



ICT Handbook 2024

Students and Parents

Terms and Conditions

1. 1-to-1 Laptop Program

A. General Overview

All students entering Year 7 to 12 will be issued with a laptop under the terms of the *'ICT Handbook 2024 Students and Parents – Terms and Conditions'*. Students entering Year 7 will be issued a laptop on a 3-year agreement, thus making use of the laptop for Years 7 to 9. When they commence Year 10, they will be issued a new laptop that will be assigned on a 3-year agreement for Years 10 to 12.

- This document will be reviewed annually and will therefore require signed acceptance each year. Important changes will be published in the College newsletter.
- Although the laptop is the personal responsibility of each student, it remains the property of Northpine Christian College.
- Students will have the same laptop reissued (by serial number) to them each year, until the Year 7 students finish Year 9 and the Year 10 students complete Year 12.
- Students commencing at the College during the 3-year cycles will have a computer issued to them that is the same age as others in the student's cohort.

Laptops will be issued to each student in Year 7 to 12 after parents/guardians and students have completed the following:

- Read the *'ICT Handbook 2024 Students and Parents – Terms and Conditions'*.
- Submitted the *'Library Loan & Laptop Computer Acceptance Agreement 2024'* form, provided through the **Consent2Go** platform.
- Paid the *'ICT Levy'* - this includes the cost of the General Technology Levy, that may be subject to adjustment as the associated costs change.
- Paid all outstanding fees.

Acceptable Use:

- The student must comply at all times with Northpine Christian College's *'ICT Handbook 2024 Students and Parents – Terms and Conditions'*. Failure to comply with this agreement will set in motion a process of disciplinary action that may include a review of the student's privileges in relation to the use of the laptop.
- If the student does not comply with all terms of the *'ICT Handbook 2024 Students and Parents – Terms and Conditions'* the College has the right to manage access to the laptop computer.

B. Northpine Christian College's 'Level of Service' Responsibilities

Software:

Each laptop is loaded with all necessary operating systems and software, including current versions of Microsoft Windows and Microsoft Office, Adobe Creative Cloud and other software required for educational purposes. It is important that the installed software remains on the laptop.

- While additional software can be loaded onto the laptop, please do this in consultation with your teachers and ICT.

Hardware and Warranty:

The laptop is provided with a protective case and appropriate ID labelling. These are to remain with the laptop and in good condition - **no writing on case, stickers on the laptop or removing ID tags/labels**. If requested, at the end of each year the laptop with all supplied accessories must be returned to the College ICT department in good condition. Each laptop may be inspected periodically to verify condition and compliance with College policy.

The school devices are insured by the vendor's accidental damage protection (ADP) against accidental damage. The vendor will not cover loss or damage caused by disappearance, misplacement, and reckless misuse, abusive, wilful or intentional misconduct. Normal wear and tear, cosmetic damage and other damage that does not affect functionality are also not covered. There is a **\$65.00 (inc. GST)** fee charged per claim, which has to be paid in full and promptly to Northpine Christian College before the repair can proceed. There are limitations on the number of claims. The insurance does not cover loss of accessories (bags, chargers and stylus pens). Replacement cost for loss of equipment can be obtained by contacting the College.



Laptop Technical Support & Maintenance:

Laptops can be recalled during the school year for maintenance and software updates, often during a term break, school camps, holidays, etc. Major damages and/or missing accessories identified during routine maintenance will need to be paid for before the laptop is returned to the student. Some minor damages may be deferred to the end of year, where they will have to be paid for before sign-out.

The ICT office is located in the Library Resource Centre. All repair work is coordinated from this location. Technical support for students is only available before school, at recess, lunch and after school. Services include:

- Hardware maintenance and repairs.
- User account and password support.
- Operating system or software configuration support.
- Software and update installations.
- Warranty repair coordination.
- Loan laptop distribution.
- Hard drive imaging and re-imaging.
- Basic operational support.

C. Parent Responsibilities

ICT Levy:

A levy will be charged at the start of each term in accordance with the College fee schedule. This levy will be listed as a separate line item on the fees account and needs to be paid promptly so that the privilege of students taking the laptop home can be maintained.

