department’s networks. It may be costly to restore the network, infected hardware or software to its previous state and operability.

14.2 These can enter laptop computers through:
   - Removable media such as CDs, DVDs, floppy disks and USB memory sticks
   - Emails / Phishing attempts (emails linking to malicious websites)
   - The internet (including web browsing, FTP programs and chat rooms)
   - File download
   - Network file shares, such as servers and shared folders

14.3 Departmental laptops have commercial anti-virus software installed. The parent/guardian must ensure this software is not disabled. However, anti-virus software cannot be 100% effective if appropriate practice is not followed when using the laptop.

14.4 Students have the right to use their laptops at home for limited personal use. If accessing the Internet from home via cable, ADSL or wireless, they should take all steps to protect the school-owned laptop and the department’s computer network from virus attacks, including never disabling the installed anti-virus software.

14.5 Within the constraints of the departmentally supplied software, the Parent/Guardian must take reasonable steps to prevent malware or malicious code from infecting the laptop.

15. Repair and maintenance

15.1 A manufacturer’s warranty will apply to the Laptop for the period of the provision.

15.2 Students must not “personalise” their laptops in any way by using felt pens or other marks. Laptops will be identified as belonging to a particular student through the use of laptop skins, which must remain secured to the machine and not tempered with. The student may personalise the laptop skin with stickers if they wish, as long as the important information is not obscured.

15.3 The Parent/Guardian or Student must immediately return the Laptop to the School if they suspect the hardware (e.g. laptop computer or power pack) or software is or may be faulty.

15.4 The Student and Parent/Guardian must not arrange or allow any repair or maintenance work to be carried out on the Laptop without prior written consent of the School.

15.5 Should the Laptop require repairs or maintenance, a replacement computer may be made available while the computer is being repaired, if available.
16. Loss or damage

16.1 The Laptops provided for temporary student use by the scheme shall be kept in good condition by the student. The school Administration Office shall be notified immediately of the loss or negligent damage to, or caused by, any issued item.

16.2 Where an issued item is lost or negligently damaged, parents/guardians may be responsible for payment to the scheme of the full (or partial) replacement cost of the item.

16.3 The Parent/Guardian must use their best endeavours to ensure that the Laptop is kept in good condition, and that it is not damaged, lost or stolen. It is the obligation of the Parent/Guardian to ensure the Laptop in a safe place when it is taken off the School’s site.

16.4 The Parent/Guardian must immediately notify the School immediately if the Laptop is damaged, lost or stolen.

16.5 If the Laptop is stolen, the Parent/Guardian must report this to the Police as soon as possible. The Parent/Guardian must obtain from Queensland Policy a Crime Number and the name of the investigating officer and provide this to the school. The parent also must supply the school with a statutory declaration stating the details of the lost machine, and then Computrace theft protection can be activated.

Should a device be unrecoverable – whether lost or stolen, the cost of replacement is as follows:
- First case: $200, payable by the parent/caregiver
- Subsequent cases: full replacement cost.

16.6 Advice on how to protect the Laptop is outlined in the attached Use and Care of the Laptop / Laptop / Computer guidelines.

16.7 Accidental damage is included yet a sliding scale of excess will apply:
- $50 for first claim, (covered for First claim as part of the Take Home program)
- $100 for second claim etc,
- up to a maximum of $150 excess

Reasonable repair rates negotiated; will be passed to parents if able to repair on base for minor damage. However, if damage is determined to be wilful, irresponsible or malicious, the full cost of repairs or replacement will be charged to parents.

16.8 Wilful and malicious damage - Where a school determines that damage has been intentionally caused to a device or a student has disrespected school property, the full cost of repair or replacement may be charged.
16.9 Non-warranty damage is where damage is not covered by warranty and not classified as accidental damage. The Acer warranty does not cover the device for any wilful damage, careless damage, theft or negligence. Examples of items not covered are:

- Any keys being removed from the notebooks keyboard due to excessive force applied.
- Leaving objects (such as pens) on the keyboard when closing the notebook lid, and as a result the LCD display is damaged.
- Leaving the notebook unattended and as a result it was damaged by someone or something else other than the user or assigned owner.
- No explanation whatsoever can be provided for how the resulting damage occurred.
- Repeating cases for the same Notebook which may have previously been termed as accidents.

16.10 Faults are reconciled by the hardware vendor, and are subject to change. The final determination of warranty coverage is made by the hardware vendor.

