



**STUDENT RESOURCE SCHEME**

# **LAPTOP PROGRAM**

**2025**

**Participant's Guidebook**



**Mount Gravatt High School**

# 1 to 1 Laptop Program



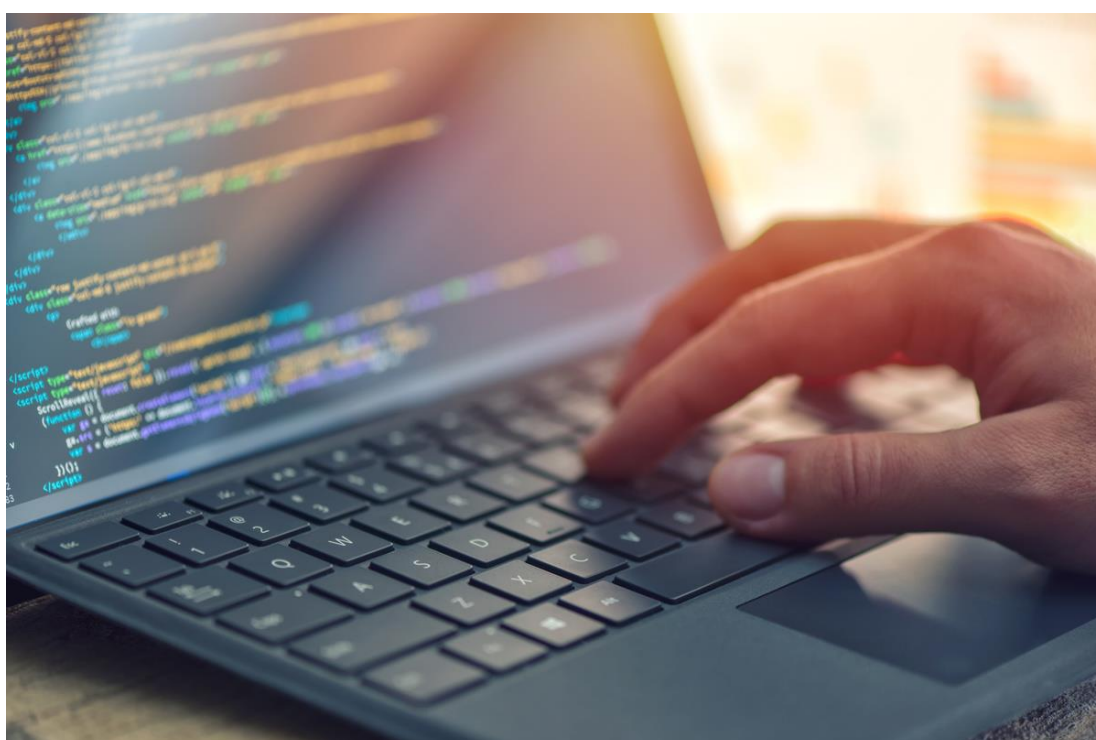
## Overview

Since 2008 when computers in schools began, our school has grown in enrolment from 800 to over 1200 students. The wind down and removal of government support for computers in schools has brought about many challenges that we have continued to work through to offer the best possible value and learning experience for our parents and students. Many schools have abandoned a one-to-one program, while others adopted the use of devices of limited capability but lower cost.

We remain committed to a quality device due to the success of ICT integration as tools into learning productivity achieved over past years and the potential this holds for our students. A new scheme was introduced in 2019 where students across all year levels can continue to access a school provided device. This new scheme provides any new student commencing in year 7 at Mount Gravatt SHS with a brand-new device to use for 3 years until the end of their year 9 school year. Then in Year 10 they are given a new device to see them through until the end of their Year 12 and final year here at Mount Gravatt SHS.

This new program has reduced the life of a laptop from 4 years to 3 thus ensuring that students are able to access current technology and therefore improving the user experience in our students learning.

Our resource hire fees structure has always tried to provide quality service and products whilst maintaining value for money for families in our school community. Some schools charge significantly higher resources fees than at Mount Gravatt SHS to cover these costs, or do not conduct a student resource hire or technology scheme at all to provide resources or a device. Advice from parents, students and teachers is that they would not want either to occur. The cost of the SRS program can be found on the school website.



# Terms & Conditions



## Terms and conditions - Student Resource Scheme 1 to 1 Learning Program

### 1.Principles

- i. 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.
- ii. Mount Gravatt SHS operates a Student Resource Scheme – 1 to 1 Learning Program that enables a Parent/Guardian to enter into an agreement with the school to provide the student with a school laptop for educational use at school and home for a specified annual participation fee.