Liability:

- **Intentional Damage:** Parents/Guardians/Students are responsible for full payment of intentional damages to laptops. Neither ADP or Warranty covers intentional damage of the laptop.
- **Additional Information:** In cases of loss, theft, vandalism or other criminal acts, a police report, or in the case of fire, a fire report **MUST** be filled in by the relevant authorities. A copy must be provided to the ICT office or Principal's office. Parents/students are responsible for the payment of any excess for this insurance claim.
- The replacement cost for accessories is not covered by warranty (protective cases, stylus pens, chargers, etc.). Any additional charges will be the responsibility of the parents/students.
- All problems with the laptop **MUST** be reported to the College's ICT office or the warranty may be rendered void. Excessive fault claims (ADP or warranty) may result in costs being passed on to the user of the laptop.

Parent/Guardian General Responsibilities:

- Parents/Guardians will be responsible for reviewing the '*ICT Handbook 2024 Students and Parents – Terms and Conditions*' with their child(ren).
- Parents/Guardians have the full right and responsibility to manage the care and use of the laptop outside of school. For example: always keeping and using the laptop in a common area, disabling Internet access when not specifically needed, setting time restrictions for daily use and limiting the use of games, music and/or movies.
- Parents/Guardians will be responsible for monitoring student use of the laptop at home or away from school and discuss cyber-safety issues with their child(ren) on a regular basis. (See esafety.gov.au.)
- Although all laptops are installed with monitoring software, for Internet usage at home, it is still the parents' responsibility to monitor Internet usage of laptops outside school. The College is able to assist with reports of Internet usage on parents/guardians request.
- Parents/Guardians are to ensure that the student understands legal propriety issues, especially with regards to games/music/movies.
- Parents/Guardians should communicate any concerns to the ICT office or Principal.
- Parents/Guardians will be contacted when it has been made clear that a student requires extra support from home to care for their school laptop.
- Parents/Guardians are asked to communicate with their child regularly regarding issues that the child may have had with the laptop.
- Ensure ADP and missing equipment/accessory fees are paid promptly.
- Assist students to regularly inspect equipment and accessories and ensure that they maintained.

D. Student Responsibilities

Day to Day Usage:

- Students are responsible for bringing their laptop to school for use each day fully charged, and taking it home at the end of each day to recharge it so that it is ready for use the next day. Students must bring their laptops to all classes every day, unless specifically advised by their teacher.
- Students are responsible to report any damages or issues (connectivity, wear and tear and battery problems, etc.) with the laptop to the ICT office promptly.
- It is important to note that students are responsible for the care, safety and protection of their laptop at all times. (Refer to Appendix 1)

Privacy and Safety:

- Students may not chat online without teacher direction.
- Students may not open, use or alter computer files that they did not create, without permission.
- Students may not reveal full names, phone numbers, home addresses, forms of government ID, credit card numbers, or passwords online.
- Storage of data on the laptop is **NOT** guaranteed to be private or confidential.
- If students inadvertently access inappropriate or offensive material on a website, it is their responsibility to notify a teacher or the ICT office.
- Students that have knowledge of security problems are under obligation to convey that information, without discussing it with other students, to teachers or the ICT office.
- Under no circumstances are students to store illegal software (pirated) and/or files (music, movies, games) on the College laptops, connected network folders or services (eg. OneDrive).
- Laptops and Internet use is monitored for safety and security by the College – the College laptops are not private devices.
- Students are responsible for saving and maintaining school work and files (eg. OneDrive, USB, local HDD).

Legal propriety:

- Users must comply with all trademark, copyright laws and license agreements. Ignorance of the law is not immunity.
- Use or possession of hacking software is strictly prohibited. The committing of Computer Crimes that violate state or federal law will result in disciplinary action by the College and will need to be referred to the police possibly resulting in criminal prosecution.
- Releasing files, home addresses, personal phone numbers, passwords or other sensitive information to others without written permission is a violation of the Privacy Act and as such is illegal.

While a student has access to the Internet and/or a College issued device:

- Devices must be treated carefully and with respect. They are not a toy.
- While on campus devices are only to be used under teacher direction and supervision.
- Students are to be responsible for saving and maintaining individual files at all times.
- Students are responsible for the device that has been issued to them. The student will take care of the laptop and return it the same condition it was issued to them.
- Students are not to access anything that is illegal, dangerous or offensive.
- Students will not give out any personal details belonging to themselves or anyone else (phone number/ addresses etc)
- Students will not use the Internet or issued device to annoy, harass or offend anyone else.
- While away from the College (at home or travelling), students will follow the guidance given by parents/ guardians, regarding the safe and proper use of the Internet and College supplied devices.