16.11 Where a device is deemed non-warranty damaged, the following costs apply:

- **Acer Iconia W700 tablet**
  - Repair Minor, excluding repair or replacement of LCD screen and/or motherboard: $157 excluding GST
  - Repair Major, including repair or replacement of LCD screen and/or motherboard: $399 excluding GST

17. Consequences

17.8 All Laptops provided for temporary use by the program remain the property of the Department and shall be returned at the end of the education program or school year or when the student leaves the school, whichever is the earlier.

17.9 Where an item is not returned, the Parent/Guardian will be responsible for payment to the scheme of the replacement cost of the item. Failure to make payment may result in debt recovery action being undertaken including, where warranted, referral to an external debt collection agency. This may result in extra costs being incurred by the Parent/Guardian.

17.10 Failure to comply with this Agreement may result in the School ending the Agreement including automatic loss of the Laptop or suspension of use for a period of time.

18. Acceptance of agreement

18.1 By completing and signing the Student Resource Scheme Participation Agreement form which is included in [Student Resource Scheme](http://ppr.det.qld.gov.au/corp/finance/services/Pages/Student-Resource-Scheme.aspx), the Parent / Guardian is acknowledging they understand and accept the Terms and Conditions of this agreement.
Laptop Rules for Students

1. You can use the Laptop for your own educational purposes, both at home and at school. The Laptop may be used for limited personal use but not for commercial purposes (e.g. you cannot use the Computer for a part-time job).

2. If you do not comply with these Laptop Rules for Students, you are not allowed to use the Laptop and the School may demand that you return the Laptop. There may be other disciplinary consequences under the School’s Responsible Behaviour Plan for Students as outlined in Safe, Supportive and Disciplined School Environment http://ppr.det.qld.gov.au/education/learning/Pages/Safe,-Supportive-and-Disciplined-School-Environment.aspx

3. The School’s Student Network / Internet Access Agreement and Internet Usage Policy also apply to your use of the network / internet when you are accessing the internet using the Laptop. You are reminded of your obligations under that agreement and policy.

4. You must not allow anyone else to use the Laptop for their own purposes, including family members and friends. You must not tell anyone else your account name and password.

5. You can only have and use the Laptop at the School and at home. Upon request, the School may give written approval for the Laptop to be used in other places.

6. You accept responsibility for the security and care of the Laptop.

7. You are responsible for backing-up all necessary data. The School is not responsible for any data loss. Therefore please ensure all your school work and important documents are backed up onto disc or other device.

8. The software loaded on the Laptop is licensed to the Department of Education and Training or the School. You must ensure that the software is not copied, deleted or transferred, for any reason at all. Unauthorised use may breach copyright laws.

9. All software installed on the laptop must have a legitimate licence. If you have been authorised as a Local Administrator on the laptop, you may install software provided you have a legitimate licence. The school has the right to inspect the licence for any software installed on the laptop at any time. If the school has not authorised you as Local Administrator, then all software must be installed by the School’s Technical Administrator.

10. You may upload/download onto the laptop music, images, video and other data files provided you have a licence or ownership for such files. Any personal data files stored on the laptop are not to be uploaded to school server(s).

11. You must not open, or allow anyone else to open, the hardware case of the Laptop to install additional hardware (including video card, sound card, network card, modem or disk drive), or, to alter the hard drive specifications of the Laptop, without the School’s written consent.

12. You must take all reasonable steps to prevent a virus from infecting the Laptop, including never disabling the installed anti-virus software, monitoring any data that is downloaded or uploaded onto the Laptop from the Internet or any device and virus checking any USB drives in the Laptop.

13. You are responsible for the security of the laptop. When not in use, it is to be stored in its carry case and kept with you;
14. Images or sound captured by personal technology devices on the school premises or elsewhere must not be disseminated to others using the Laptop, for the purpose of causing embarrassment to individuals or the School for the purpose of bullying or harassment, or where without such intent a reasonable person would conclude that such outcomes may occur. The School has the right to invoke appropriate disciplinary processes to deal with such behaviour by a student.