### 2.Benefits of the scheme

- i. The purpose of the hire 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
- ii. 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.
- iii. 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

- i. This Agreement is between the State of Queensland acting through the Department of Education and Training [in particular via Mount Gravatt State High School (hereafter called "the School")] and Parent/Guardian in relation to provision of computer equipment to your child (Student).
- ii. The Student has been accepted into the School 1 to 1 Learning Program for the remainder of the agreement.
- iii. 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.
- iv. Under the hire scheme the equipment is provided to the Student and remains the property of the School until the end of the arrangement when the Private Treaty arrangement is concluded.
- v. This Agreement outlines the roles and responsibilities in relation to the Student Resource Scheme – Student 1 to 1 Learning Program and the terms and conditions which binds the parties during the term of the provision of the equipment.

## 4. Equipment provided– Hire Scheme

- i. The equipment, subject of this Agreement, consists of a laptop computer, carry case and power pack. These items are referred to through this Agreement collectively as the “Laptop”.
- ii. Each laptop will be:
  - commercial grade
  - protected by Education Queensland anti-virus tools and automated updates
  - covered by warranty including the battery
  - able to be connected to the Education Queensland Network and have filtered internet and email
  - able to be used at home and at school for student learning
  - installed with central data storage, common file access, backup and network software resources
  - repaired through the school, where possible, including software and hardware repairs
  - exchanged for a temporary laptop during any repair and maintenance (unless unavailable)
- iii. 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

- i. Mount Gravatt SHS remains committed to providing a laptop that is best suited to our environment and empowers teaching and learning within our classrooms. Laptops provided will have certified durability and efficient performance to ensure ruggedness and long battery life, making them ideal for modern classrooms and teaching methods, and built to survive any school day. Mount Gravatt SHS carefully evaluates laptops for durability, long battery life, repairability, performance requirements, cost-effectiveness, and warranty/accidental damage protection to ensure the laptop meets our needs. Eco-friendly packaging, recycled materials, and an energy efficient design is also one of our priorities when evaluating laptops.

Minimum specifications (at the time of update) include:

• Low power consumption and high-performance processor	• High connectivity ports
• 8 GB memory	• USB-A
• 13" or 14" LCD screen	• USB-C
• 256 GB SSD storage	• MicroSD
• Wireless internet	• HDMI
• 6-hour battery	• Universal audio jack
• 3-year warranty	
• Accidental damage protection	

## 6. Rights and obligations – Hire Scheme

- i. The Student has the right to use the Laptop only in accordance with this Agreement.
- ii. 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 for school provided laptops (e.g. at home).
- iii. To the extent that the Laptop Rules for Students can apply to the Parent/Guardian, the Parent/Guardian must comply with the rules.
- iv. 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

- i. The School agrees to provide the Laptop and resources to the Student/Carer from the date all parties sign this Agreement, and the Student receives the Laptop.
- ii. Subject to clause 7.3, the provision continues until the end of the agreement.
- iii. 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 Hire 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, fall below the accepted school standard 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 – Hire Scheme only

- i. This Agreement does not give the student ownership of the School provided Laptop. The school retains ownership of the Laptop during the term of the provision.
- ii. 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

- i. The Laptop being provided to the Student may not be new. The Laptop may have previously been used by another student who has exited the school, and the laptop is being recirculated within its warranty period. This may mean that at some point throughout the student's time at Mount Gravatt SHS a new laptop will be given as old laptops are replaced.
- ii. Students will be responsible for the laptop at all times during school hours. At such times when the student may need to leave the laptop (during morning tea/lunch breaks or teacher-directed activities such as sport), the school will aim to provide a secure location for their storage.

- iii. The School may demand the return of the school laptop 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 resources

- i. If the parent / guardian and student opt to participate, a Student Resource Scheme – Student Laptop Program fee will be due and payable by the parent / guardian.
- ii. In the event of loss or damage to, or caused by, the School Laptop, see Clause 16 Loss or Damage.

## 11. Connection to the internet

- i. 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. The School reminds the Parent/Guardian of their obligations under this agreement.
- ii. 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 operating system is filtered at school and at home.
- iii. 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.
- iv. 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 containing pornography).

## 12. Improper use

- i. The Parent/Guardian must ensure that the School Laptop is not tampered with in order to connect to internet services outside the school and that the school 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;
  - to circumvent any security or filtering policies, such as the use of proxy avoidance software or similar, VPN, scripts, customising network configurations, disabling firewall, or the unauthorised removal of any software; or
  - in a way that violates any laws, such as privacy laws.