See Appendix 1 for further detailed information regarding the use of the laptop and student responsibilities.



2. Laptop Bag Policy

The laptop should always be carried in the school provided laptop case. The laptop case should always have the name tag attached, with the student name and the laptop service tag printed onto it.

The front pocket of the laptop case may be used to store the charger and a few additional items. Common sense should be exercised when using the front pocket, as excessive items will damage the case and parents/students will be liable for the replacement cost. Currently, the cost of a new laptop case is **\$66 (inc. GST)**.

At the start of the laptop programs, every student is given a new, clean protective bag. It remains College property throughout the program and is to be handed back in good condition.

If the student personalises the case, the student will have to pay the cost of the case when it is handed back in at the end of the year.

If the laptop case is damaged during the cycle of the laptop program, the student is responsible to purchase a replacement through the College ICT department.



3. Laptop Accessories Policy

The laptop comes with separate items that are not attached but are still part of the laptop. Two accessory peripherals that fall into this category are:

- battery chargers / cables
- stylus pens

The replacement cost of any accessory will be passed on to the student/parent/guardian if it becomes lost/missing or physically broken. Some laptop models [HP EliteBook x360 1030 G2, HP ProBook x360 435 G7 & HP ProBook x360 435 G8] do not have a docking retainer to hold pens (unfortunate, but reality). It is still the responsibility of the student / parent / guardian to pay the replacement cost.

Faulty items are covered under warranty.

Appendix 1

Laptop User Guidelines & Responsibilities

General Guidelines & Responsibilities:

- Users are responsible **at all times** for the general care of their allocated laptop. When carried, the laptop must be placed in the laptop case at all times. Never carry the laptop while turned on or open.
- When not using the laptop at school, the laptop should either be stored securely in student lockers or in a locked classroom. The laptop is **NEVER** to be left unattended, i.e. visible in cars or in any unsupervised area.
- When in use, the school laptop should always be placed on a flat, stable surface away from liquids, food and drink.
- Users may only log in using their assigned username and should never disclose their passwords. Unauthorised use of hardware or software passwords is forbidden.
- Students may **NOT** loan their laptop to anyone without permission from the College. Students are not obligated to lend/loan accessories (e.g. chargers, stylus pens, keyboard bases, etc.) to other students. Doing so is at their own risk and potential expense.
- Sound has to be muted at all times unless directed otherwise for instructional purposes.
- Music, videos and games are **NOT ALLOWED** during schools hours, unless specifically approved by a teacher for educational purposes.
- Streaming audio or video is prohibited on the College network, unless specifically approved by a teacher for educational purposes.
- Users who repeatedly fail to bring their fully functional laptop to school will face appropriate disciplinary action.
- Students may use printers in classrooms or the Resource Centre with teacher permission during class or breaks. There is a cost associated with the use of printers at school. Students wanting to print on a home printer will need to supply printer model so specific drivers can be loaded by ICT Administrator.
- The laptop should always be put into hibernation/sleep mode before moving between classes. Laptops must be shut down at the end of every school day before placing it in the laptop case.
- It is the student's responsibility to make sure that their school work is correctly saved. They will need to back it up on at least their network drive at school/OneDrive and optionally a removable device. The College is **NOT** in any way responsible for lost data.
- Using the network for financial or commercial gain, advertising, or political lobbying is prohibited, unless specifically approved by a teacher for educational purposes.
- Accessing or exploring on-line locations or materials that do not support the curriculum and/or are inappropriate for school assignments is prohibited.
- Vandalizing and/or tampering with equipment, programs, files, software, system performance or other components of the computer and/or network and use of or possession of hacking software is strictly prohibited.
- Gaining or supporting unauthorized access anywhere on the network is strictly prohibited.
- Knowingly placing a computer virus on a computer or network is strictly prohibited.
- Downloading or transmitting multi-player game, music, or video files using the College network is prohibited.
- Ad-hoc networks created/used at school are not allowed.

Managing files:

- Users should back up all school-related documents and files to their OneDrive associated with their Northpine email address or the Network folder on the College network. It is the student's responsibility to back-up any school work.
- Users are advised to use OneDrive and/or removable file storage devices (i.e. flash drives, memory sticks, etc.) to back-up work completed at home or away from the College network.
- It is the user's responsibility to ensure that work is not lost due to computer failure, virus or accidental deletion.
- Computer malfunction is **NOT** an acceptable excuse for not submitting work.