15. You must not intentionally use the Laptop or internet services to which it may be connected:
   - for any illegal, pornographic, fraudulent or defamatory purposes;
   - for bulk transmission of unsolicited electronic mail;
   - to send or cause to be sent any computer worms, viruses or other similar programs;
   - to menace or harass another person (or use in a way that would be regarded by a reasonable person to be offensive);
   - to transmit any harassing, obscene, indecent, offensive, or threatening material or emails;
   - to reproduce, distribute, transmit, publish, copy or exploit any material that constitutes an infringement of any intellectual property rights (such as copyright) of a third party; or
   - in a way that violates any laws, such as privacy laws.

16. Cybersafety
   - If the student believes they have received a computer virus or spam (unsolicited email), or if they have received a message that is inappropriate or makes them feel uncomfortable, they must inform their teacher, parent and/or guardian as soon as is possible.
   - Students are encouraged to explore and use the ‘Cybersafety Help’ button to talk, report and learn about a range of cybersafety issues.
   - Students must seek advice if another user seeks personal information, asks to be telephoned, offers gifts by email or asks to meet a student.
   - Students must never initiate or knowingly forward emails, or other messages, containing:
     - A message sent to them in confidence.
     - A computer virus or attachment that is capable of damaging the recipients’ computer.
     - Chain letters or hoax emails.
     - Spam (such as unsolicited advertising).
   - Students must never send or publish:
     - Unacceptable or unlawful material or remarks, including offensive, abusive or discriminatory comments.
     - Threats, bullying or harassment of another person.
     - Sexually explicit or sexually suggestive material or correspondence.
     - False or defamatory information about a person or organisation.

17. Passwords
   - Passwords must not be obvious or easily guessed; they must be kept confidential, and changed when prompted or when known by another user.
   - Personal accounts cannot be shared. Students should not allow others to use their personal account for any reason.
   - Students should log off at the end of each session to ensure no one else can use their account or laptop.

18. Bluecoat web filtering
   - An internet filtering protection solution, Bluecoat provides the department with the ability to manage the inappropriate material of the department’s ICT network users.
   - This covers school and 3G mobile web browsing from the department’s central servers. Third party internet access such as home internet or a council wireless hotspot from the notebook will be protected by the remote proxy client.
Part B: Laptop Rules for Students

19. Privacy and confidentiality
- It is important that students do not publish or disclose the email address of a staff member or student without that person’s explicit permission.
- The student should not reveal personal information including names, addresses, photographs, credit card details or telephone numbers of themselves or others.
- It should also be ensured that privacy and confidentiality is maintained by not disclosing or using any information in a way that is contrary to any individual’s interest.

20. Intellectual property and copyright
- Students should never plagiarise information and shall observe appropriate copyright clearance, including acknowledging the original author or source of any information used. It is also important that the student obtain all appropriate permissions before electronically publishing other people’s works or drawings.
- The creator or author of any material published should always be acknowledged.
- Material being published on the internet or intranet must have the approval of the principal or their delegate and have appropriate copyright clearance.

21. In particular you must not use the Laptop (or any internet services to which it may be connected) to bully, harass or be unkind to other persons.

22. The Laptop is to be returned in good condition to the School at the end of the agreement. If you cease to be enrolled for any reason before completing the agreement period, you must return the Laptop before leaving the School. If the Participation Agreement is ended, you must return the Laptop.

23. The School can request the Laptop be returned for any reason at any other time.

Specific equipment detail

<table>
<thead>
<tr>
<th>Type of Equipment</th>
<th>Brand</th>
<th>Make Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tablet Device</td>
<td>Acer</td>
<td>Iconia W700</td>
</tr>
</tbody>
</table>

For more information about the Program and the Laptop Rules for Students, contact:

Mrs Virginia Schaschke
HoD Technology
Caloundra State High School
(07) 5436 8457
Or
support@caloundrashs.eq.edu.au
Student NSSCF Charter Agreement – Take Home Program 2016

The Student NSSCF Charter Agreement form must be signed and returned to the school before the device is issued. The student and parent/caregiver must carefully read the charter before signing. Any questions should be addressed to the school and clarification obtained before signing.

In signing below, we acknowledge that we,

- accept all policies/guidelines as per the Responsible Behaviour Plan for Students, ICT Responsible Use Procedure.
- understand my responsibilities regarding the use of the device and the internet
- acknowledge that I understand and agree with all of the conditions detailed in the Student NSSCF Charter
- agree to the provision of a (tick one)
  - medium (access to social media sites)
  - high (blocked social media sites, including YouTube) internet filtering
- understand that failure to comply with the Student Charter could result in recall of the device and/or loss of access for home use
- agree to contribute $150.00 for my child to access the take-home component of the NSSCF program.