### 13. Software

- i. The software loaded by the school on the Laptop is licensed to the Department of Education 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.
- ii. If permitted by the School, Students may have the right to install additional software onto their school 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.
- iii. Should a school laptop require repair, the hard drive may need to be reformatted, and the laptop returned to its originally issued state.
- iv. 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 installed software on the laptops.
- v. In addition, at the conclusion of this agreement, all school installed software and data will be removed and the laptop restored to its original manufacturer's state.

### 14. Virus protection

- i. Computer viruses, malware and malicious code have the potential to severely damage and disrupt operations within the School and the Department's networks. They can also be costly to restore the network, infected hardware or software to its previous state and operability.
- ii. 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
- iii. Departmental laptops have commercial anti-virus software installed. The parent/guardian must ensure this software is not disabled or tampered with. Anti-virus software cannot be 100% effective if appropriate practice is not followed when using the laptop.
- iv. Students have the right to use their school provided 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.
- v. 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

- i. A manufacturer's warranty may apply to the Laptop for some of the period of the provision.
- ii. Students must not "personalise" their school laptops in any way by using felt pens, stickers or other marks. Laptops will be identified as belonging to a particular student in a manner determined by the school. Such identification is not to be tampered with.

- iii. The Parent/Guardian or Student must immediately return the school Laptop to the School if they suspect the hardware (e.g. laptop computer or power pack) or software is or may be faulty.
- iv. The Student and Parent/Guardian must not arrange or allow any repair or maintenance work to be carried out on the school Laptop without prior written consent of the School.
- v. 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

- i. 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.
- ii. 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. Please note that costs are subject to change as manufactures do make changes from time to time to their insurance policy.

Should a change be necessary communication about these changes will be made with parents/caregivers beforehand:

### Loss or theft

Should a school device be unrecoverable, the cost of replacement is as follows:

- First case: \$200 (insurance excess)
  - Subsequent cases: full replacement cost.
- iii. Where a school laptop is accidentally damaged, schools will invoice a student's parents an excess charge of \$50 for each incident logged with the manufacture.

### Willful and malicious damage

- iv. Where the school determines that damage has been intentionally or negligently been caused to a school device, the full cost of repair or replacement may be charged.
- v. 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.
- vi. The Parent/Guardian must immediately notify the School if the School Laptop is damaged, lost or stolen.
- vii. If the School Laptop is stolen, the Parent/Guardian must report this to the Police as soon as possible. The Parent/Guardian must obtain from Queensland Police a Crime Number and the name of the investigating officer and provide this to the school. A statutory declaration is also required (usually completed with the police).
- viii. Advice on how to protect the Laptop is outlined in the attached Use and Care of the Laptop Computer guidelines.

## 17. Monitoring and reporting

- i. Students should be aware that all use of internet and online communication services can be audited and traced to the account of the user.

- ii. All material on the device is subject to audit by authorised school staff. If at any stage there is a police request, the school may be required to provide the authorities with access to the device and personal holdings associated with its use.

## 18. Consequences

- i. All School 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.
- ii. 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.
- iii. 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.

## 19. Acceptance of agreement

- i. By completing and signing the Student Resource Scheme Participation Agreement form the Parent / Guardian is acknowledging they understand and accept the Terms and Conditions of this agreement.

<https://education.qld.gov.au/parents-and-carers/school-information/school-operations/state-school-fees>

# Laptop Rules for Students



## Rules

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 your School's Responsible Behaviour Plan for Students as outlined in Safe, Supportive and Disciplined School Environment <https://education.qld.gov.au/initiatives-and-strategies/behaviour>
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 passwords.
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 schoolwork and important documents are backed up onto OneDrive, USB, or other device.
8. You must not use any VPN or proxy-avoidance programs to circumvent any of the Department's filtering and security policies. If it is found that you have performed these actions, your access to the laptop, network, or associated systems may be restricted by the Department's Cyber Security Team or by the School.
9. The software loaded on the Laptop is licensed to the Department of Education 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.
10. 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, and the licence stipulates that it can be installed on a device that is not personally owned by yourself. 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 or by automated deployment systems used by the School.
11. 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).
12. 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 hardware specifications of the Laptop, without the School's written consent.