Requesting Support:

- When technical difficulties occur, take the laptop to the ICT office during student support times to obtain assistance.
- When you have a computer issue or question, the procedure is to:
 1. Check with a teacher if your issue has already been addressed
 2. Send an email from your school email account to support@northpine.qld.edu.au with a detailed message explaining the issue.
 3. Take the laptop to the ICT office either before school, during recess, lunch or after school.
- The College's priority is to get the laptop back to the user as soon as possible. The quickest way is often to re-image a system back to its original state. The College is **NOT** responsible for the loss of any data due to re-formatting, re-imaging or a failed hard drive.
- The student will be supplied with a loan laptop when their laptop is in for service.

Online services:

- Email and instant messaging transmissions, stored data, or any other use of the College network shall **NOT** be considered confidential and is subject to inspection. Contents of email and network communications are governed by Seventh-day Adventist Schools (South Queensland) Limited; proper authorities will be given access to their content.
- Mass emails, chain letters, and/or spam are prohibited.
- Engaging in harassment of any kind or using objectionable language in public or private messages is prohibited.
- Sending, accessing, uploading, downloading, or distributing offensive, profane, threatening, violent, pornographic, obscene, illegal or sexually explicit materials is prohibited.

Software and Hardware Guidelines & Responsibilities:

- Anti-virus and anti-spyware software is installed and updated through the College network to protect the laptops while on the Northpine network as well as outside of the College network.
- Inappropriate media and software, defined at the discretion of the administration may not be used. Inappropriate material may include, but are not limited to: weapons, pornographic materials, inappropriate language, violence, alcohol, drug and gang related symbols or pictures. Use of such material will result in disciplinary action.
- Deletion of files can negatively affect the performance of the laptop. Do **NOT** delete any program/system files installed by the College.
- Appropriate software installed by a student for personal use is permitted. However, should it interfere with the functionality of the operating system, the computer will be re-imaged by the ICT office and the student will be directed not to reinstall the offending software.
- Attempting to repair, remove or install hardware components is prohibited.
- Installing, enabling, launching, or creating programs that deliberately interfere with the performance of the network, Internet, or hardware technology resources is prohibited.

Classroom Organisation:

- Students are always expected to bring their fully functional laptop to classes, unless told otherwise.
- Do **NOT** bring just your laptop to class. The traditional educational tools (e.g. pen, notebook, etc.) will still be used and are required to be brought to classes.

Loan Laptops and College Desktops Guidelines & Responsibilities:

- Loan laptops (with loan laptop bag and loan charger) will be issued for the time the student laptop is in for repair.
- When the repair has completed, it is the student's responsibility to contact the ICT office to return all the loan equipment in the same condition it was given and pick up the repaired laptop.
- Any outstanding repair fees has to be paid in full before the repaired laptop can be picked up.
- The College desktop computers and loan laptops are to be treated with the same level of care that is given to the laptop program computers and the same guidelines apply with regard to their use.
- Failing to comply with the above conditions may result in loan laptop privileges being withdrawn.

Power / Battery Guidelines & Responsibilities:

- Students are responsible for keeping their laptop's battery fully charged before each school day.
- There is limited availability for students to recharge their laptops at school.
- Students should run batteries until the Low Battery warning is displayed to ensure best battery life.
- Students MUST take responsibility for maximising battery life at school (reducing screen brightness, turning laptop off when not needed, always put into sleep mode before moving between classes).
- When battery health reaches a below "normal" state, students are responsible for logging the battery with the ICT office for a replacement.

Cleaning guidelines:

- Clean the screen with a soft, dry or anti-static cloth.
- Clean the keyboard regularly with a damp (not soaking!) cloth.
- Never eat or drink near the laptop.
- Clean your hands before using the laptop, to avoid leaving marks on it.

Consequences

Any breach of the above guidelines will be investigated thoroughly and appropriate consequences will apply. Consequences may include, but are not limited to:

- Loss of the right to take the laptop home for a designated period of time.
- Disciplinary action in line with general College guidelines.
- Possible long term suspension or expulsion from school.
- Referral to law enforcement authorities.

Contact:

Parents/Guardians are welcome to contact the ICT Coordinator during normal office hours if they have any questions or concerns about this policy or how it is being applied (Please make an appointment).

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