After reviewing and understanding the responsibilities outlined in the Acceptable Computer and Internet Use section above and relevant documents, we:

- agree to the provision of elevated access associated with the assignment of the student device (enables your student to install software to their device).
- do not agree to the provision of elevated access associated with the assignment of the student device (Student is unable to install software to their device).

Please indicate your preference of machine subject to availability (please note no guarantee is given for students to receive their preferred device)

☐ Acer Iconia W701 tablet PCs

<table>
<thead>
<tr>
<th>Student’s name</th>
<th>Signature of student</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent / caregiver’s name</td>
<td>Signature of parent / caregiver</td>
<td>Date</td>
</tr>
<tr>
<td>Designated school representative’s name</td>
<td>Signature of school representative</td>
<td>Date</td>
</tr>
</tbody>
</table>

This agreement is subject to change and will be promulgated to students and parents via email. Please ensure that your details are current on the school system.
Use and care of the laptop computer

Usage
- Don't use technology device on soft surfaces (e.g. sofa, bed or carpet) because it can restrict airflow and cause overheating.
- Avoid dropping or bumping technology devices.
- Don't place technology devices in areas that may get very hot.
- Don't get technology devices wet, even though they will dry and appear to operate normally, the circuitry could slowly corrode and pose a safety hazard.
- Follow all instructions given by staff.
- Login correctly and logoff when finished.
- Always shut down computers through the ‘Start – Shutdown’ mechanism.
- Always package, carry and store technology devices in appropriate and secure carry cases for transporting.
- Personalise technology devices with methods approved by the school, to ensure students do not get the devices mixed-up.
- Don't place objects on top of your laptop and never carry it around while it is turned on.
- Avoid exposing your laptop computer to direct sunlight or sources of heat such as desk lamps; dust, dirt, rain, liquids or moisture; heavy shock or vibration

Handling your laptop computer
- Try to avoid moving your laptop around when it is on. Before switching on, gently place your laptop on a stable surface and then switch on.
- You still need to be careful with your laptop while it is in the carry case. Do not drop the bag your carry case is in from your shoulder. Always place the laptop carry case gently down.
- Be careful when putting the laptop in the car that no other items are on top of it and nothing will roll onto the laptop carry case.
- Laptops should be switched off before being placed into the carry case.

NOTE: failing to carry your laptop in the provided hard carry case could be considered negligent.

Packing away your laptop computer
- Always store your laptop bottom down and with the LCD facing away from the front of the backpack.
- Wrap the cord gently around the power adapter, tightly wrapping will cause the cord to become damaged.

Care of laptop computer bag
- The case should be fully zipped up before being carried
- The case should be fully unzipped before removing the laptop to avoid non-warranty case damage.

LCD screen
- LCD screens are delicate - they don’t like being poked, prodded, pushed or slammed. Never pick up your laptop by its screen. Don’t slam the screen closed and always be gentle when putting your laptop down.
- To clean your LCD screen:
  - Switch off your laptop computer.
  - Lightly dampen a non-abrasive cloth with water and gently wipe screen in a circular motion.
  - Do not directly apply water or cleaner to the screen.
  - Avoid applying pressure to the screen.

AC adapter
- Connect your adapter only to your laptop computer.
- Do not step on your power cord or place heavy objects on top of it. Keep your cord away from heavy traffic areas.
- When unplugging the power cord, pull on the plug itself, rather than the cord.
- Wrap your cord gently around the adapter box.

NOTE: if lost or damaged you will be charged for replacement as it is not covered by insurance.
Battery pack
- Once a week fully flatten your batteries. Then re-charge the batteries fully. This will extend the life of your battery cells.
- Do not tamper with the connections.
- Please note that the Acer Iconia has a concealed battery and is unable to be “swapped” if not charged correctly.

Keyboard
- Gently brush your keyboard with a clean soft bristled paint brush or similar to remove dirt.
- If any key tops are missing or keys are in a damaged state, take your laptop to Technicians to be repaired immediately. A single key top can easily be replaced but continuing to use the keyboard with a missing key top can result in having to replace the entire keyboard.

Case cleaning
- Wipe with a dampened non-abrasive cloth. Do not spray any cleaners directly on to the casing.
- Gently rub your laptop casing with the moistened cloth to remove any dirty marks.