13. If you experience any laptop issues, either software or hardware, you must report them to Student IT Support immediately for attention. Failure to do so can result in further damage that may not be covered under warranty or accidental damage protection. In such cases students may also be referred to the appropriate Deputy Principal for further consideration.
14. Once a laptop has been repaired, either software or hardware, students will be notified via email to come and collect their laptop. Any outstanding fees resulting from the repair must also be taken care of. If, after repeated reminders and an extended period of approximately one month, students have not returned to collect their device, a referral to the appropriate Deputy Principal may be required to resolve any outstanding issues.
15. 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.
16. You are responsible for the security of the laptop. When not in use, the screen is to be locked to prevent unauthorised access. When turned off, it must be stored in its carry case and kept with you; or, if available, in secure storage for activities as directed by a teacher or during morning tea and lunch breaks.
17. 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.
18. 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;
  - to circumvent any security or filtering policies, such as the use of proxy avoidance software or similar, VPN, scripts, customising network configurations, disabling firewall, or the unauthorised removal of any software; or
  - in a way that violates any laws, such as privacy laws.
19. 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.
20. You must not fully or partially remove, alter, damage, or restrict the visibility of any labels or stickers installed on the Laptop at the time it was provided to you. Doing so may result in the replacement cost and an administration fee being invoiced to the parent/guardian.
21. The Laptop, and associated accessories provided with the Laptop, are 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 and accessories before leaving the School. If the Participation Agreement is ended, you must return the Laptop and accessories.
22. The School can request the Laptop, and associated accessories provided with the Laptop, be returned for any reason at any other time.

**For more information** about the Program and the Laptop Rules for Students, contact the School's Administration Office for your enquiry to be referred to the appropriate person/s.

# Use and care of the laptop



## Usage

- Don't use technology devices 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.
- Open your laptop screen from the middle of the top cover (where the webcam is located) to ensure undue pressure isn't put on one side. Continual opening from one corner may result in a broken hinge overtime.
- Always shut down computers through the 'Start – Shutdown' mechanism.
- Always package, carry and store technology devices in appropriate and secure carry cases for transporting. If a carry case is provided by the school, this must be used to ensure appropriate protection is provided.
- Never personalise technology devices (e.g. pens, stickers, engraving, pencil markings, etc.).
- 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 and transporting your laptop computer

- 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. If the laptop is stored in its case within your bag, do not drop the bag from your shoulder. Always place the bag 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 case or school bag.
- Laptops should be switched off before being placed into the case.

## Care of laptop carry case

- The case should be fully zipped up before being carried
- The case should be fully unzipped before removing the laptop to avoid non-warranty bag 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. Never close your laptop screen with a foreign object left on the keyboard or palm rest. 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 wrap the cord too tightly around the power adapter or the cord may become damaged.
- Present to the IT Department if your AC adapter is damaged or faulty in any way. Do not replace it with an unauthorised charger.
- 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

## Care for your battery

- Avoid leaving your laptop connected to the charger for prolonged periods of time.
- Do not tamper with the connections.

## Keyboard

- Gently brush your keyboard with a clean soft bristled paint brush or similar to remove dirt.
- If any key caps are in a damaged state, take your laptop to the IT Department to be repaired immediately. Failure to do so may result in a billable repair. Missing key caps are often found to be considered negligent or willful damage by the manufacturer and are subject to the relevant costs.

## 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.
- Ensure the case is completely dry before using.

## Security

- Undertake regular virus scans of computers, in particular after home usage and prior to reconnecting to the school's ICT network.
- You must lock the screen when not in use to prevent unauthorised access.
- Make regular backups of your saved work. The school is not responsible for data recovery.
- Keep your login and password confidential.
- Don't use any VPN or proxy-avoidance programs to circumvent the Department's filtering and security policies.
- Don't disable an antivirus programs installed on the computer by the Department/School.
- Don't install any antivirus programs without obtaining advice of the IT Department.
- If the installed antivirus detects a suspected virus or malware, carefully follow the any provided instructions for removal and advise the nearest staff member. If unsure, quarantine your computer and disks and immediately present to the IT Department.

- 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 are compliant with departmental standards.
- Always adhere to licensing and copying agreements.
- Never use technology devices to engage in illegal activity, including violation of copyright or other contracts.

## Reporting IT-related issues, faults, or other cause for concern

- If you experience issues relating to software or systems used in the classroom, first report the issue to the classroom teacher. If the classroom teacher is unable to resolve the issue, please report to the IT Department during the prescribed opening times.
- Report any hardware, system, or software faults or issues to the IT Department during the prescribed opening times.
- Promptly report any laptop or accessory damage to the IT Department during the prescribed opening times. Not doing this promptly may result in further damage.

## Batteries

- Don't use incompatible 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. If presented and left with the IT Department within opening times, your laptop may be safely and securely charged under supervision of the IT Department, if available.
- 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.