Security
- Report any technology device fault or suspected virus activity to the nearest staff member.
- Undertake virus scans of computers after home usage and prior to reconnecting to the school’s ICT network.
- Make regular backups of your saved work. Please Note: in the event that repairs are carried out, your files on the hard drive may be deleted, so keep your own backups.
- Keep your login and password confidential.
- Don’t tamper either physically or electronically with either hardware or software settings.
- Don’t attempt or undertake any malicious behaviour towards the School’s ICT resources.
- Don’t attempt to make unauthorised access to ICT resources or entities.
- Don’t have food or drink near the technology device.
- A good idea is to attach a fairly large name tag in a bright colour to the case or bag so it is easy to identify. Remember, over the life of the program this laptop may not be with the same student the whole time, and it may need to be returned for servicing at any time.

Software
- Don’t copy any software from the school’s ICT network or system.
- All technology equipment should only have operating systems loaded that have been authorised /installed by Departmental staff.
- Keep your virus check software up-to-date. If your virus check software detects virus activity then carefully follow the instructions for removal and advise the nearest staff member. If unsure, quarantine your computer and disks and immediately consult with the IT staff.
- Always adhere to licensing and copying agreements.
- Never use technology devices to engage in illegal activity, including violation of copyright or other contracts.

Batteries
- Use only school supplied computer batteries and chargers.
- Computer batteries can get hot during use. Do not use your computer on your lap.
- Have fully charged battery/batteries at the start of each school day. All charging should be undertaken at home, as the school will not have the infrastructure or resources available to charge batteries for every student.
- Don’t permit a loose battery to come in contact with metal objects, such as coins, keys or jewellery.
- Don’t crush, puncture or put a high degree of pressure on the battery as this can cause an internal short-circuit, resulting in overheating.
- Don’t get your battery wet, even though it will dry and appear to operate normally, the circuitry could slowly corrode and pose a safety hazard.
- Follow battery usage, storage and charging guidelines found in the computer’s user guide.

Wet weather
- Particular care needs to be taken during wet weather, whether at school or while travelling to/from school or at home
- Never drop your bag into a puddle, leave it out in the rain or where water might run, or have it otherwise unprotected from rain – if your school bag gets wet, your laptop might also.
Understanding Your Education QLD Warranty for Tablets

1 Warranty

This is the standard case type. This case type is used when clearly the products have failed due to a manufacturing defect. These incidents are by default, covered under your Education QLD warranty.

Spotted stripes on display (right)

2 Accidental Damage

This case type is used for cases where the cause of the fault would not qualify as a manufacturing defect but is a result of a non-deliberate accident.

Examples of accidents would include: Accidentally dropping the tablet, which results in physical damage to it.

When an accident happens, it is important to record all details of the event including when and how it happened. Acer will need you to supply this information when we arrange a repair for you.
Part E: Understanding your Education QLD Warranty

Understanding Your Education QLD Warranty for Tablets

2 Accidental Damage (continue)

Accidentally spilling liquid over the keyboard. When a liquid spill occurs and is rectified quickly, it is possible to limit damages to the tablet. Otherwise, factors such as rust damage and corrosion caused by the liquid can cause further issues. So it is important for you to immediately report any liquid spill accident, even if the tablet appears to be still working.

For accidental incidents, you will be covered under your Education QLD warranty under Accidental Damage if the nature of the incident is determined to be non-deliberate.

3 Non-Warranty

This case type is used for cases where the incident was caused by neither manufacturing defect nor a non-deliberate accident, but as a result of intentional actions and/or carelessness.

Examples of such non-accidental events would include:

- Any keys being removed from the tablet’s keyboard due to excessive force applied.
- Leaving the tablet unattended and as a result it was damaged by someone else other than the user or assigned person.
- No explanation whatsoever can be provided for how the resulting damage occurred.
- Repeated cases for the same tablet which may have previously been termed as accidents.
- When carrying the tablet ensure it is in the carry case supplied to ensure that the device is well protected at ALL times.

Please note that incidents under this case type CANNOT be covered under your Education QLD warranty under any circumstances.

The information given in this document is to help you correctly identify the difference between the three case types for an Education Queensland tablet. If you require additional assistance regarding this document, please don’t hesitate to contact our friendly support staff on 1800 819 713.